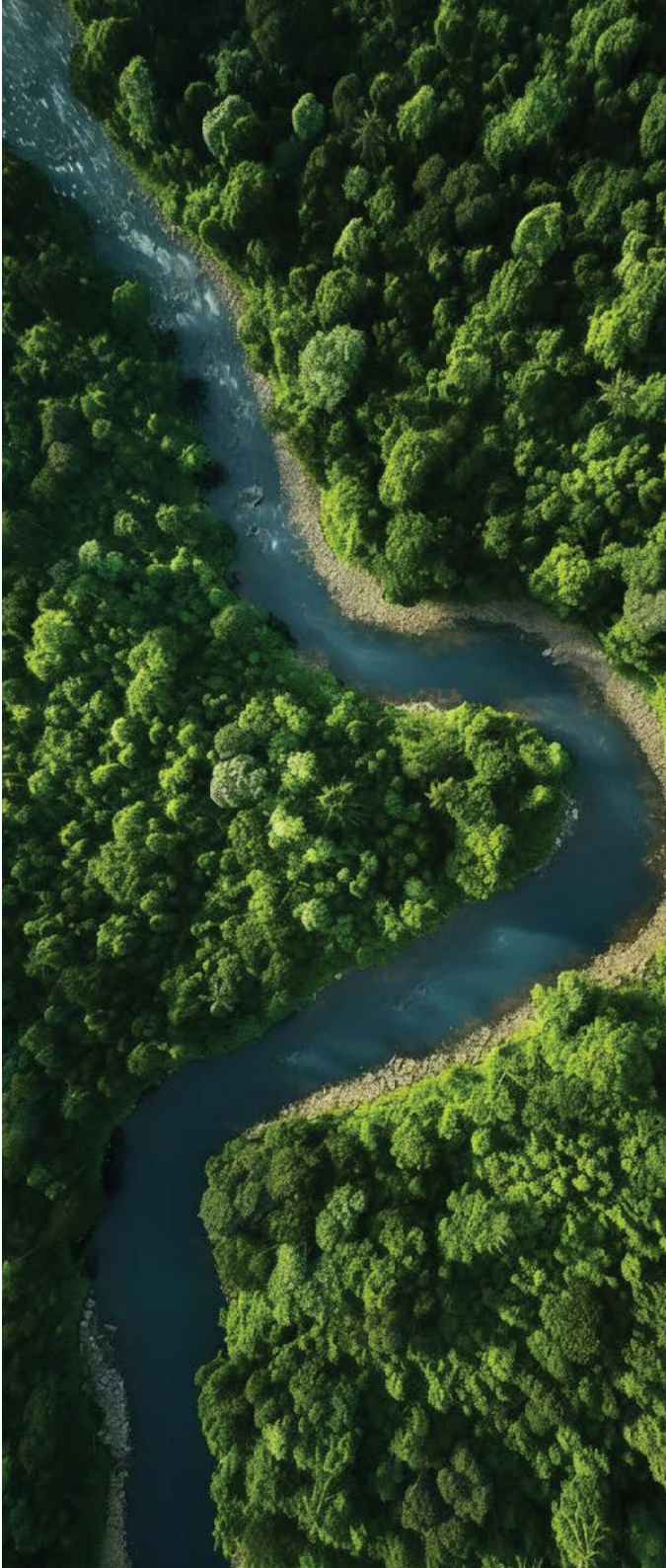


Sustainability Report 2023



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01

Introduction

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About this Report

The Export Development Bank of Egypt (EBank) is delighted to publish its first Sustainability Report for the 2023 fiscal year. This report presents our adherence to Environmental, Social, and Governance (ESG) guidelines, showcasing our performance and activities while emphasizing our commitment to transparency with all stakeholders. Moving forward, as we formalize and elevate our sustainability commitment, we remain steadfast in our pledge to share our achievements and progress with stakeholders annually.

Scope and Reporting Period

In our inaugural sustainability report, we present EBank ESG performance, focusing on the Bank's material topics. The data provided pertains exclusively to EBank's operations across Egypt, unless explicitly stated otherwise. This report encompasses the period from January 1, 2023, to December 31, 2023. Disclosures outside the specified reporting dates are included if deemed relevant to the context of the report.

Reporting Standards and Frameworks

EBank has reported in accordance with the 2021 GRI Standards. Additionally, the report outlines alignment with the UN Sustainable Development Goals (UN SDGs), as well as the SASB Standards on Commercial Banks, the TCFD Recommendations, and the UN Global Compact (UNGC) Principles.

Forward Looking Statements

This report may include specific forward-looking statements pertaining to the Bank's operations.

These statements may be distinguished by forward-looking language such as "will," "planned," "expected," and "forecasted." They represent the Bank's present perspectives regarding future events and are contingent upon certain risks, uncertainties, and assumptions. Various factors could potentially lead to significant differences between the Bank's actual results, performance, decisions, or accomplishments and any future results implied or expressed by these forward-looking statements.

Assurance

Masader Environmental and Energy Services S.A.E, a corporate sustainability consulting firm, has provided a limited assurance statement on the content of this report.

Please refer to the [Limited Assurance Statement](#).

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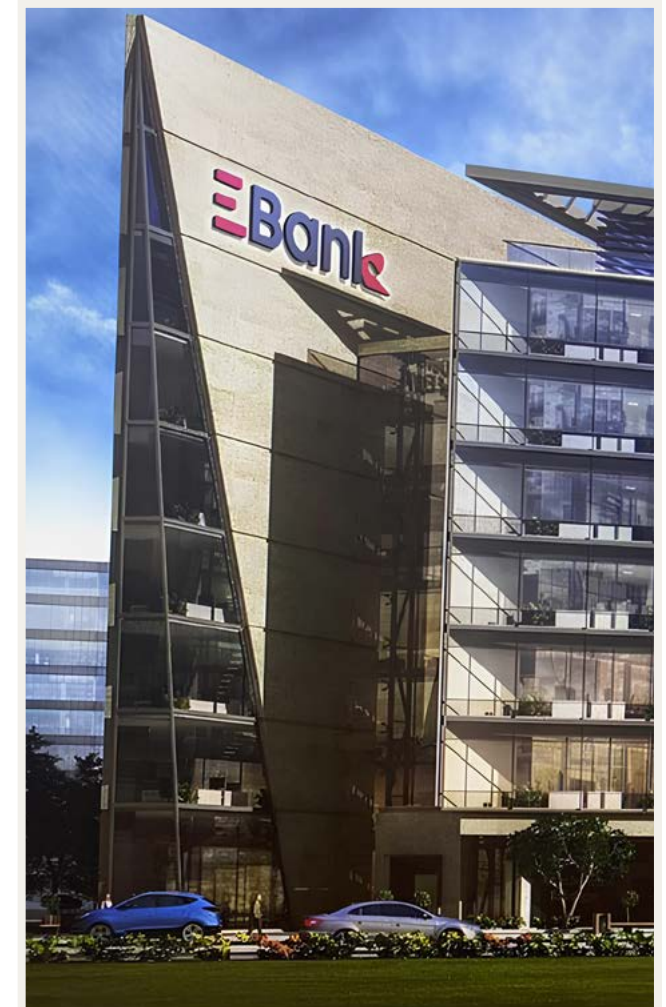
Sustainability A. Manager

Email: hour.elmorshedy@EBank.com.eg

Export Development Bank of Egypt (EBank)

Head office

New Cairo at 78, South Teseen street, Cairo, Egypt





Message from Our CEO

Dear Stakeholders,

As we present our inaugural sustainability report, it is with a clear focus on the tangible strides EBank has made in the fiscal year 2023. This document serves as a record of our deliberate action towards a sustainable, economically robust future, aligned with Egypt's Vision 2030. Our strategy, deeply embedded with sustainability, is not a trend-driven response but a core element of our business planning for 2022-2027, emphasizing economic development, social inclusion, and environmental care.

Governance continues to be our cornerstone, underpinned by the highest standards of compliance and the integration of the Enterprise Risk Management (ERM) framework. This initiative, which commenced in 2023, signifies our commitment to comprehensive risk management, reinforcing our capabilities in operational risk, fraud risk, and business continuity. The full ERM framework, slated for 2024, will further enhance our strategies, particularly in cybersecurity and information system risk frameworks.

In 2022, a significant transformation took place when the bank rebranded from EBE to EBank. This change was emblematic of our move to align with the digital age, presenting a youthful, modern identity and marking the beginning of a new digital banking era, driven by innovation and technology.

Our efforts in digital transformation have set a noteworthy example in Egypt. The integration and automation of our services using advanced technology have not only improved our operational efficiency but also enhanced our service delivery, with ISO 27001 certification on the horizon to cement our commitment to information

security.

The bank's financial indicators reflect robust growth. From December 2022 to December 2023, our net profit increased by 154% and our deposit portfolio expanded by 19.3%. The retail loan portfolio increased by 70%, introducing an incentivized green loans to promote the transition to go for electric vehicles as well as adopting CBE initiative that supports lower GHG emissions engines.

Our efforts in financial inclusion have been strategic and targeted, aimed at empowering young entrepreneurs and women. These efforts are complemented by our commitment to financial literacy and empowerment, as seen in the uptake of digital financial products among women.

Community engagement and social responsibility are integral to our operations, with EBank investing EGP 24.1 million in community initiatives, focusing on education and healthcare, and being named the Best Bank in CSR in Egypt for 2023. This recognition is a reflection of our commitment to societal well-being and the innovative solutions we provide.

The strength of our workforce, is a key driver of our success. With a commitment to diversity and inclusion, we have cultivated a dynamic environment that supports professional growth and reflects our values.

Health and safety remain paramount, with zero work-related accidents and extensive training provided to our staff. Our environmental commitment has been fortified with comprehensive carbon footprint assessments, laying the groundwork for further improvements.

In closing, the fiscal year 2023 has been one of substantial

progress, with EBank's sustainable finance portfolio totaling EGP 5.3 Bn, channeling into environmental sustainability and societal advancement. Our commitment to a green, inclusive future is evident in our diverse portfolio of sustainable projects, and we look forward to continuing on this path of responsible growth and innovation.

Thank you for your continued trust in EBank.



Dr. Ahmed Galal

Chairman and Chief Executive
Officer, EBank

Ahmed Galal



About EBank

Established in 1983, the Export Development Bank of Egypt (EBank) has emerged as a pivotal force in fortifying Egyptian exports spanning the Agricultural, Industrial, Commercial, and Services Sectors. With a swift ascent as Egypt's primary funding source for export operations, EBank's strategic policies and diversified investments have been instrumental in propelling its growth, fostering operational efficiency, and cultivating a robust financial standing. This trajectory of success has not only earned the trust of exporters, SMEs, and individuals but has also garnered recognition from local and international financial institutions. Anchored at its Head Office in New Cairo, Egypt, serving a diverse clientele encompassing Retail, Corporate, and SME customers.

Our Vision

"We anticipate Exporters' and Clients' divergent needs to provide the most agile and efficient solutions."

Our Mission



Soliciting/Canvassing Dynamic Customers' Needs



Streamlined Customer journey



Expanding Our Reach



Optimizing Digital Experience



Governance Risk and Compliance Diligent



Breed Leaders of the Future



Sustainable Corporate and Social Responsibility

Agile



Our team operates with a commitment to both speed and quality in executing tasks. We demonstrate flexibility in decision-making and task delegation, ensuring adaptability to changing circumstances. Throughout all our endeavors, we prioritize efficiency, enabling us to navigate changes and developments effectively.

Accountable



We strive to maximize equity by achieving competitive profitability rates, fostering a growing sense of responsibility among all employees to enhance institutional efficiency. Our commitment to fulfilling all undertakings and agreements builds trust with our customers and partners, ensuring strong relationships and mutual success.

Graceful



We cultivate goodwill to shape a brighter future, upholding the highest standards of morality, knowledge, awareness, and work ethic through proper methodologies. Our actions are guided by refined taste, wisdom, and ingenuity, ensuring excellence in behavior and decision-making.

Innovative



We leverage experience and creativity to develop and deliver innovative services that adhere to laws and regulations. Understanding our customers' needs, we tailor our products and services accordingly. We prioritize employee engagement, promoting a culture of continuous improvement driven by creativity and excellence.

Leader



Our goal is to establish a prominent and distinguished presence in the banking market, striving to positively influence stakeholders to achieve institutional objectives. Within the workplace, we promote values of kindness, courage, modesty, and commitment to fulfilling promises.

Engaged



We advocate for inclusive decision-making, valuing diverse perspectives. Embracing a culture of collective responsibility, we aim to foster engagement at the individual level as a core business strategy. By encouraging active participation in decision-making, fostering creativity, and promoting personal development, we strengthen each individual's sense of belonging to the institution.



EBank at a Glance

Market Presence

EBank operates from its Head Office in New Cairo, and boasts a network of 44 branches, 108 ATMs, and 1,658 employees across various Egyptian Governorates. Geographically distributed, our branches cater to Retail, Corporate, and SME customers, offering a diverse portfolio of financial and investment products alongside online banking services.

Additionally, the bank has enhanced its digital customer interaction by establishing 8 digital islands located within 8 branches, furthering our commitment to providing accessible and innovative banking solutions.

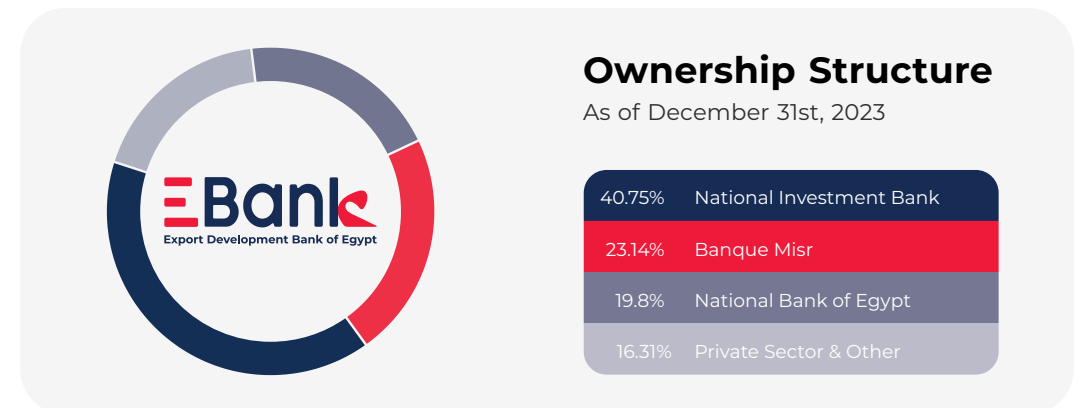
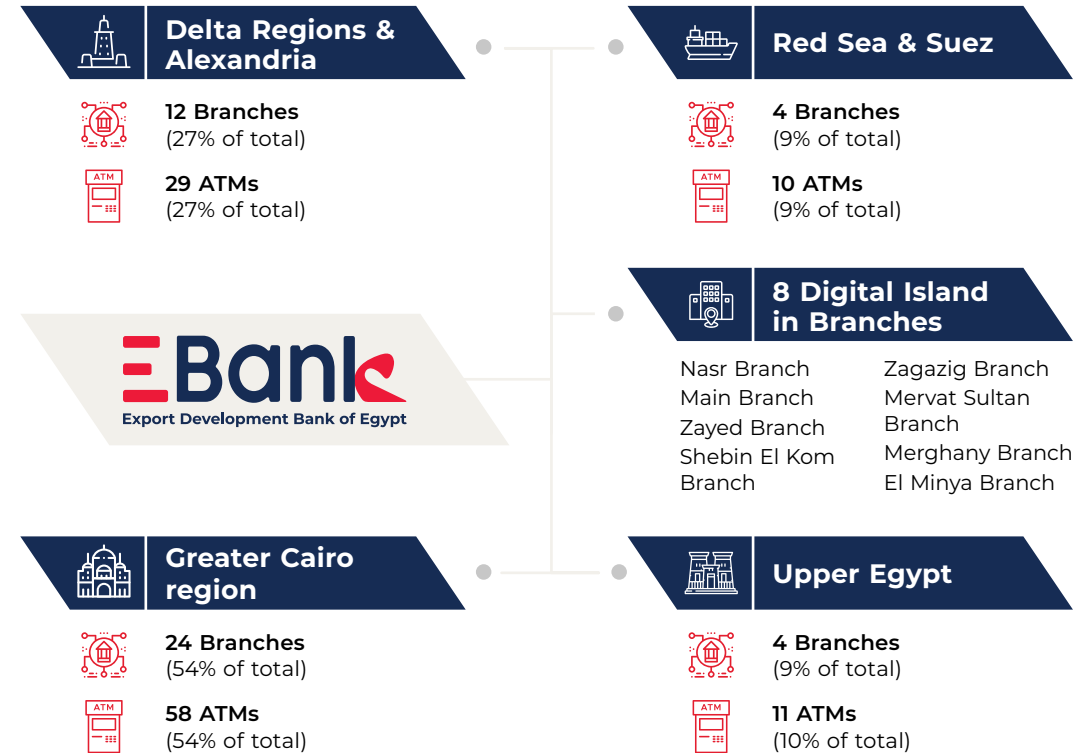


EBank has branched out throughout Egypt and founded a network of correspondent banks with economic ties to Egypt, all with the aim of facilitating business to Egyptian exporters.

EBank supports industries through its diversified product offerings. Though EBank lends special attention to exporters and import-substitution industries through corporate lending and syndicated loans, its diversified financial packages are extended to non-exporting industries as well.

EBank is committed to promoting the SME sector, as it recognizes that SMEs are the backbone of the Egyptian economy, representing more than 75% of total employed workforce according to recent government estimates. Thus, EBank is committed to facilitating SMEs, in line with the 2005 IFC Agreement Sustainability Goals.

The Bank's primary vision is to provide and maintain their diversified services and products at a high quality through its well spread network of branches and ATMs placed throughout Egypt along with their network of corresponded banks abroad.



EBank's Subsidiaries



Egyptian Tourism Development Company (ETDCO)

Established in 1991. It targets a wide range of investments and activities within tourism sector. Currently, it is responsible for developing and managing EBank's investment projects in Sahl Hasheesh, Hurghada.

Ownership: 99.82% (Indirect)



Export Credit Guarantee Company of Egypt (EGE)

EBank's established EGE in 1992 aiming to build and implement a system to insure the Egyptian exporters against commercial and non-commercial risks originated from factors other than exporter's own misconduct.

Ownership: 70.55% of its issued capital

A-Beta for Real Estate Investments

Established in 2013, the company targets all real estate investment activities, including management and development.

Ownership: 100% (Direct & Indirect)



EBE Factors Company

EBE Factors was established in 2020 to perform factoring services, either domestic factoring (with or without recourse) or international factoring (export factoring / import factoring).

Ownership: 85.14% of its issued capital



Tourism Investments Company at Sahl Hasheesh (TICSH)

Established in 1994, currently owns the renowned landmark 5+ star hotel "Oberoi Sahl Hasheesh Hotel" in Hurghada, with a total capacity of 102 luxurious suites.

Ownership: 89.21% (Indirect)

Al-Masry for Real Estate Investments

Established in 2012, the company targets all real estate investment activities, including management and development.

Ownership: 100% (Direct & Indirect)

Beta Capital Holding for Financial Investments

A financial company established in 2013 to act as EBank's third investment arm. Currently, the company focuses on real estate sector.

Ownership: 99.99 % of its issued capital

El Alameya Holding for Development and Financial Investments

A financial company established in 2012 to act as EBank's second investment arm. Currently, the company's portfolio focuses on real estate sector.

Ownership: 99.99% of its issued capital

Egypt Capital for Real Estate Investments

Established in 2012, the company targets all real estate investment activities, including management and development.

Ownership: 100% (Direct & Indirect)

Egypt Capital Holding

A financial company established in 2010 to act as EBank's investment arm. Currently, the company's portfolio focuses on tourism sector.

Ownership: 99.995% of its issued capital

Awards and Recognition



Best Digital Transformation Award, Middle East & Africa 2023

“The Digital Banker”



Best Corporate Rebrand, Banking, Egypt 2022

“Global Business Outlook Awards”



Top 50 Strongest Institutions in Egypt in 2023

“Forbes International”



Best Bank for Cash Management-Egypt 2022

“The Digital Banker”



Best Social Responsibility Initiatives and Digital Banking Products, 2023

“The World Union of Arab Bankers (WUAB)”



Best Bank in Trade Finance in Egypt 2020 & 2019

“Global Trade Review-GTR”



2023 ESG Performance Highlights



Environmental Management



15,530 MWh

Total energy consumption



17.2 MWh

Renewable energy consumption



5,902 mtCO₂e

Total absolute scope 1+2 emissions



82,851 m³

Municipal water intake



6,012 mtCO₂e

Total absolute scope 3 emissions



Governance



100%

Of our employees received anti-money laundering (AML)-related training



17 %

Independent members representation in the board



25%

Female Board members



Human Capital



33%

Representation of female employees in our workforce



59 %

Of our total new hires are under 30 years old



23 %

Female representation in management positions (middle and senior levels)



33,825

Hours of training delivered to our employees



1,992

Total no of training hours on Health and Safety



37%

Female representation in New Hires



15%

Of employees received ESG induction session



Social Impact



EGP 24.1 Mn

Total community donations and investments



EGP 13.7 Mn

Total community donations in the health sector



EGP 10.4 Mn

Total community donations in the education sector



40

Financial literacy sessions conducted



100 %

of customer complaints were solved and closed



Digital and Inclusive Banking



29,000

Total number of new subscribers in 2023



33,000

No. of online banking transactions



710,000

No. of instapay transactions



EGP 788 Mn

Volume of online banking transactions



11,000

Total no. of e-wallet new customers



EGP 3.4 Bn

Volume of e-wallet transactions



25.5%

Women e-wallet customers



24.7%

Youth e-wallet customers



Sustainable Finance



EGP 5,311 Mn

Total Direct Environmental and Social Lending Portfolio (11% of total lending portfolio)



EGP 675 Mn

Total Environmental Lending Portfolio



EGP 4,636 Mn

Total Social Lending Portfolio



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Sustainability Pathway

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EBank Commitment to Sustainability

EBank's sustainability journey is rooted in a strategic framework that integrates sustainability into its core business practices. EBank Strategy 2022-2027 revolves around fostering economic growth, advancing social equity, nurturing our human capital, and minimizing environmental impact.

EBank is resolutely committed to advancing its business objectives while aligning with broader national and international sustainability goals. This commitment is evident in our strategic integration with several critical sustainability frameworks and initiatives.

Alignment with National and International Sustainability Goals

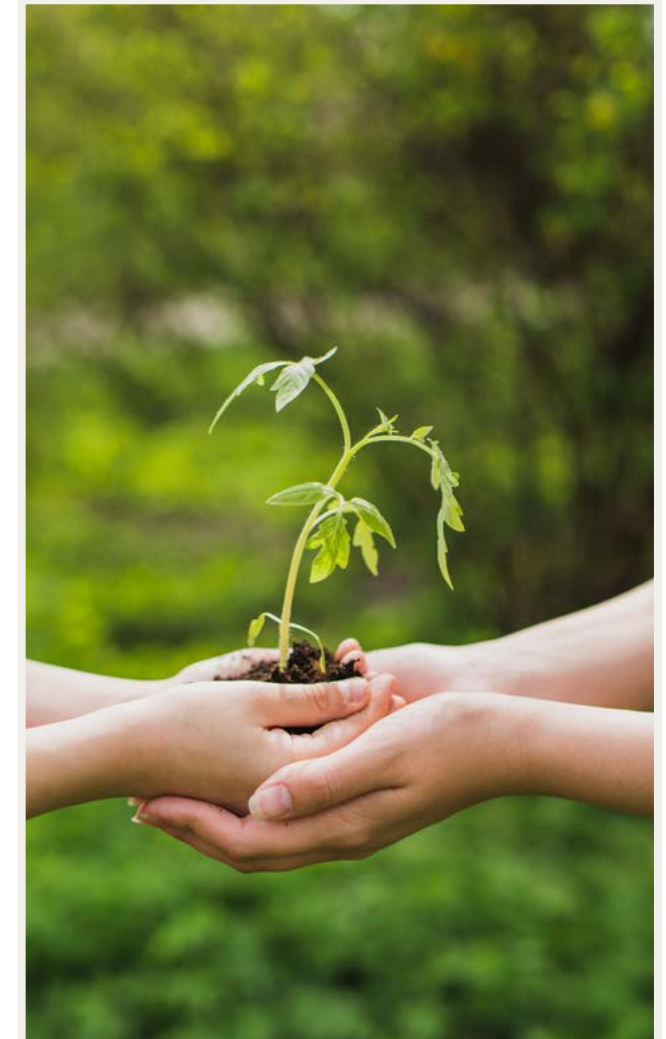
EBank's operations and strategic initiatives are closely aligned with the United Nations Sustainable Development Goals (SDGs) 2030, specifically targeting sustainable cities and communities, affordable and clean energy, and decent work and economic growth. Our efforts also support the pillars of Egypt's Vision 2030, designed to foster sustainable development across economic, social, and environmental dimensions. Additionally, our initiatives complement Egypt's National Climate Change Strategy 2050 and Egypt's Updated Nationally Determined Contribution, with a focus on Renewable Energy, Energy Efficiency, Low Carbon Transport, Green Finance, and Climate Adaptation Action. These alignments underscore our commitment to promoting sustainable practices and investments that are consistent with governmental policies aimed at environmental sustainability and economic strength.

Compliance with Reporting Frameworks and Enhanced Disclosures

Our commitment to transparency and best practices in sustainability is underscored by our adherence to the Global Reporting Initiative (GRI) standards, the SASB Standards on Commercial Banks, the TCFD Recommendations, the UN Global Compact (UNGC) Principles, as well as our alignment with the UN Sustainable Development Goals (UN SDGs). We also integrate the sustainability principles of the Central Bank of Egypt into our operations, reinforcing our commitment to responsible banking practices and regulatory compliance. Furthermore, our financial and non-financial disclosures align with the requirements set by Egypt's Financial Regulatory Authorities, ensuring a transparent portrayal of our ESG initiatives.

Carbon Footprint Disclosures

Our commitment to environmental responsibility began with our first Carbon Footprint Report in FY 2021, initially including only our headquarters. Subsequently, the scope of this reporting expanded to encompass our branches. In FY 2023, we implemented a decarbonization plan, marking a significant advancement in our efforts to mitigate our environmental impact.





EBank's Strategic Direction

Aligning with Egypt's Vision 2030 and its ambitious national agenda, EBank has developed a comprehensive Strategic Plan for 2022-2027 that interweaves sustainability principles with its core business objectives. This strategic direction is driven by a commitment to support the country's economic development, foster social inclusion, and promote environmental stewardship.

EBank's strategic roadmap is underpinned by six key pillars that collectively aim to solidify the bank's position as a leading and distinct player in the Egyptian banking sector.



Business Development

Expanding services across various banking sectors and strengthening its presence in the Egyptian market

The bank's strategy involves enhancing cross-selling opportunities, delivering swift financing solutions for SMEs, exploring untapped customer segments, supporting sustainable development projects, and creating valuable strategic partnerships.



Export Development

Boosting Egypt's exports, aligning with national objectives to energize economic progress

EBank aims to enrich exporter support through specialized services and strategic partnerships, centralizing these efforts around the establishment of an exclusive exporters' club, providing advisory and marketing services, developing e-commerce capabilities, streamlining export-related processes, and fostering integration with external financial institutions.



Digitalization

Embracing digital innovation to revolutionize banking operations and customers' experience

EBank is committed to digital transformation, focusing on enhancing our IT infrastructure and restructuring our IT department to better support innovation. The bank is advancing electronic banking channels to offer customers more flexibility and security, while managing technology projects to ensure they align with our strategic goals.



Human Capital

Fostering a culture of excellence and empowerment

EBank's plan is to prioritize talent advancement through scientific methods and comprehensive skill-building initiatives. By fostering entrepreneurial thinking and continuous education, the bank aims to enhance organizational efficiency. This commitment is reinforced by offering attractive long-term incentives to the bank's staff, ensuring a harmonious blend of personal growth and company success.



Governance, Risk, and Compliance

Prioritizing governance and compliance measures to manage risks and maintain the highest standards of integrity

This involves preserve a harmonious relationship among the Board of Directors, managers, and stakeholders, while attentively monitoring operational risks. The bank's strategy includes routine risk assessments and robust defenses against cyber threats, ensuring adherence to regulations concerning anti-money laundering and counter-terrorism financing.



CSR

Active engagement in initiatives that contribute to social and environmental development

EBank is dedicated to driving positive social change with effective corporate social responsibility (CSR) efforts. This commitment includes setting clear CSR goals, overseeing strategic planning and implementation, and building lasting partnerships to support initiatives in health, education, environmental protection as well as providing assistance for people with disabilities.



Stakeholder Engagement

| Stakeholder Group | | | | | | | |
|-------------------------|---|--|--|---|---|--|---|
| Key Material Topics | Customer satisfaction, ethical banking practices, fair pricing, information security, and data privacy. | Training and career development, health and well-being and work-life balance, benefits and compensation schemes, information security, data privacy. | Corporate governance, board independence and diversity, organization-wide policies, transparent ESG disclosures, and ESG-related commitments and strategies. | Compliance with Ministry of Social Solidarity requirements, General Authority for Export and Import Control directives, CBE approvals, sustainable finance reporting requirements, complaints management, mandates and circulars, operations. | Compliance and regulations, risk management, regular board business reviews | Responsible Banking and investments, community investments, donations, and volunteering. | Responsible Procurement & Sustainable Supply Chain Management, Deals and contracts, audits, development and implementation processes, maintenance and operations, warranty management, services and repairs |
| Engagement Channels | Customer satisfaction surveys, individual meetings, online and mobile banking services, branch visits, social media interactions, and customer contact centers. | Meetings, calls, one-on-one sessions, training sessions, emails, annual employee satisfaction surveys, and awareness sessions. | Quarterly and annual disclosures, including earnings press releases, analyst and investor calls, one-on-one and group investor meetings, and investor conferences. | Public disclosures (such as regulatory reporting), surveys (like the Sustainable Finance surveys by the CBE), consultations, forums, and conferences. | Meetings, reports | Marketing campaigns, TV and radio advertisements, meetings, social media | Meetings, calls, agreements, emails |
| Frequency of Engagement | Regular frequency, bi-weekly | Daily, weekly, monthly, annually, as needed | Monthly, ad hoc | Daily, quarterly, annually, ad hoc | Quarterly | Daily, monthly, ad hoc | Monthly, ad hoc |



Materiality Assessment

EBank conducted its inaugural materiality assessment in 2023 to identify and prioritize key topics relevant to its business operations and the national context. The assessment process followed a four-step methodology, detailed as follows:

Contextual Analysis

Initially, the bank analyzed Egypt's national priorities and strategies. This analysis considered trends within the banking industry and the regulatory framework established by the Central Bank of Egypt (CBE), while aligning with the objectives outlined in Egypt's Vision 2030.

Material Topics Identification and Refinement

After the contextual assessment, EBank compiled a comprehensive list of industry-specific topics guided by global standards such as GRI, SASB, and insights from ESG rating agencies. This broad pool of topics was then refined to focus on those most relevant to Egypt's national context and directly correlated with EBank's strategic imperatives.

Stakeholder Consultation

EBank ensured a holistic perspective by engaging in stakeholder consultations. This involved conducting surveys, workshops, and interviews with internal stakeholders, including employees, department heads, and executive leadership. These interactions provided valuable insights into the perceived significance of various topics.

Prioritization and Validation

Building upon stakeholder input, EBank conducted an evaluation to prioritize the identified material topics. This comprehensive process involved assessing

alignment with current national priorities, adherence to CBE regulatory mandates, and relevance to EBank's operational framework in Egypt. Each topic was subsequently validated and ranked based on its significance and potential impact.

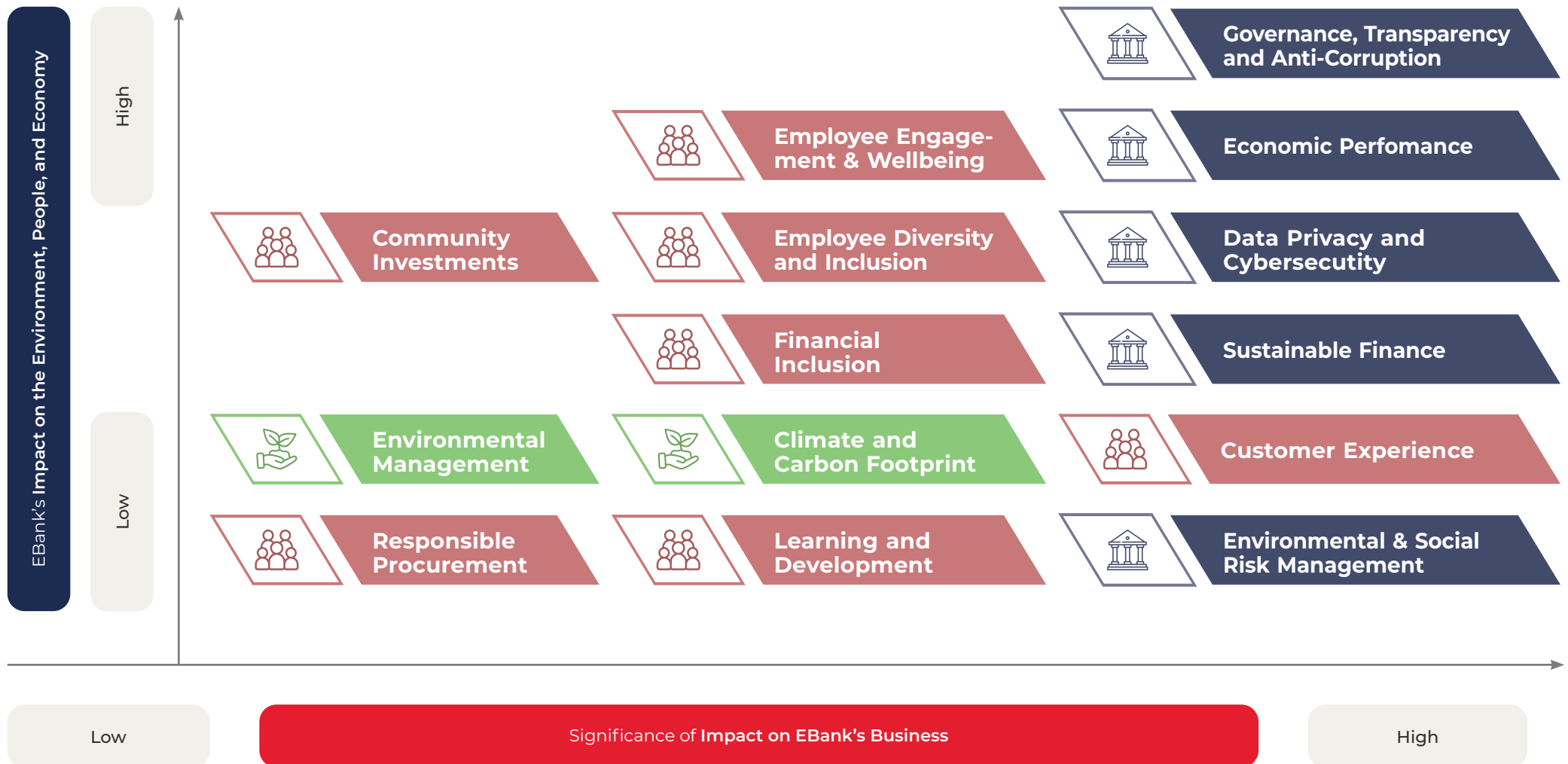
Our Material Topics



Governance and Economy



Materiality Matrix



03

Corporate Governance

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| Digitalization & Cybersecurity | 31 |





Corporate Governance

Governance, Transparency, and Anti-Corruption

EBank is dedicated to strong corporate governance, demonstrated by its commitment to the highest compliance standards. The Board of Directors (BOD) and Executive Management prioritize maintaining shareholder trust through rigorous regulations and practices. It shapes relationships between the board, executives, and shareholders, outlining responsibilities and ensuring a secure, transparent operation. This commitment extends to integrating corporate values into the bank's culture through disciplined policies covering professional conduct, confidentiality, stakeholder dealings, conflict of interest, reporting violations, and disclosure.



Key Codes & Policies

- Anti-Money Laundering Policy
- Governance Guide
- Governance Policy
- Whistleblowing Policy
- Code of Business Ethics & Conflict of Interest
- Disclosure and Transparency Policy

EBank Sustainability Governance Structure



BOD

BOD is overseeing the overall execution of the bank's sustainability strategy development and performance, and oversight of ESG-related risks.



CEO

The CEO is actively shaping and advancing ESG strategic goals and initiatives, thereby enhancing the positive impact of investments and fulfilling stakeholder expectations.



Sustainability Department

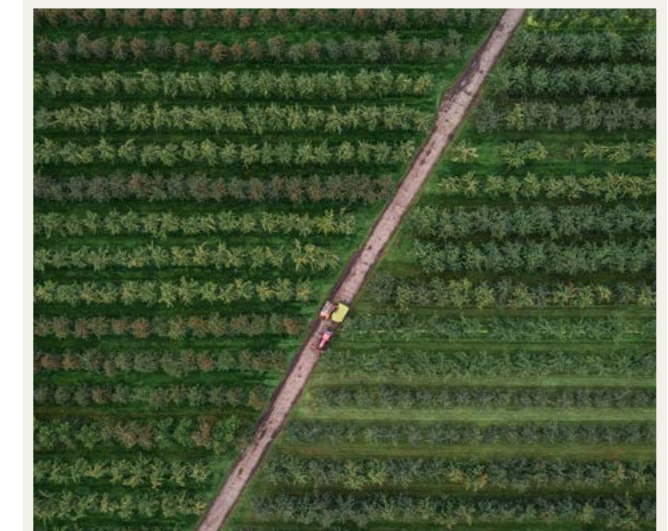
Sustainability department is directly reporting to CEO where its devoted team engaging with both internal and external stakeholders, developing ESG reporting & disclosures, initiating ESG initiatives and incorporating ESG factors into business and operations in compliance with regulatory principles and adopted framework.



Internal Sustainability Committee

Sustainability committee is strengthening compliance to national and global ESG guidelines, standards, and frameworks AND Review the sustainability activities.

The Committee is Chaired by Strategic Planning Director and comprised of senior representatives from Sustainability, Corporate Banking & SMEs, Risk Assessment and Administration.



Board of Directors



12
Board Members



17%
Independent Board Members



9
Non-Executive



25%
Female Board Members



Dr. Ahmed Galal

Chairman and Chief Executive Officer

Tenure: 6 Years & 4 Months



Dr. Ahmed Kamaly

National Investment Bank - Representative

Tenure: 1 Year & 9 Months



Mr. Abdel Aziz Hassouba

Private Sector - Representative

Tenure: 8 Years & 2 Months



Mr. Mohamed Abou El Seoud

Vice Chairman and Executive Board member

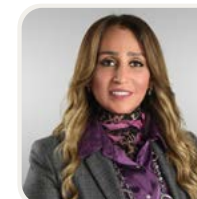
Tenure: 5 Years



Ms. Nihal Zaki

National Investment Bank - Representative

Tenure: 1 year & 9 Months



Dr. Gehan Saleh

Independent Board Member

Tenure: 1 Year & 3 Months



Dr. Mohamed Mashaly

Wholesale Banking Group Head
Executive Board Member - EBank

Tenure: 1 Year & 6 Months



Dr. Aliaa Soliman

Banque Misr - Representative

Tenure: 5 Years & 2 Months



Dr. Eng. Ahmed Samir El Sayyad

Independent Board Member

Tenure: 3 Years



Mr. Mohamed Abd-Elaal

National Investment Bank - Representative

Tenure: 4 Years & 8 months



Mr. Hamed Hassouna

National Bank of Egypt - Representative

Tenure: 6 Years & 2 Months



Mr. Mohamed Taha Mohamed Mostafa

Banque Misr - Representative

Tenure: 8 Months

The Board of Directors at EBank holds the authority to oversee the implementation of strategic decisions aimed at generating returns and advancing the interests of all stakeholders, encompassing shareholders, senior executives, employees, clients, the business landscape, and the community at large. Comprising a diverse range of experiences, the board's structure, which incorporates executive, non-executive, and independent members, along with representation from Shareholders, upholds the principles of independence, objectivity, and integrity in governance. Among its multifaceted roles, the board is tasked with setting policies and strategies, monitoring periodic activity reports, and overseeing the preparation of financial statements and budgets. Emphasizing corporate governance, the board establishes organizational frameworks and addresses conflicts of interest transparently. By continually evaluating governance practices, the board strives to safeguard the interests of shareholders, employees, depositors, and other stakeholders, fostering harmony and efficacy within the organization.

An annual self-evaluation of board members is conducted. The nomination and election of Board of Directors members comply with applicable regulatory instructions. Ownership requirements and disclosure of transactions involving shareholders, board members, employees, and related groups are incorporated into the disclosure and transparency policy.

Independence of the BoD

To qualify as an independent member of the Board of Directors at EBank, adherence to the governance instructions issued by the Central Bank is crucial. Independence is determined by meeting the following criteria: possessing relevant experience; not having been an employee of the bank or any affiliated parties in the past three years; having no relatives among the Board members, senior management, or associated parties up to the fourth degree; avoiding conflict of interest that could compromise impartiality in decision-making; receiving no salary or compensation from the bank, except for membership of the Board; not being a significant shareholder or representing the bank; having no affiliation with the bank's auditor as a partner or employee within the past three years; and limiting Board membership to a maximum of six consecutive years.

According to the governance instructions issued by CBE, the objective of having non-executive and independent members is to prevent any individual or group from dominating the decision-making process, ensuring that no one member holds undue influence over others. This structure allows the board to effectively oversee the work of the executive management.



BOD and Higher Executive Committees

| Board Committee | Main Responsibilities | Head of Committee | Members | Meetings |
|-------------------------------|--|--------------------------------|---|-----------|
| Audit Committee | The Audit Committee oversees internal audit functions, reviewing and ensuring the integrity of financial statements, compliance with legal and regulatory requirements, and assessing the effectiveness of internal control system. It approves the annual internal audit plan, and addresses obstacles to audit and compliance operations. The committee reports recommendations to the Board. | Mr. Mohamed Abd-Elaal | Mr. Hamed Hasouna | 15 |
| | | | Mr. Ahmed Samir Elsayad | |
| Risk Committee | Responsible for overseeing the bank's risk management functions, the Risk Committee proposes and evaluates risk management strategies and policies. It reviews policies related to capital, liquidity, credit, market, operational, compliance, and reputational risks. The committee presents observations to the Board, reviews new policies and amendments. | Mr. Hamed Hasouna | Mr. Mohamed Abd-Elaal El Sayed Hasan | 12 |
| | | | Dr. Gehan Saleh | |
| Remuneration Committee | Comprising non-executive members, the Remuneration Committee proposes and determines the remuneration of senior executives and board members. It monitors internal control functions related to rewards, aligns remuneration with achieved objectives, and compares salaries with industry benchmarks. The committee establishes clear policies on salaries and rewards, considers long-term goals, and ensures they reflect the bank's performance and risks. | Mr. Abdel-Aziz Hassouba | Ms. Nihal Tawfiq Abdel Salam | 5 |
| | | | Mr. Ahmed Samir Elsayad | |

| Board Committee | Main Responsibilities | Head of Committee | Members | Meetings |
|---|--|--------------------------|---|-----------|
| Governance & Nomination Committee | The Governance & Nomination Committee of EBank ensures the bank's compliance with regulations and laws set by the Central Bank of Egypt and other regulatory authorities. It reviews and updates policies related to governance, aligning them with regulatory requirements and best practices. The committee keeps board members informed about governance developments and best practices. It conducts periodic reviews of the necessary skills and qualifications for board membership. | Dr. Aliaa Soliman | Dr. Ahmed Kamaly | 5 |
| | | | Mr. Abdel-Aziz Hasouba | |
| Strategy Committee | The Strategy Committee updates the strategic plan considering economic changes, proposes strategic initiatives, and supports national trade objectives. The committee addresses implementation issues, activates decisions of the Board, and reports on the progress of the strategic plan to relevant stakeholders. | Dr. Ahmed Galal | Dr. Ahmed Gad Kamali | 2 |
| | | | Ms. Nihal Zaki | |
| | | | Dr. Aliaa Soliman | |
| Executive Committee (Management Committee) | The Executive Committee is responsible for various activities, including decision-making on financing, credit facilities, customer facilities, banking products, investments, and contributions to capital. | Dr. Ahmed Galal | Vice Head: Mr. Mohamed Abou El Seoud | 48 |
| | | | Dr. Mohamed Abdel Moneim Mashaly | |
| Internal Executive Committee (Management Committee) | Responsible for organizational matters, the Internal Executive Committee approves changes to the bank's structure, work systems, and procedures. It evaluates the general situation, approves emergency plans, and makes decisions during and after crises. The committee has decision-making authority on corporate communication, social responsibility, public relations, medical treatment services, information systems, and technology projects. | Dr. Ahmed Galal | Vice Head: Mr. Mohamed Abou El Seoud | 39 |
| | | | Dr. Mohamed Abdel Moneim Mashaly | |

Code of Ethical Conduct Framework



Non-Personal Use of Bank's Assets and Properties



Political Contributors



Employment of Relatives



Core Values and Principles



Employees' Rights



Professional Duties of Employees



Avoidance of Conflicts of Interest



Dealing with Customers and Suppliers



Third Party Transactions



Acceptance of Gifts or Monetary Amounts

Conflict of Interest

At EBank, any conflicts of interest are disclosed in accordance with the established mechanism outlined in the Code of Business Ethics and Conflict of Interest. A comprehensive quarterly report on the bank's adherence to the Business Charter and the Code of Ethical Conduct is submitted to the Reporting Business-lines. This report includes a dedicated section for reporting any violations, ensuring compliance with established policies.

Prevention and Mitigation of Conflict of Interest

EBank has implemented measurements specified in the Code of Business Ethics and Conflict of Interest. These include a mechanism to identify and disclose conflicts of interest. During each Board of Directors session, any conflicts pertaining to the topics presented are promptly disclosed by the members. Moreover, the Board assesses the performance of the management through independent reports provided by the control functions, as well as reports presented by the executive and internal committees.

Whistleblowing Policy

EBank has implemented a Whistleblowing Policy that extends to all employees of the bank as well as third-party vendors. We actively promote a culture where anyone who observes or suspects any form of malpractice, fraudulent behavior, or violation of our Code of Business Ethics is encouraged to report it promptly. Moreover, we have established transparent channels for reporting concerns regarding corruption or instances of misconduct. These include a dedicated email address and in person and through internal portal channels, the details and usage policy of which can be found in the policy documents or through a link on the internal portal.

Compliance and Regulatory Adherence

The Compliance sector operates as an independent function within EBank. Its primary responsibility is to monitor and generate reports on the risks associated with non-compliance. These risks encompass the potential for legal or legislative penalties, fines, and damage to the bank's reputation resulting from failure to adhere to laws, regulations, codes of professional conduct, and standards of best practice, both locally and internationally. This includes compliance with directives from regulatory bodies such as the CBE.

100%



Employees received training on AML

1,358



Training hours received on ethics and compliance

The Compliance sector ensures that employees adhere to all directives and instructions issued by supervisory authorities. Additionally, it oversees the implementation of regulations

and laws related to combating money laundering (AML) and terrorism financing (CFT).

Internal Audit

The Group Internal Audit at EBank plays a vital role in ensuring the integrity and efficiency of the bank's operations and functioning as an independent and objective assurance and consulting activity designed to add value and improve EBank's operations. It adopts a systematic and disciplined approach to evaluate and improve Risk Management, Internal Control, Compliance, and Governance processes. The scope of the Group internal Audit encompasses auditing various activities and functionalities of the bank. Group internal Audit adopts Risk Based Audit approach and periodical

auditing of various functions of the bank. All activities, functions, departments, and branches of the bank fall within the scope of Group internal Audit. To ensure adherence to the relevant standards and best practices, Group Internal Audit Group operates in accordance with the International Professional Practice Framework (IPPF), International Internal Auditing Standards (IAS) and Global Audit Technology Guidelines (GTAG) which serve the primary reference and framework for their audit activities and processes.



Key Policies and Procedures

- International Professional Practice Framework (IPPF).
- International Auditing Standards (IAS)
- Group Internal Audit Charter.

In 2023 and in line with the IPPF and International Auditing Standards requirements, EBank's Group Internal Audit Group has been subjected to an External Quality Assurance Review and Assessment whereby the External Consultant has affirmed the effectiveness of the Group internal Audit processes and practices. The Risk Based Annual Audit Plan, for the fiscal year 2023, approved by the Board Audit Committee encompassed comprehensive reviews and full audit scope of various sectors and functions of the bank including Branches, Credit Portfolios, Central Operations, Information Systems and Head Office functions.

In addition, Group Internal Audit has coordinated with the Central Bank of Egypt's inspection teams to ensure EBank's compliance with regulatory requirements and prompt corrective actions where necessary. Group

internal Audit has also collaborated closely with the bank's appointed External Auditor and the Accountability State Authority auditors, addressed their recommendations and developed necessary corrective action plans to adopt and implement relevant recommended supervisory procedures and controls.

Additionally, Group Internal Audit had organized and facilitated all Board Audit Committee meetings and had active participations in various management meetings and had also held various meetings with the CEO & the Executive Management to discuss on key risk issues and provided its various recommendations and suggestions for improvement in alignment with the bank's strategic direction and its evolving needs emphasizing the importance of robust internal governance practices and processes through its coordination and alignment with the various control functions of the bank such as Governance, Compliance, Risk Management and Internal Control which has resulted in being perceived as an Essential Business Partner participating in the success story of EBank and played a crucial role in Environmental, Social, and Governance initiatives taken by the bank by providing independent assurance that these initiatives are being effectively managed and aligned with the bank's overall strategy and relevant regulatory requirements and best practices.

Anti-Financial Crime Measures

EBank is dedicated to combating money laundering and terrorism financing by adhering to best practices in the field. We employ state-of-the-art automated systems that continuously monitor financial transactions and customer accounts, swiftly identifying any suspicious activities related to money laundering or terrorism financing with utmost efficiency.

Mitigating Operational Risks and Advancing Sustainable Practices

In alignment with EBank's commitment to sustainable practices, the Risk Control Self-Assessment (RCSA) framework addresses operational risks, including fraud and corruption, through controls such as dual controls and maker-checker control. The control functions monitor reports for suspicious transactions, leveraging solid setups of Compliance policies, Human Capital policies, Whistleblower, and Fraud risk policies. Continuous assessments ensure the effectiveness of these controls, forming a key tool in mitigating corruption. As part of our management approach, EBank assessed 75% of operations for corruption risks, identifying significant threats related to fraud through a comprehensive risk assessment process. This includes a focus on segregation of duties within information systems to prevent fraud, while technical controls are implemented to mitigate potential misuse of information systems.

75%



Percentage of operations assessed for risks related to corruption

Combating Fraud

Initiating the project of Enterprise Fraud System

Aiming to detect and prevent fraudulent activities on Internet Banking, the project has successfully progressed to the implementation phase, securing clients from potential financial harm and safeguarding the bank's reputation.

Fraud Risk Assessment for products & services

Through continuous monitoring and assessment, we identify risks and recommend controls, emphasizing our dedication to mitigating fraud risks and minimizing financial, reputational, or regulatory impacts.

Setting rules for cards usage to decline fake trials websites

Our stringent rules for card usage aim to protect clients from fraudulent attempts, resulting in zero losses and contributing to the mitigation of financial and reputational risks.

Sending awareness SMS to clients

By sending periodic SMS notifications to clients about the importance of protecting their financial and personal data, we contribute to enhancing awareness and further mitigating fraud risks.





Integrated Risk Management

At EBank, we prioritize risk management as a fundamental aspect of safeguarding our customers, business, colleagues, shareholders, and the communities we serve. Our primary objective is to ensure the sustainability of our operations while supporting our strategic objectives and fostering sustainable growth. This commitment extends to environmental sustainability, where we actively manage natural resource usage and work towards reducing greenhouse gas emissions, including Scope 1 and 2 emissions. Furthermore, the Enterprise Risk Management sector is developing an ERM framework, pursuing an integrated approach conforming to regulatory requirements at all enterprise levels, in order to maintain a robust risk and compliance culture, emphasizing risk awareness, ownership, and ethical behavior across our organization. Leveraging our position as a leading development bank, we continuously innovate and tailor differential products to meet the needs of exporters, while adhering to our stringent risk acceptance criteria. Additionally, our collaboration with clients allows us to drive ESG investments, establishing market best practices and developing innovative ESG solutions. To further mitigate risks, we have developed a comprehensive recovery plan that includes risk measures, tolerance margin limits, and corrective action plans. Our risk appetite and approach are expressed in both quantitative and qualitative terms, ensuring alignment with our business lines, strengthening our capital, liquidity, and balance sheet, ensuring compliance with applicable laws and regulations, and effectively applying controls to mitigate risks across our operations.

Business Continuity Management

EBank has established a Business Continuity Management Framework (BCMS) with sufficient financial, organizational, technological, and environmental resources, alignment with specified requirements. Comprehensive business continuity plans ensure timely recovery of critical functions, informed by Business Impact Analysis (BIA). The bank's commitment integrates regulatory compli-

ance and risk management. Its goals prioritize human resource safety, service level maintenance, timely disaster impact reduction, and compliance with CBE instructions. EBank's strategy reflects an integrated approach, employing the BCMS, utilizing resources effectively, and regularly updating infrastructure, processes, and the organizational model to align with ISO 22301 and the Good Practices Guide 2018. It also ensures the preparation of an IT Disaster Recovery Plan (DRP) for information technology applications and digital systems to facilitate the digital transformation journey, which indirectly has a positive impact on the economy/reputation.



Key Policies and certifications

- Rules for Managing Incidents and Emergency Plans for Business Continuity
- ISO 22301:2019 Security and Resilience - Business Continuity Management (BCM)

Fraud Risk Management

EBank's Fraud Risk Department actively works to mitigate internal and external fraud risks through a comprehensive approach, including effective methods, control implementation covering gaps, and awareness promotion. Performance evaluation involves real-time monitoring, review of login attempts and facilities requests, Fraud Risk Assessments, background screenings for new hires, and proactive handling of suspicious incidents. Recognizing the diverse banking services and the expansion into retail digital banking, the department is implementing an Enterprise Fraud Risk Management System by Statistical Analysis System (SAS) ensuring future resilience against fraud risks. The focus remains on continuous training and a watchful approach to combat evolving fraud methods and threats.



Key Policies and Procedures

- Fraud Risk Policy

Wholesale Risk Management

EBank's Corporate Credit Risk Management Department aligns with the overall business strategy, employing key pillars for performance evaluation. Criteria include maintaining a Portfolio Risk Rating at 4.5 or better, ensuring optimal employee engagement, and full adherence to SLAs and deadlines. Emphasis is placed on compliance with the Bank's bank policies, SOPs, and CBE Regulations. The department conducts regular risk assessments to enhance portfolio quality and adopts measures for credit facilities. Utilizing a risk-measuring system, it directs resources to high-risk areas and employs specialized tools. Evaluation of credit portfolios involves comparing risks and capital costs against profit margins. Additionally, the team collaboration is emphasized, whether through seeking external expertise or internal training. Operational efficiency is enhanced by continuous updates to systems, programs, and business policies, aligning with current needs and expansion plans.



Key Policies and Procedures

- Credit & Risk Policy
- Sectoral Concentration Policy
- Sustainable Finance Policy

Operational Risk Management

EBank's operational Risk Management (ORM) Department utilizing diverse KPIs for performance evaluation. The department efficiently identifies, assesses, and sets controls for operational risks, encompassing both existing and emerging risks associated with new banking products and services. Through robust loss management practices, gaps are detected, and corrective actions are implemented, ensuring thorough incident analysis. The operational risk scope includes customer rights, compliance, business practices, and workplace safety. Future plans involve enhancing bank procedures, refining vendor selection processes with consideration for ESG indicators, strategically aligns with the overall business strategy, implementing a SAS GRC (Governance, Risk Management & Compliance) automated system for integrated operational risk management with modules integrated with other control functions and info security targeting one Bank database, governance of risk data, taxonomy and engagement of all bank users.



Key Policies and Procedures

- Operational Risk Management Policy
- Operational Risk Procedures

Information Systems Risk Management

In 2023, EBank's Information Systems Risk Management Department demonstrated a proactive approach to effective risk mitigation. Conducting numerous risk assessments on critical applications and new banking products, the department's performance evaluation focused on key criteria, including ensuring compliance of new projects with regulatory controls and proficient handling of IT incidents. Root cause analysis, impact assessment,

and strategic action plans were emphasized to mitigate future risk. Rigorous review and adherence to IT-related policies & SOPs aligned with required controls, regulatory standards, and the bank's overarching strategy. Strategically aligning with international best practices, the department incorporated ISO 31000 and ISACA RISK IT frameworks to enhance risk management processes.



Key Policies and Procedures

- Information Systems Risk Management Policy
- Information Systems Risk Management Framework
(The framework adopted ISO 31000 and ISACA Risk IT framework)

Additionally, one of the primary activities is to conduct services' risk assessment to fulfill its primary goal which is to mitigate threats, safeguarding the bank from potential technology and security risks and addressing financial, reputational, or regulatory impacts. The outcome includes the identification and effective management of associated risks, ensuring proactive treatment and mitigation measures.

Market Risk Management (MRM)

EBank's MRM department operates dynamically, identifying, measuring, monitoring, and mitigating risks like Market, Liquidity, Interest Rate (IR), Solvency, Climate-Related Risk, and Financial Recovery Planning. Establishing controls to minimize losses during market and liquidity stress, the department prioritizes maintaining or increasing profitability while ensuring adequate capital and liquidity levels. Aligned with EBank's strategy, MRM monitors risk appetite, financial recovery, and CBE limits, ensuring regulatory compliance. MRM conducts analytical studies on stress scenarios, prepares the Internal

Capital Adequacy Assessment Process (ICAAP) report, and actively pursues new Asset & Liability and Market Risk software systems for efficiency and profitability. Policy updates include separating the MR Policy, introducing new policies, and adhering to national and international banking regulations. MRM considers assumptions' effects on portfolios, covering macroeconomic factors, foreign exchange rates (FX), interest rates, sovereign risk, climate risk, and operational risk.



Key Policies and Procedures

- Market Risk & Interest Risk Management Policy
- Liquidity Risk Management Policy
- Solvency Risk & Recovery Planning Policy
- Market Risk Procedures

Environmental and Social Risk Management

EBank is committed to implementing the guiding principles set forth by the CBE regarding sustainable finance, as evidenced by its proactive initiatives in E&S Risk Management. The bank prioritizes the development of its workforce by offering comprehensive training programs covering various aspects of sustainable financing, financial inclusion, green finance, climate-related risks, and mitigation strategies. Furthermore, EBank is in the process of establishing an Environmental and Social Risk Management (ESRM) system to effectively identify, evaluate, and address environmental and social risks associated with financing projects.

Climate Resilience and Operational Continuity: EBank's Strategic Approach

E&S Risk Management, particularly concerning Climate Change, presents potential challenges and impacts on EBank's operations and infrastructure. These challenges pose a direct threat to the bank's ability to provide services and may affect the well-being of employees and customers.

The Crisis Management Plan addresses significant changes, prioritizing the rapid restoration of operations, asset protection, and human safety. To ensure operational effectiveness in the face of challenges, EBank has implemented a recovery strategy, including:

- Training employees for various roles
- Establishing alternative sites
- Conducting regular evacuation plan tests

BCM plans for priority departments and regular testing of alternative sites contribute to operational resilience.

Evacuation drills and employee awareness programs further enhance safety protocols.

In line with environmentally sustainable practices, EBank integrates strategies across functions, emphasizing clean energy resources, remote work policies, and countering security threats related to digital service expansion. The bank also addresses risks to specific branches along the North Coast, impacting maintenance costs. This comprehensive approach ensures EBank's resilience to climate challenges, aligning with sustainable practices and contributing positively to economic impacts.

Commitment to Sustainable Investments and Climate Risk Management

The bank's 2022-2027 strategy encompasses strategic objectives focused on addressing climate risks by directing investments towards projects that mitigate climate change, promote low-carbon economic activities, and finance renewable energy and waste management projects.

EBank actively engages in collaborative efforts with international financial institutions to advance green and sustainable finance initiatives. Notably, partnerships with programs like the Agricultural Development Program (ADP) aim to foster the adoption of green energy among small and medium enterprises while promoting energy efficiency and waste recycling in agricultural practices.

Furthermore, the Bank is currently developing an E&S risk assessment policy, procedures and tools. This initiative involves ongoing collaboration with certified consultants to develop models for assessing and categorizing climate-related risks and opportunities. The ultimate goal is to facilitate financing for climate change adaptation and mitigation projects in alignment with the Sustainable Development Goals.





Digitalization & Cybersecurity

EBank is committed to the protection of digital assets and the maintenance of customer confidence through a resilient Information Security framework. Our IT strategy is essential for streamlined operations and ensures adherence to regulatory standards. With a focus on detailed KPI monitoring and continual improvements in our processes, EBank promotes a culture of innovation and flexibility, which supports our prominent position in the banking industry's technological evolution.

Prioritizing Data Integrity and Security

Ensuring a secure banking experience, EBank consistently aligns its policies with the latest technological and regulatory developments. In 2023, our cybersecurity procedures were enhanced to mirror evolving industry standards and best practices. The bank emphasizes robust information security governance to protect sensitive data and to maintain secure, reliable operations



Key Policies and Procedures

- Information Systems Risk Management Policy
- Information Security Policy
- Incident Management & Response Plan
- Information Technology Protection Policies

EBank's Information Security team conducts regular security evaluations to ensure the bank's systems comply with established security policies and standards. An annual revision of the Information Security Policy is under-

taken to improve and confirm the correct enforcement of the policies in place. Furthermore, the bank's Internal Audit team also routinely examines adherence to these information security measures, providing an added level of oversight.

Approach to Cybersecurity and Data Privacy Management

EBank places a high priority on cybersecurity and data privacy management to ensure the safety and confidentiality of customer information and maintain operational integrity. Our IT Security department takes proactive measures to enhance cybersecurity, including the segmentation of IT Security into three units to effectively address evolving cyber threats. Key initiatives undertaken in the past year include enhanced employee training on cybersecurity awareness and technologies, implementation of Multi-Factor Authentication (MFA) across systems, regular software updates and patch management, network segmentation to limit the impact of security breaches, and the adoption of Defense in Depth techniques through multilayered security controls. Additionally, we prioritize encryption and data protection measures, vendor and supply chain security assessments, and compliance with cybersecurity frameworks and CBE recommendations. Our Information Security Department adheres to ISO 27001 standards, ensuring the confidentiality, integrity, and availability of information. We actively mitigate threats and respond swiftly to security incidents. Moreover, data classification efforts ensure appropriate protection based on sensitivity, minimizing the risk of unauthorized access and data breaches. Through these comprehensive measures and ongoing projects, EBank

remains committed to maintaining robust cybersecurity defenses and safeguarding customer data.

EBank is actively pursuing ISO 27001 certification by the first quarter of 2024, demonstrating its dedication to strong information security practices.

Strengthening Cybersecurity Resilience

EBank maintains a commitment to safeguarding customer data and bolstering cybersecurity. Encompasses a suite of policies and procedures, including the implementation of Data Leakage Prevention solutions to safeguard sensitive information.

Moreover, strict user access policies have been enforced to bolster security measures. Complementing these efforts, all IT and InfoSec members undergo rigorous online fraud management training, demonstrating our proactive stance against cyber threats. Our cybersecurity initiatives, spearheaded by the Information Security jointly with IT department, embrace a multi-faceted approach aimed at enhancing the resilience of our systems and personnel. EBank remains cautious in its pursuit of cybersecurity excellence.

24/7 
Security
Operation
Center (SOC)

Data Security Awareness and Training

574



Training
hours
delivered

EBank recognizes the importance of cybersecurity awareness and training for E-Bank employees. EBank oversees a comprehensive security awareness training program covering various topics, including regular security education programs, workshops, and training on proposed technologies.



EBank's Digital Transformation Efforts

Integrating anti-money laundering technologies (AML)

EBank integrates advanced AML technologies, such as Fircosoft Screening System for Worldwide Interbank Financial transactions, enhancing the security and efficiency of international fund transfers while reducing the environmental footprint by minimizing paper-based transactions.

Automated Foreign Exchange & Clearing

Streamlining foreign exchange and Automated Clearing House workflows with automation and Robotic Process Automation, EBank reduces the need for manual processing, thus conserving energy and resources.

Sustainable Banking Processes

EBank leverages business process management tools to digitize manual processes, promoting paperless banking and reducing carbon footprints with internet banking enhancements.

Enhanced Mobile Banking Services

The bank's shift to mobile banking applications encourages lower emissions as customers can conduct transactions remotely.

Environmentally Sustainable ATMs and Interactive Teller Machine Services

Introducing round-the-clock deposit services and interactive teller machines to reduce paper usage and support recycling efforts.

Digital Document Management

Transitioning to digital archiving aligns with EBank's 'Go Green' initiative, reducing paper use and improving document accessibility and security.

Additionally, the main objectives of the IT Governance team were to emphasize tracking and compliance with IT policies and procedures, automate IT processes, ensure the performance and quality of services—especially those interfacing with customers—deliver services and projects by the committed target dates, and ensure the continuity of services without interruptions, in accordance with the Business Continuity Agreement.



04

Economic Performance

Commitment to Responsible Banking
Sustainable Finance

35

39



Economic Performance



In alignment with Egypt's Vision 2030, which sets out an ambitious framework for increasing Egyptian exports, substituting imports, ensuring consistent growth of the domestic product, bolstering the contribution of small to medium-sized enterprises (SMEs) to the economy, and addressing unemployment and inflation issues, EBank has developed a strategic five-year plan for the period 2022-2027. This plan is designed to support the country's objectives, which also encompass empowering the youth and women, enhancing financial inclusion, and advancing the digital transformation of the country by the year 2030. To reinforce the bank's alignment with these national goals, EBank's strategy includes fortifying its competitive edge and aiming to double its market presence through the expansion of the bank's size, activities, branch network, and digital platforms.



Economic Performance Highlights



EGP 117 Bn

Total Assets
(+21% YoY)



EGP 7.7 Bn

Retail Loans portfolio
(+70% YoY)



EGP 15.4 Bn

Retail deposits
(+17% YoY)



EGP 46.9 Bn

Corporate loans
(+16% YoY)



EGP 3.1 Bn

Net profit
(+154% YoY)



EGP 5.4 Bn

Net interest income
(+78% YoY)



EGP 71.5 Bn

Corporate deposits
(+20% YoY)



EGP 1.4 Bn

Net Fees and
Commissions Income
(+178% YoY)

Commitment to Responsible Banking

At EBank, our economic footprint is undergirded by a deep commitment to environmental stewardship, social responsibility, and governance excellence. We recognize that our financial performance is linked to sustainable practices.

Retail Loan Portfolio Expansion: Reflecting Trust and Service Commitment

In the span of one year, EBank's retail loan portfolio grew by an EGP 3.2 billion, culminating at EGP 7.7 billion by December 2023. This remarkable 70% YoY growth from reflects not only our commitment to facilitating economic empowerment for our customers but also our expertise in tailoring financial solutions that resonate with their aspirations.

70%



Growth in Retail Loans Portfolio compared to 2022



EGP 6.3 Bn
Personal Loans
(+67% YoY)



EGP 170 Mn
Credit Cards Usage
(+160% YoY)

Green Products Loans

EBank has developed a portfolio geared towards green product loans. This green loan category is designed to empower consumers to make environmentally conscious decisions by providing accessible financing options for the purchase of electric vehicles.

Dual-Fuel Vehicle Replacement

In alignment with the CBE's Dual-Fuel Vehicle Replacement Initiative, we have observed a customer debt balance for dual-fuel vehicles of EGP 10 million and a 30% increase in loan applications for these vehicles.

Affordable Housing Financing

Our initiative for real estate financing for low and middle-income individuals, in partnership with the CBE, aims to increase access to sustainable housing, promote social inclusion, and foster economic stability. This initiative has achieved impressive results, with the customer debt balance reaching EGP 826 million. that is reflected on the mortgage portfolio with a 97% YoY growth, focusing on the targeted income groups for targeted income groups, providing significant social benefits through suitable housing and job creation in construction and related industries.



Wholesale Portfolio - 2023

EBank's wholesale portfolio, valued at EGP 46.9 billion in 2023, showcases a strong commitment to nurturing the backbone of Egypt's economy by supporting both Small and Medium Enterprises (SMEs) and larger corporate entities. This substantial investment is not only aimed at fostering economic growth but also at creating a significant number of employment opportunities across various sectors.

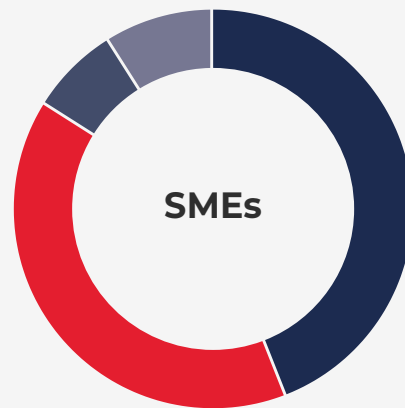
SMEs Loan Portfolio

In 2023, the SME portfolio accounted for a significant share of the total credit facilities and loans, in accordance with the calculation criteria set by the Central Bank of Egypt, a 25% of the total wholesale portfolio were achieved in November 2022. This portfolio is diversified across several key sectors pivotal for job creation. Industrial SMEs comprised 39% of this portfolio and were instrumental in generating approximately 2.2 million jobs, underscoring their critical role in industrial development. Agricultural SMEs, accounting for 9%, supported around 469,000 jobs, reflecting our dedication to enhancing agricultural productivity and sustainability. Services SMEs, representing the largest segment at 44%, facilitated roughly 487,000 jobs and highlighted the growing emphasis on service-oriented economic activities. Trading SMEs made up 7% of the portfolio yet were significant job creators with about 3.2 million jobs, indicating their crucial role in the commercial and retail landscape. Collectively, these sectors within the SMEs portfolio are responsible for creating approximately 6.4 million jobs, as depicted in our graphical presentations, underscoring EBank's key role in promoting employment and economic diversification in 2023.

SMEs Loan Portfolio 2023

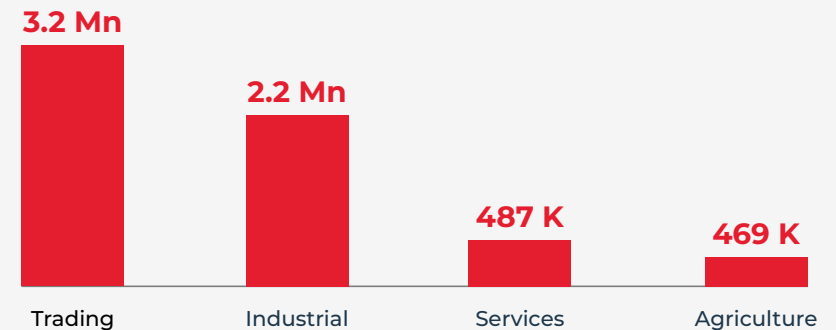
(Per Economic Sector)

- Industrial (40%)
- Services (44%)
- Trading (7%)
- Agricultural (9%)



Job Creation through SMEs Loan Portfolio 2023

(Number of jobs created)



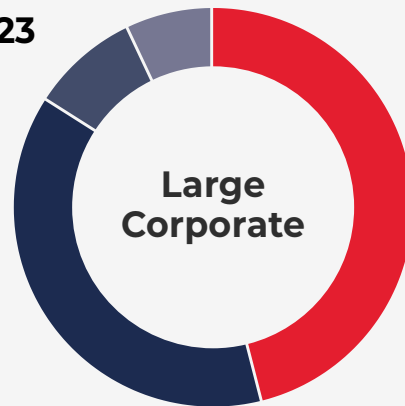
Large Corporate Banking Portfolio

On the other hand, the Corporate portfolio in 2023 was tailored to meet the needs of larger enterprises, focusing strategically on key economic sectors. The industrial sector, which represented 46% of this portfolio, was a major employment driver, creating about 229,000 jobs and reflecting its importance to the nation's industrial capacity. The agricultural sector comprised 7% of the portfolio, supporting 21,000 jobs, contributing to the stability and growth of foundational agricultural practices. The services sector, making up 39%, was crucial for economic modernization and generated approximately 730,000 jobs, indicating its broad impact on the economy. The trading sector, accounting for 9% of the portfolio, aided in 61,000 jobs, supporting trade and commerce activities. Overall, the Corporate portfolio led to the creation of 1 million jobs in 2023, showcased through our visual data, demonstrating EBank's strategic role in fostering large-scale enterprises crucial to national economic growth and stability.

Large Corporate Portfolio 2023

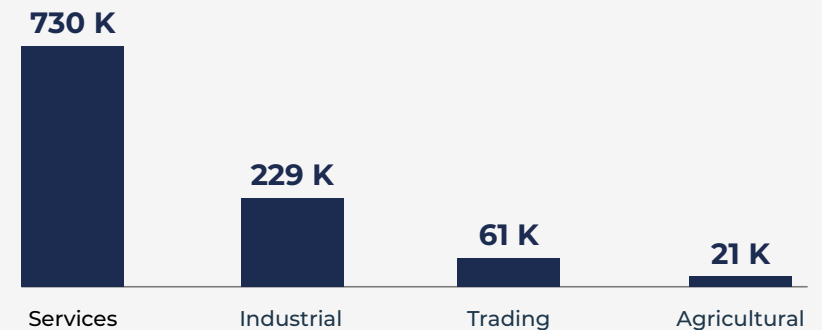
(Per Economic Sector)

- Industrial (**45%**)
- Services (**39%**)
- Trading (**9%**)
- Agricultural (**7%**)



Job Creation through Corporate Banking Portfolio 2023

(Number of jobs created)



By investing in both SMEs and corporate sectors throughout 2023, EBank not only contributed to immediate economic outputs but also built a sustainable foundation for long-term development and prosperity in Egypt. This balanced approach ensured the growth of diverse economic sectors and the creation of job opportunities across the spectrum, as illustrated in our comprehensive graphical representations. This commitment provides stakeholders with a clear overview of our strategic impacts during the year and reinforces our dedication to advancing Egypt's economic trajectory.

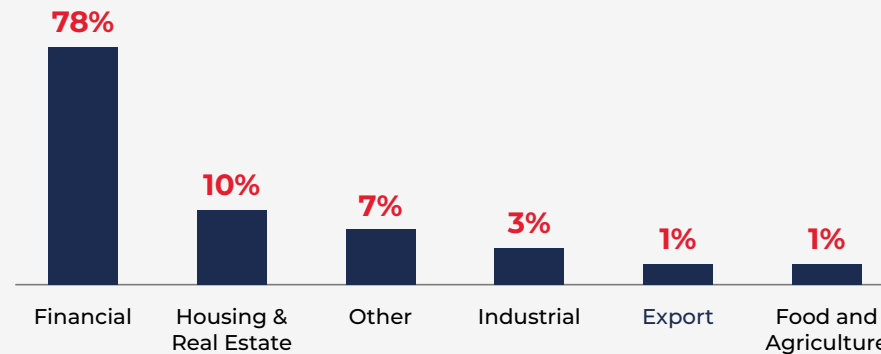
Investment Portfolio

EBank Direct Investment

EBank's investment portfolio, totaling **EGP 2,460 million**, is strategically diversified across several key sectors of the Egyptian economy. Significant investments include EGP 246 million in Housing & Real Estate, **EGP 26 million** in Food and Agriculture, and **EGP 67 million** in industrial initiatives and **178 million** in other initiatives, reflecting the bank's commitment to diverse sectors. Notably, **EGP 1,754 million** is directed towards the Financial Sector, underscoring its critical role in economic stability. The Export Sector, receiving a modest **EGP 13 million**, is bolstered by **EGP 176 million** invested in export guarantee, enhancing the financial safety net crucial for supporting international trade and reinforcing Egypt's global competitiveness. EBank's investment strategy is designed to balance immediate needs with long-term growth, solidifying its role in driving Egypt's economic prosperity.

EBank Investment Portfolio across Sectors

(EGP Mn)



EBank's Commitment to National and Regional Economic Projects in 2023

Since 1990 and till date, EBank has actively participated in a variety of national projects aimed at enhancing trade and stimulating economic development within Egypt and its neighboring regions.

Arab Trade Finance Program

EBank has contributed **USD 1.1 million** to the Arab Trade Finance Program, reinforcing the growth of Arab commerce. This funding has been crucial in improving the production and competitive capabilities of the region's producers and exporters. EBank has provided financing solutions that are designed to be advantageous, using a range of tools to help grow trade activities across Arab nations, thereby improving the economic fabric and prosperity of the region.

African Export-Import Bank

EBank's **USD 6.4 million** investments into the African Export-Import Bank has been significant in promoting intra-continental trade. EBank's support enables

the bank, with a strong base in Cairo and other branches throughout Africa, to pursue its goal of strengthening trade, thereby contributing to the continent's economic growth and unity.

Misr Investment and Export Development Company

An **EGP 12.5 million** investment from EBank has been directed towards the Misr Investment and Export Development Company, which is dedicated to enhancing economic diversity and supporting innovative entrepreneurs. Through its focus on economic, engineering, and technological studies, as well as marketing and export research, the company aligns with EBank's objectives of advancing commercial strategies and fostering business innovation.

Egyptian Export Guarantee Company

EBank has invested **EGP 176.4 million** in the Egyptian Export Guarantee Company. This initiative plays a key role in energizing Egyptian exports by providing insurance against a variety of risks. The company is a driving force for sectors across the export spectrum, as well as in agriculture, industry, commerce, and services, contributing significantly to the fortification of Egypt's economy.



Sustainable Finance

EBank follows the sustainable finance framework established by the CBE and utilizes environmental and social project classifications to identify and prioritize sustainable transactions within its credit portfolio. The bank's approach is holistic, addressing both social and environmental aspects to maximize its potential impact.

Corporate Lending Portfolio - EGP 46.9 Bn

Environmental and Social Lending Portfolio - EGP 5.3 Bn
(11% of the Total)



Environmental Lending
EGP 675 Mn



Social Lending
EGP 4660 Mn

Environmental Projects

In 2023, EBank demonstrated its strong commitment to environmental sustainability by financing a diverse range of projects across various sectors. The bank's environmental projects focused on energy efficiency, waste management and recycling, climate-smart agriculture, water, green products and materials, environmental protection, and other environment-related projects.



Environmental Lending Portfolio 2023

EGP 675 Mn
In Funding



Energy Efficiency
5 Projects
EGP 91 Mn



Waste Management (Reuse and Recycling)
3 Projects
EGP 302 Mn



Climate-Smart Agriculture
4 Projects
EGP 152 Mn



Green Products & Materials
1 Projects
EGP 30 Mn



Water
2 Projects
EGP 81 Mn



Other Environment Related Project
2 Projects
EGP 19 Mn

PET Recycling Loan Initiative

EBank has initiated a targeted loan program designed to support the recycling industry's transition to greener practices. The credit line of **EGP 230 million** for PET recycling ventures is more than just a financial investment: it's a statement of EBank's commitment to environmental preservation. By enabling the growth of the recycling sector, this loan facility contributes to the reduction of plastic waste and promotes a circular economy, leading to job creation and economic stimulation.

Social Projects

EBank's dedication to societal advancement is embodied in our support across a broad spectrum of social sectors including Health, Education, Communication & Digital Services, Handcraft, Infrastructure, and various other social initiatives. These strategic investments are at the heart of our commitment to drive development, innovation, and welfare throughout the communities we serve and enhance the quality of life.



Social Lending Portfolio 2023

EGP 4.6 Bn
In Funding



Health

13 Projects
EGP 653 Mn



Education

3 Projects
EGP 372 Mn



Communication & Infrastructure

6 Projects
EGP 894 Mn



Other Social related Projects

178 Projects
EGP 2.7 Bn
(including Handicrafts projects)

05

Social Impact

| | |
|--|----|
| Customer Experience | 42 |
| Financial Inclusion and Entrepreneurship | 43 |
| Community Investments | 46 |
| Responsible Procurement | 49 |





Customer Experience



Our commitment to social impact extends far beyond traditional banking practices. We believe in making a meaningful difference in the lives of our customers, communities, and society at large. Through a range of initiatives, including workshops and lectures aimed at enhancing financial literacy, active participation in employment fairs to foster job opportunities, and volunteering endeavors such as medical convoys and school visits, we strive to enhance the overall customer experience while advancing financial inclusion, particularly focusing on empowering youth entrepreneurship. Moreover, our dedication to community investments and corporate social responsibility is evident in our support for cultural empowerment activities and initiatives aimed at empowering Egyptian women entrepreneurs.

At EBank, we hold customer satisfaction as our highest priority, a commitment deeply embedded in our Customer Rights Protection Policy. We are steadfast in maintaining transparency, fairness, and accountability across every customer interaction. By consistently placing customer interests at the core of our operations, we aim not just to meet, but to surpass expectations. Our approach is to offer prompt service and bespoke solutions, fostering relationships built on a strong foundation of trust and loyalty.

Commitment to Customer Excellence

EBank is committed to upholding a set of core obligations to ensure fair and accessible banking services for all customers. These obligations encompass various aspects of customer interaction and service provision. Firstly, the bank ensures that every customer, including those with physical or sensory disabilities, is treated without discrimination at all stages of banking transactions, adhering

strictly to principles of fairness and equity. Transparency is paramount, with the bank taking measures to present product terms and conditions clearly and comprehensively. This includes providing automated audio recordings within branches and offering sign language options for customers with disabilities. Furthermore, the bank assists customers in selecting suitable banking services tailored to their needs, while also making provisions for accessibility infrastructure in select branches. Contracts and application forms are designed to be fair, simple, and accessible, with options available in Braille for visually impaired customers. The bank also commits to promptly cancelling any unactivated banking products or services within two working days, without imposing fees or fines. Additionally, stringent measures are in place to safeguard customer data, ensuring confidentiality and prompt resolution of any complaints within a specified timeframe.

Handling Customer Complaints

EBank maintains a robust framework for addressing customer complaints, providing multiple channels for submission and resolution. Customers can lodge complaints through various means, including the Complaints Department, call center, email, website, and social media platforms. The bank is committed to responding to complaints within 15 working days, with exceptions outlined for specific cases. Should a customer be dissatisfied with the bank's initial response, they are entitled to escalate the complaint within a specified timeframe, prompting the bank to reevaluate the issue with clear justifications. In cases where resolution remains elusive, customers

100%



of Complaints received in 2023 of have been resolved and closed within the agreed timeframe

have the option to escalate their complaints to the CBE, ensuring a comprehensive mechanism for dispute resolution and customer satisfaction.

Ticket Cycle Reduction

EBank's Ticket Cycle Reduction Initiative aims to minimize the file life cycle. By implementing this initiative, EBank has successfully reduced the ticket life cycle by **50%** so far, achieving significant improvements in efficiency and customer service. This progress can be attributed to the introduction of models which have streamlined processes and accelerated the resolution of tickets. Through these measures, EBank has not only optimized internal operations but also delivered added value to customers by ensuring prompt and effective responses to their inquiries and concerns.

50%



Reduction in Ticket Life Cycle

Customer Rights Management

At EBank, we prioritize customer rights protection through a multifaceted approach. Our dedicated Customer Rights Management Department oversees complaint resolution, ensuring prompt and effective responses to customer feedback in alignment with CBE mandates. Through meticulous analysis of complaints, strategic solutions are devised and reviewed to enhance customer service quality continuously. Routine regulatory compliance reviews of contracts and marketing materials uphold transparency and adherence to guidelines. Additionally, operational systems undergo regular audits to ensure compliance with CBE regulations, reinforcing our governance framework and maintaining the trust of our valued clients. EBank's commitment to customer rights protection underscores our dedication to operational integrity and customer satisfaction at every level.

Financial Inclusion & Entrepreneurship

Our commitment to financial inclusion extends beyond conventional banking practices. Embracing a proactive stance, we are actively expanding our business segments and venturing into untapped markets with significant growth potential. With a specific focus on empowering young entrepreneurs and women, our goal is to emerge as the most agile and inclusive bank in the industry. In addressing the diverse financial needs of individuals, we prioritize optimizing the digital experience for our customers, ensuring seamless access to essential financial services. Moreover, we are dedicated to expanding financial literacy initiatives, equipping individuals with the knowledge and tools needed to navigate the complexities of personal finance effectively. Through these endeavors, we aim to provide aspiring entrepreneurs with unparalleled access to comprehensive financial services, fostering economic growth and prosperity while promoting financial inclusion for all.

EBank participates in all CBE 6 initiatives annually: Women's day (08-31 March), Arab's day for financial inclusion (01-30 April), Youth day (01-15 August), Farmer's day (01-15 September), Saving's day (15-31 October) and PWD day (01-15 December)

| Tawfeera Savings Account | Elkaseeb Current Account |
|---|---|
| Product options designed to cater to customers across various social segments featuring: | |
| Simplified requirements | Free debit card in the first year |
| No minimum balance requirements | ElKaseeb account is primarily targeted at startups and entrepreneurs who operate without legal documents, allowing them to bank freely without needing official business documentation. |
| Free banking services like internet banking and e-wallet subscriptions | Accessible for customers with limited savings and documentation, such as students and freelancers |



Financial Inclusion 2023 Highlights



Youth, SMEs, and Financial Inclusion

Our strategy at EBank revolves around delivering affordable and convenient financial products and bundled offerings tailored to meet the needs of both youth and entrepreneurs, especially within new business sectors and emerging job markets. With a dedicated focus on minimizing financial exclusion among Egypt's youth population, we are committed to building an environment where all individuals have access to the resources and support needed to succeed in their financial endeavors.

NilePreneurs

EBank's strategic sponsorship of the NilePreneurs initiative underscores our dedication not only to fostering innovation but also to advancing financial inclusion. By empowering innovators through the "Pre-incubation Program," EBank facilitates access to financial resources and support services that enable entrepreneurs from diverse backgrounds to realize their business aspirations. This democratization of opportunity is a cornerstone of financial inclusion, as it ensures a broader segment of society can participate in the economic landscape. Similarly, the "Packaging Industry's Competitiveness" program contributes to financial inclusion by helping manufacturers enhance their products' market presence, potentially leading to increased market share and economic stability for businesses at various scales. Through these initiatives, EBank reaffirms its role as a catalyst for not just entrepreneurial success, but also for inclusive economic growth that benefits a wide array of participants within the marketplace.



Packaging & Product Design Incubator Highlights (2019-2023)



Financial Literacy among High School Students

EBank and EYouth have collaborated to promote financial literacy among high school students in Egypt, in collaboration with Oasis International School, Genius International School, Futures Language Schools in Nasr City and Maadi, New Generation, Dover International School, B.Krank American School, and Future Pioneers Language School. This initiative aligns with the Financial Inclusion Initiative strategy developed by EBank under the

auspices of the Central Bank of Egypt, aimed at spreading financial literacy for all. Through this partnership, EYouth conducted a series of free offline sessions designed to educate students on making wise financial decisions that can positively impact their lives. This initiative reflects EBank's commitment to empowering youth with essential financial knowledge, equipping them with the



tools to navigate their financial futures with confidence. In total, **686** students participated from all schools, with **51%** being female participants.



686
Participants



51%
Female Participants

AIESEC

EBank's Collaborative Success with AIESEC Egypt

EBank's partnership with AIESEC Egypt resulted in a series of impactful events aimed at promoting financial inclusion and empowerment among youth. Notably, an online webinar focusing on financial inclusion had 116 attendees, surpassing the initial target. Furthermore, during a series of six conferences held across universities in Cairo, 198 accounts were opened, representing 66% of total attendance. These events showcase the effectiveness of EBank's collaboration with AIESEC Egypt in reaching and engaging with young audiences, fostering financial literacy and access to banking services among the youth population.



198

New opened accounts in 6 university conferences



66%

From the total number of attendees

Women and Financial Literacy

EBank's commitment to enhancing financial literacy is reflected in the engagement within our educational programs. To date, our efforts have reached over **9,000** individuals who have benefitted from **155** sessions. Encouragingly, women constitute **40%** of the participants, showcasing a significant stride towards achieving gender parity in financial education—an essential component of our ESG objectives.

This surge in female participation is not only indicative of increased awareness but also correlates with a tangible embrace of EBank's financial products. Notably, **24%** of the women attendees have adopted the EBank Smart

Wallet, exemplifying the program's efficacy in promoting digital financial solutions among women. Additionally, the uptake of Meeza prepaid cards by **35%** of our female participants underscores their active engagement with our inclusive financial services. These metrics are heartening; they demonstrate the success of our financial literacy campaigns in creating a welcoming and supportive ecosystem for women to confidently navigate and utilize our full spectrum of financial offerings.



155

Financial Literacy Sessions



40%

Women Attendees

Empowering Women Financial Freedom on Women's Day

As part of our commitment to empowering women's financial freedom, EBank was pleased to announce special privileges from March 8 to March 31, 2023, in celebration of International Women's Day and as part of our ongoing financial inclusion initiatives. During this period, women could benefit from a range of exclusive privileges, including a free savings account with no minimum balance requirement, complimentary internet banking services, a feature card at no cost, and a free pocket e-wallet. These privileges were designed to break down barriers and provide women with greater access to essential financial services, empowering them to take control of their finances and pursue their goals with confidence.



Exclusive Privileges During Farmer's (Al Falah) Day Celebration

In honor of Al Falah Day and as part of the Financial Inclusion Initiative, EBank introduced exclusive privileges from September 1 to September 15, themed "Unlocking Financial Freedom."

During this period, customers can access a range of complimentary services, including a free savings account with no minimum balance requirement, complimentary internet banking, a feature card provided at no charge, and a free pocket e-wallet. These offerings aim to empower individuals to manage their finances effectively and embark on their path towards financial freedom.



Inclusive Support for PwDs

EBank is committed to ensuring inclusivity and accessibility for all its customers, including Persons with Determination (PwDs). Through a wide range of tailored support services, EBank strives to make banking convenient and accessible for everyone. This includes features such as accessible branches and ATMs, staff trained in sign language, applications and forms available in braille, and a priority service queue system both in branches and the call center. Furthermore, EBank offers audio materials accessible through the public website, and in-branch plasma screens displaying information in large, clear fonts for those with visual impairments. Additionally, advertisements are accompanied by sign language, and the Chat Banking service provides an accessible way for PwDs to manage their finances with ease. EBank's comprehensive approach exemplifies its dedication to creating an inclusive banking environment for all individuals.



Community Investments

Corporate Social Responsibility

Corporate social responsibility serves as a cornerstone in the bank's strategy for the years 2022 to 2027. It reflects the bank's belief in the significant role of both governmental bodies and the banking sector in providing aid and fostering societal advancement.

While the range of corporate social responsibility endeavors is extensive, the bank has chosen out education and healthcare as its primary focus areas for social responsibility initiatives. Consequently, in alignment with the bank's strategy, dedicated budgets are annually allocated to support these sectors. The bank remains consistent in its commitment to backing non-profit organizations and collaborating with various development institutions in education and healthcare, with the aim of enhancing the well-being of marginalized communities.

**2023
Best
Bank in
Egypt in
CSR**



by The World
Union of Arab
Banks



EGP 13.7 Mn

Contribution in Donations to
the Health Sector



EGP 10.4 Mn

Contribution in Donations to
Education Initiatives

Educational Empowerment

EBank is passionately committed to enriching the educational landscape in Egypt, investing significantly in the

potential of young minds and the development of critical skills across diverse communities. Our multifaceted education projects span a vast array of initiatives, from granting substantial scholarships and boosting entrepreneurial ventures to enhancing specialized training and fortifying community educational systems.

Scholarships: EGP 5.6 Mn

EBank has made a significant impact in the realm of education through our robust scholarship programs, which are designed to provide bright minds across Egypt with the resources they need to excel academically. In total, we have dedicated over EGP 5.6 million to this cause, reflecting our dedication to nurturing talent and expanding educational opportunities.

EBank is committed to advancing education and empowering students through strategic collaborations that facilitate scholarships for technical and university education across several governorates. By partnering with esteemed institutions such as Misr El Kheir Foundation, El Galala University, Nile University, Zewail City of Science and Technology, and El Sewedy Academy, EBank plays a crucial role in providing opportunities for deserving individuals to pursue their academic aspirations. With **30** technical and university scholarships offered by Misr El Kheir Foundation, **65** by El Galala University, **17** by Nile University, **21** by Zewail City of Science and Technology, and **66** by El Sewedy Academy, these scholarships have been instrumental in breaking down financial barriers to higher education, enabling **199 students** to pursue their academic aspirations in a diverse array of fields. These scholarships represent EBank's dedication to nurturing the country's intellectual capital and bolstering sustainable development. With an unwavering commitment to education, EBank continues to uphold its role as a cata-

lyst for social change and economic growth through the power of learning.



Entrepreneurial, Innovation and skills development: EGP 3,200,000

EBank is committed to uplifting education standards and opportunities, exemplified through its collaborative efforts with esteemed partners such as Delta Foundation for Community Entrepreneurship, Misr El Kheir Foundation and Enactus.

Through its collaboration with the Delta Foundation for Community Entrepreneurship, they have together embarked on a commendable initiative to support **15** entrepreneurial projects geared towards export purposes in Fayoum. By providing strategic guidance, financial assistance, and resources, EBank and the Delta Foundation empower aspiring entrepreneurs in Fayoum to realize their business ideas and tap into global markets.

Through this collaboration, EBank demonstrates its commitment to nurturing innovation, creating economic opportunities, and driving sustainable development in local communities. By investing in entrepreneurship education and supporting export-oriented ventures, EBank and the Delta Foundation contribute to the economic growth and prosperity of Fayoum, while also fostering a culture of creativity and enterprise among its residents.



Another initiative focuses on providing support for Enactus student projects with the objective of fostering innovative ideas among university students. With a goal to offer moral and material support amounting to approximately EGP **800,000**, this initiative aims to advance student-led projects and drive innovation forward. The results include the progression of student-led projects and the cultivation of innovation. Additionally, the added value of this initiative lies in nurturing a culture of innovation and entrepreneurship among youth, potentially leading to the creation of new businesses and job opportunities, thereby contributing to economic growth and development.



Nutritional Support and Health Education EGP 500,000

Through the partnership between EBank and The Egyptian Food Bank, **25,000** healthy school meals were provided in Minya, ensuring that students have access to nutritious food that supports their overall well-being and enhances their ability to focus and learn.



Specialized Training and Education

EBank champions inclusivity and empowerment through collaborative efforts aimed at supporting PwDs in their educational pursuits and skill development. Teaming up with Al-Akhbar Foundation, EBank facilitates Braille language education and training for **175** visually impaired individuals, providing them with the tools to access educational resources and enhance their skill sets. Similarly, in partnership with Asdaa for Sophisticating the Deaf & Hard of Hearing, EBank empowers **24** beneficiaries in Alexandria through comprehensive training in sign language, fostering communication and integration within the community



Community Educational Support: EGP 1,750,000

Teaming up with Misr El Kheir Foundation, EBank extends its support to **246** beneficiaries by covering educational and operational expenses for eight community schools nestled in remote villages within Esna and Luxor. This collaboration ensures that these schools, despite their geographical challenges, can provide a conducive learning environment for students, fostering academic growth and development.

Furthermore, in partnership with Giza Systems Education Foundation, EBank focuses on enhancing the educational landscape at the Marsal community school in the village of Ziniqa in Esna. By investing in the education, training, skill development, and technological advancement of **25** students and two facilitators, EBank actively contributes to equipping individuals with the tools and knowledge necessary to thrive in an increasingly digital world.



Community Health Advancement

EBank's commitment to the health and well-being of communities across Egypt is evidenced by our substantial contributions to a wide array of medical projects. With a focus on infrastructure enhancement, critical care provision, and specialized medical treatment, our efforts span across diverse governorates.

Infrastructure Enhancement and Medical Equipment: EGP 2,991,613

Our investments in infrastructure and equipment totaling EGP 2,991,613, was essential for enhancing health-care services for a diverse range of beneficiaries. By purchasing medical and surgical tools for **750 patients** at the Intensive Cases Unit at Kasr El-Aini Hospital, we are ensuring that these critical facilities are well-equipped. Additionally, our contributions to Nubian Hospital have supported **1,500 patients** in Aswan and Nubia, providing them with essential medical devices and supplies.

Further, we have extended support to the Intellectual Education Foundation for Girls with Special Needs by constructing roofs for **six** new wards, thus enhancing the care for **65 girls** in Cairo, providing them with a safer and more comfortable living and learning environment. Our aid to Abu El-Rish Hospital has equipped **1,000 patients** with necessary medical devices and funded their treatments and surgeries as they come from various regions. Moreover, the Ain Shams Medical Renaissance Association, collaborating with El Demerdash Hospital, has benefited from our provision of therapeutic and exploratory medical devices for **500 patients**, with a particular focus on kidney disease treatments in several governorates."



Critical Care and Specialized Treatment Centers

EBank has donated a total of EGP 3,497,500 to advance medical care and research in various regions. This donation has supported the Mansoura University Hospitals' Diabetes Research Unit and Kidney Disease Center, benefiting **500 patients** through scientific research in the field of stem cell therapy. In addition, the bank contribution has equipped the New Oncology Institute in Sheikh Zayed with 70 electric chairs, improving the chemotherapy experience for **780 patients** across several governorates.

At Al-Nas Hospital, EBank's donation has made it possible to perform pediatric heart catheterization surgeries for **10 children**, providing critical cardiac care. Furthermore, the Ahl Masr Foundation has received support for **300,000 bedside** monitors, benefiting the critical care unit in Cairo.



1,290

Beneficiaries



EGP 3.5 Mn

Donations



10 Children

Benefiting from heart catheterization surgeries



300,000

Bedside monitor

Comprehensive Medical Services

Our comprehensive medical services have made a substantial impact, with an investment of EGP 3,250,000 benefiting over 1,120 patients. At Shifa Al Orman Hospital in Luxor, we've supported life-saving treatments for **58 children**. Our efforts have extended to Dakahlia Liver Hospital, where **1,000 patients** have received treatment for Hepatitis B. Additionally, at Hospital 57357, **62 children**

have benefited from chemotherapy, radiation treatment, and pediatric surgeries, enhancing healthcare services for those across several governorates.



1120

Beneficiaries



EGP 3.25 Mn

Donations

Community Outreach and Preventative Health

Our community outreach initiatives have reached over **5,253** beneficiaries through medical caravans and tele-medicine clinics by the Ibrahim Badran Foundation and the Egyptian Cure Bank. These projects bring essential health services to underserved regions and emphasize prevention and early detection, which are key to long-term health outcomes.



5,253

Beneficiaries



EGP 1 Mn

Donations

Treatment and Research for Chronic and Life-Threatening Condition

We are committed to supporting the treatment and research of chronic and life-threatening conditions, affecting the lives of over 6,037 patients. This includes funding for heart surgeries through the Magdi Yacoub Foundation and supporting the Baheya Foundation's efforts to provide cancer treatment. The Mervat Sultan Foundation's initiatives for eye surgeries in Fayoum further exemplify our dedication to improving the quality of life for our beneficiaries.



6,037

Beneficiaries



EGP 3 Mn

Donations





Responsible Procurement

EBank prioritizes sustainable and responsible business practices, with a strong emphasis on Procurement and Supply Chain management. We recognize these functions' crucial role in our operations and are committed to fostering transparency, ethical sourcing, and resilience throughout our supply chain. Viewing Procurement and Supply Chain Management as integral to our responsible banking strategy, we aim to build a resilient, sustainable, and ethically sound procurement and supply chain.

Building a Sustainable Sourcing Network

We are committed to ensuring that our supply chain reflects our values of ethical and sustainable business practices. Our human capital policy strictly adheres to applicable laws, which criminalize child labor and forced labor, ensuring that our workforce is treated fairly and ethically.

When selecting service suppliers and vendors, we define clear criteria and apply rigorous quality and safety standards. Additionally, we conduct thorough due diligence processes, evaluating factors such as experience levels, technical competence, reputation, and associated risks. This meticulous approach ensures that our partners uphold the same standards of integrity and ethics that we uphold ourselves.

Furthermore, EBank complies with the provisions of the Egyptian Labor Law and adheres to the policies and standards set forth by regulatory authorities. Additionally, we honor the treaties signed by Egypt concerning workers' rights and employment practices.

By upholding these principles and standards, EBank ensures that our supply chain operates ethically, sustainably, and in alignment with our commitment to responsible business practices.



207

Total No. of Suppliers



94%

Percentage of procurement budget spent on local suppliers



90%

% of total suppliers that are local

06

Human Capital

| | |
|----------------------------------|----|
| Employee Diversity and Inclusion | 51 |
| Learning and Development | 54 |
| Employee Engagement & Wellbeing | 55 |



Human Capital



EBank's approach to human capital development is multifaceted, embracing a culture of teamwork marked by active participation and a shared ambition to create the best work environment. The bank is dedicated to enhancing employees' sense of responsibility, empowering them to take ownership of their roles. Moreover, EBank places a strong emphasis on fostering diversity and inclusion within its workforce, recognizing the value of different perspectives and backgrounds. By promoting cooperation and integration between sectors and departments, the bank ensures synergy and collaboration across the organization. Additionally, EBank encourages innovation and creativity to adapt to market developments and remain competitive. These strategic focus areas collectively drive sustainable growth and success, positioning EBank as a leader in the financial industry.



Employee Diversity and Inclusion

At EBank, equality, diversity, and inclusion are fundamental principles. Anchored within our code of conduct, they signify our commitment to fostering a workplace culture that embraces diversity and ensures fair treatment for all. By embracing these values, we create an environment where every individual feels valued, respected, and empowered to contribute to our collective success.



Key Policies and Procedures

- Human Capital Policy
- Human Capital Procedures



1,658

Total Workforce



33%

Female Representation



42%

Employees between the ages of 25-34



23%

Female Representation in Management Positions



37%

Female Representation Among New Hires

Fostering Gender Diversity

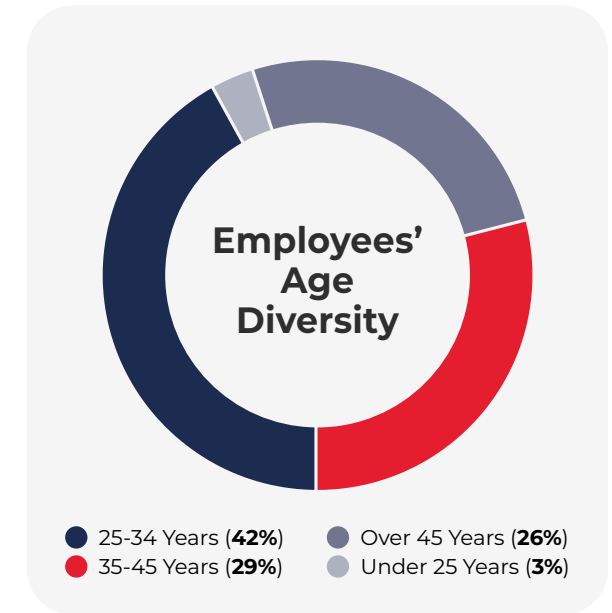
The Bank prioritizes the empowerment of women, recognizing their significant role in society, and endeavors to support their advancement into leadership roles and the realization of their aspirations. In 2023, out of a total workforce of **1,658** employees, women constituted **33%** across all levels within EBank. Moreover, we have established transparent channels for reporting concerns regarding corruption or instances of misconduct. These include a dedicated email address and a hotline number, the details and usage policy of which can be found in the policy documents or through a link on the internal portal.

EBank is committed to supporting its human capital by constantly communicating with all categories of employees and heavily investing in the development of their capabilities, ensuring equal opportunities for all male and female employees without discrimination. The Bank holds its commitment to ensuring equal pay for equal work, adhering to the non-discrimination policies in our bank's wage policy and in accordance with the Egyptian Labor Law, as well as the implementation of the internal regulations and provisions of our bank's human capital policies.

Furthermore, the bank developed the best practices and expanded the recruitment strategy to attract talents from both gender based on practical experience, academic qualifications, and skills required in the job description. Embracing inclusivity and work-life balance, parental leave entitlements are provided for all, fostering an environment that supports the professional and personal growth of every employee.

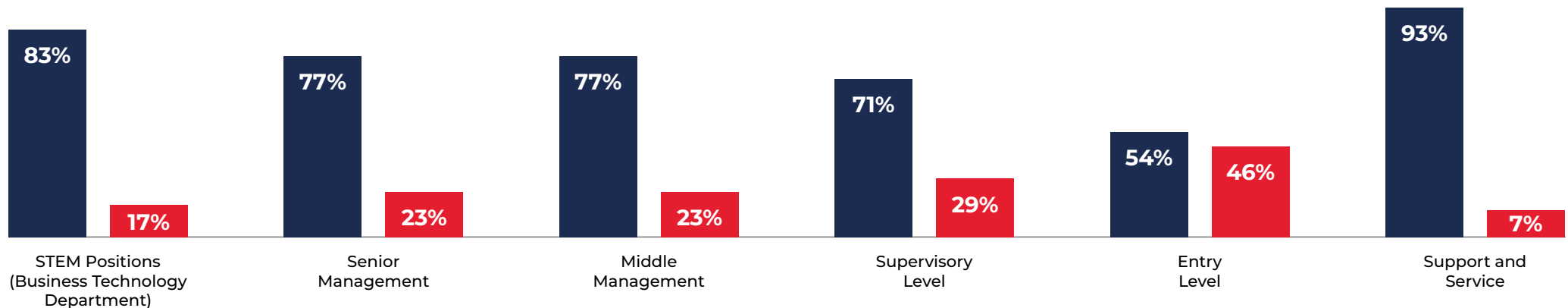
Embracing Age Diversity

EBank's workforce encompasses a diverse range of ages, with 3% under 25 years old, 42% falling within the 25-34 age range, 29% in the 35-45 bracket, and 26% over 45. This varied age distribution underscores EBank's commitment to harnessing a spectrum of experiences and viewpoints within its workforce.



Diversity across Employee Categories (%)

● Male ● Female



Attracting Diverse Talents

In 2023, EBank welcomed 199 new employees, with a gender diversity ratio of 37% female representation, aligning with the organization's strategic goals. This robust representation of female employees highlights EBank's dedication to fostering gender diversity. Moreover, the majority of these new hires (59%) were under 30 years old, underscoring EBank's commitment to youth employment initiatives.

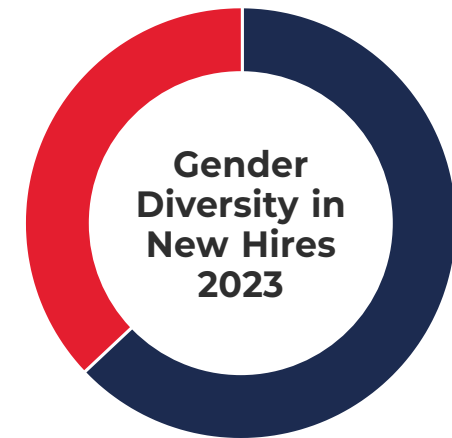
199



New hires
in 2023

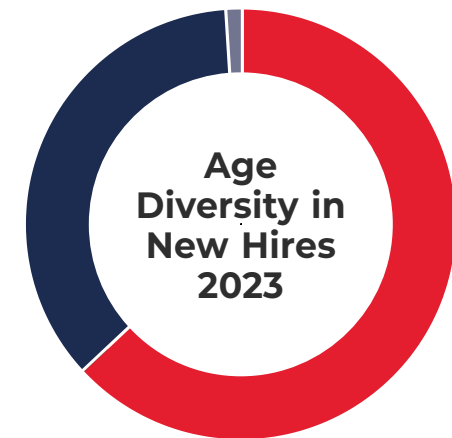
Elevating Talent Acquisition Strategies

EBank prioritizes innovative approaches to talent acquisition, utilizing branding initiatives, strategic partnerships, and personalized career coaching to attract top-tier candidates. Moreover, the digitalization of external recruitment processes streamlines efficiency and widens the talent pool. By outsourcing performance appraisals, promotions, and career progression, EBank ensures unbiased evaluations and fosters professional growth. Additionally, continuous enhancement of the recruitment process, accompanied by clear delegation of authorities' and retention matrices, facilitates effective decision-making and cultivates a conducive environment for talent retention. Through these comprehensive actions, EBank remains committed to optimizing its talent acquisition strategies for sustained organizational success.



Male (63%)

Female (37%)



30-50 (40%)

Above 50 (1%)

Under 30 (59%)



Learning and Development

EBank places significant importance on its employees, ensuring ongoing communication among all staff levels and investing substantially in enhancing their skills. With a strong focus on empowering employees and supporting their career progression, the Bank offers a variety of training initiatives to encourage proactive engagement and innovative thinking. This commitment to staff development highlights the bank's dedication to fostering a vibrant and adaptable workforce ready to excel in a rapidly changing environment. In 2023, EBank delivered a total of **33,825** training hours across various departments and positions.



33,825

Total Training Hours



20

Average Training Hours Per Employee

Building Employee Technical Capacity

Development Leaders Program

EBank administered multiple leadership development initiatives tailored to various organizational levels. For top management, a specialized leadership track was implemented, addressing diverse competencies through board simulation games. Middle management, com-

prising identified talent, also participated in a dedicated track featuring leadership simulation games. Moreover, the organization offered physical programs like the Emerging Leaders Program and Future Leaders Program to nurture leadership skills and potential among employees across all levels.

6,790



Training hours

HR Development Program

This program encompasses a range of initiatives aimed at enhancing the skills and capabilities of HR professionals within the organization. Components of the program include HR Analytics training, providing employees with essential tools and techniques for leveraging data to inform strategic HR decision-making. Additionally, EBank offers an HR Diploma program to equip HR practitioners with specialized knowledge and expertise in their field. EBank also emphasizes the importance of job evaluation and performance management through the Performance Management Program, enabling HR professionals to effectively assess roles and optimize employee performance.

Nurturing Expertise in Sustainable Finance and Climate Resilience

EBank's Sustainability Program for employees embodies a commitment to environmental stewardship and re-

sponsible banking practices. This program encompasses various initiatives, including a climate change program aimed at mitigating the bank's environmental impact and promoting environmentally sustainable practices. EBank prioritizes the principal of Responsible Banking program, aligning its operations with sustainable development goals and ethical standards. Sustainability finance initiatives further support this commitment by directing investments towards environmentally and socially responsible projects. Notably, **129** employees received the Introduction to Sustainable Finance training. Through these integrated efforts, EBank empowers its employees to contribute to a more sustainable future while fostering a culture of responsible banking across the organization.





Employee Engagement & Wellbeing

EBank is committed to fostering a workplace culture that prioritizes employee wellbeing and engagement at its core. Recognizing that its greatest asset lies within its workforce, EBank dedicates itself to nurturing a supportive environment where employees feel valued, motivated, and empowered to thrive. Through comprehensive programs aimed at promoting physical health, mental wellness, and professional growth, EBank aims to create a vibrant community where all individuals' contributions are recognized and celebrated.

Fostering Employee Engagement and Satisfaction

We place a high priority on ensuring the satisfaction and well-being of our employees. We adopt regular engagement surveys as invaluable tools to assess satisfaction levels, pinpoint areas for enhancement, and cultivate a positive organizational ethos. Through insights gathered from these surveys, we consistently strive to boost engagement, refine our corporate culture, and provide meaningful developmental opportunities for both employees and managers.

EBank's commitment to supporting and engaging its employees signifies our dedication to fostering a workplace environment that is both positive and fulfilling for all staff members. In addition to conducting annual Employee Satisfaction and Engagement Surveys to effectively identify and address their needs, we continuously seek ways to improve and adapt our practices to better serve our team. In 2023, the participation rate in these surveys reached 88%, covering various aspects such as My Team, My Supervisor, My Job, and EBank itself.

Advancing Sustainability Innovation through Engagement: The Genie Project

In alignment with the bank's management objective to foster innovation and adaptability, EBank's strategy department has introduced the Genie Project initiative. This initiative entails gathering employees' ideas and suggestions to enhance profitability, efficiency, and sustainability within the bank. The primary goal is to encourage innovation and new concepts proposed by employees through the creation and management of the Genie project. Since its inception, the project has received over **299** ideas covering areas such as profitability, efficiency improvement, digital banking, and sustainability. **24** ideas have been successfully implemented, resulting in a revenue increase of approximately **EGP 9.6 million** and a cost reduction exceeding **EGP 10 million**. The initiative has also contributed to enhancing business efficiency and sustainability principles by promoting paper and electricity conservation practices.

Furthermore, the Genie project serves as an initiative for sustainability, with employees as key stakeholders. Its impact on sustainable investment and green finance, with **11%** of total ideas focused on sustainability. To further empower our workforce, we have implemented periodic training courses conducted by external specialists. These sessions, attended by approximately one hundred employees, aim to cultivate systematic thinking and equip our team with the skills necessary to effectively apply their ideas.



299

Ideas proposed since the project's inception



23

Ideas successfully implemented



EGP 9.6 million increase in revenues and **EGP 10 million** reduction in costs as a result of ideas implementation



100

Employees participate in training sessions conducted by external specialists

Employee Engagement Activities

Wadi Degla Movie Night

In an effort to inject some excitement into the daily work routine, the bank organized a delightful event for its employees: Movie Night at Wadi Degla Reserve. This event provided a refreshing opportunity to unwind amidst the beauty of nature while enjoying a fun-filled evening together. With the serene surroundings of Wadi Degla Reserve as the backdrop, employees were treated to a memorable experience. Such initiatives not only serve to uplift spirits but also strengthen bonds within the team, contributing to a more vibrant and cohesive work environment at EBank.

BootCamp for Teamwork and Strategic Alignment

The Talent middle management team underwent an engaging BootCamp session featuring a variety of interactive activities aimed at encouraging teamwork, collaboration culture, and strategic alignment. With 75 participants, each activity contributed to enhancing cooperation and trust among participants. As the team sets its sights on the future, it is primed to advance strategic alignment and collaborative endeavors.



Bringing Hope and Support to Children at Abu Al-Rish University Hospital

A group of dedicated employees EBank embarked on a heartfelt mission to spread hope and support to the young patients at Abu Al-Rish University Hospital for Children in Al-Muneera. Demonstrating the bank's commitment to community welfare, the team made a generous contribution towards the treatment and surgical procedures for these children, aiming to alleviate their suffering. Additionally, they brightened the children's spirits by presenting them with a selection of toys, providing a source of joy during their hospital stay.

EBank's 57357 Cancer Hospital Support Marathon: Partnering for Pediatric Care

EBank, in partnership with Cairo Runners, launched the Cancer Hospital Support Marathon Initiative to aid the Children's Cancer Hospital 57357. The goal of this endeavor was to collect public donations totaling approximately **50,000 EGP** while simultaneously raising awareness about the hospital's urgent needs. By organizing a charity marathon, EBank sought to provide vital financial resources to the hospital and amplify awareness of its critical role in addressing healthcare challenges.



EBank's Switching Hats: Fostering Collaboration and Innovation

EBank's Switching Hats Initiative aims to foster a more holistic understanding of various functions within the IT department. By encouraging employees to temporarily assume roles outside of their usual responsibilities, this initiative seeks to promote a deeper appreciation of different aspects of IT operations. The primary objective is to enhance teamwork by encouraging collaboration across different teams and functions. Through exchanging ideas and perspectives, employees gain a broader understanding of the organization's overall objectives and contribute to improved organizational effectiveness. Ultimately, the Switching Hats Initiative not only strengthens teamwork but also cultivates a culture of innovation and collaboration within EBank.



Employees Benefits and Support

EBank is committed to providing comprehensive benefits and support to its employees, ensuring their well-being and satisfaction. In 2023, the bank provided significant support to its workforce, including personal loans amounting to EGP 45,121,000 distributed among **595** employees, ensuring financial stability and flexibility. Additionally, a Retirement Fund was established, benefiting **330** employees with a total monthly allocation of EGP 2,512,000. The bank also prioritized fair compensation by adjusting starting salaries, applying allowances adjustments, and implementing competitive annual increases to remain responsive to market conditions. Moreover, EBank facilitated employee relocation to their nearest work location, aiming to minimize commuting stress, enhance work-life balance, and reduce environmental impact.

Employee Grievance Mechanisms and Anti-Harassment Policies

The bank has implemented mechanisms such as a Whistleblowing Policy and Grievance System to ensure employees have avenues to raise concerns. In line with the applied internal policies and procedures, the Human Capital Committee is in charge of discussing grievance cases. In 2023, the Committee reviewed and resolved 89 grievance cases, reflecting our ongoing effort to address employee concerns.

EBank is committed to promoting anti-discrimination and human rights within its workplace environment. Guided by principles of equality, the protection of human rights, and the assurance of non-discrimination based on factors such as race, religion, or gender, the bank ensures that all employees have equal opportunities and access

to justice. This dedication is further underscored by the adherence to the highest ethical standards outlined in Chapter One, "Main Values and Principles," of the updated Business Charter and Code of Ethics. EBank has also implemented robust measures to combat harassment and unethical practices, as articulated in the "Reporting Illegal and Unethical Practices and Protecting the Reporter" policy. These initiatives reflect the bank's proactive efforts to establish governance rules and implement mechanisms aimed at fostering a workplace environment characterized by fairness, respect, and inclusivity.

Prioritizing Occupational Health and Safety

EBank holds the health and safety of its employees in utmost regard, maintaining a work environment that prioritizes their overall well-being. The Bank's commitment to this principle is driven by the approval of its Occupational Safety, Health, Environmental, and Security Policy by the Board of Directors in November 2022, aligning with national laws and regulatory standards. This policy serves as a cornerstone of the Bank's internal sustainability efforts. Other initiatives such as Fire Safety and Civil Defense Compliance were held, ensuring branch safety and regulatory compliance. As a result, **18** branches were renewed for compliance with civil defense requirements in 2023, contributing to the protection of employees and customers.



Zero

Work-related accidents recorded



18

Branches renewed for compliance with the civil defense's 2023 requirements

Addressing Potential Risks and Mitigating Hazards

We prioritize the safety of our employees through rigorous hazard identification and risk assessment procedures. We address fire risks with multiple extinguishing methods and maintain a continuous early warning system through our Civil Protection and Security Directorate. To combat theft or armed robbery risks, each branch is equipped with advanced security measures, including surveillance cameras and direct communication devices to security directorates and the Ministry of Interior. Through routine and non-routine assessments, we swiftly identify and eliminate occupational hazards, ensuring a secure work environment for all.

Health and Safety Training

EBank's dedication to employee safety is evident through various initiatives, including comprehensive training programs covering safety, health, and security, totaling **1,992** training hours in 2023. These programs encompass civil protection, evacuation procedures, and environmental preservation. Notably, the conducted occupational health, safety, and civil defense training courses had **102** participating employees.



1,992

Health and Safety training hours delivered



102

Participating employees

07

Environmental Responsibility

| | |
|---|----|
| Climate Action - Path to Carbon Footprint Reductions | 59 |
| Environmental Management | 62 |





Climate Action - Path to Carbon Footprint Reductions



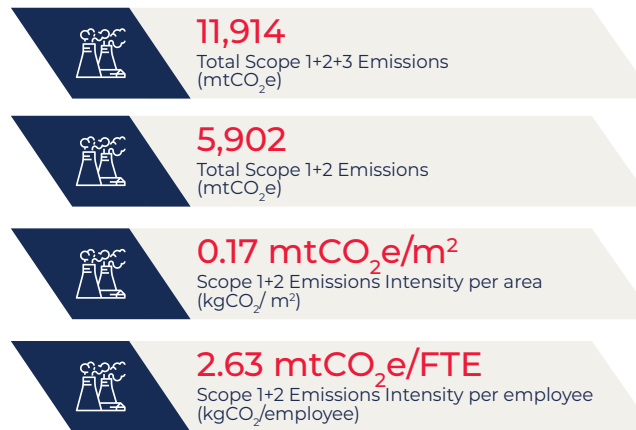
At EBank, we recognize the importance of understanding and mitigating environmental impact. Through diligent efforts in quantifying our carbon footprint, we aim to chart a clear path toward reducing emissions and fostering sustainable practices. This section details our commitment to transparently measuring our carbon footprint across various operational domains, outlining this endeavor's risks, challenges, and opportunities. Our dedication to quantifying our carbon footprint aligns with our broader sustainability goals and our ongoing mission to contribute positively to the environment.

Our Carbon Footprint

EBank took a vital step by conducting its first carbon footprint assessment for the year 2021, which focused solely on its headquarters operations. The assessment reflects the bank's commitment to sustainability and marked the beginning of efforts to understand and reduce its environmental impact.

Moving forward, the Bank has conducted a third assessment of its carbon footprint, covering the period from January 1st, 2023, to December 31st, 2023. This assessment expanded its scope to encompass all organizational boundaries, building on the second assessment in 2022 and the initial one conducted in 2021, which focused solely on our headquarters. With its comprehensive coverage, the 2023 assessment establishes a new baseline for future comparisons.

Our carbon footprint assessment adheres to recognized standards including the Greenhouse Gas Protocol, the Intergovernmental Panel on Climate Change (IPCC) Guidelines for Greenhouse Gas Inventories, and the ISO 14064-1:2019 standards.



Operational and Organizational Boundaries

The organizational boundary for the carbon footprint report defines the business activities and operations included within the organization. Following the GHG protocol, the organization is responsible for reporting all greenhouse gas emissions from operations it operationally controls. Within the 2023 carbon footprint assessment are:



The operational boundaries pertain to the business activities of the reporting company that produce emissions and determine which activities should be considered in calculations and how they are categorized. Emissions are categorized into three scopes.

The operational boundaries relate to the business activities of the Bank that generate emissions, and which of these activities are to be included in calculations as well as how they are classified. Emissions shall fall under three scopes.

Scope 1: Includes emissions from equipment, assets controlled or owned by EBank, known as direct emissions (i.e. any owned or controlled activities that release emissions straight into the atmosphere).

Scope 2: Includes emissions from the consumptions of purchased energy such as electricity, heating or steam from a source that is not owned or controlled by EBank (Indirect energy emissions)

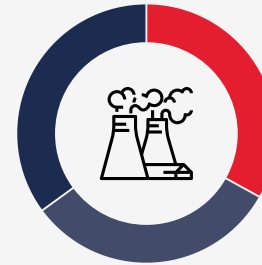
Scope 3: Covers significant indirect emissions from other activities, that are not covered in Scope 1 or Scope 2. This is inclusive of transport fuel used in air business travel, employee commutes, emissions from waste disposal, etc.

Scope 1 and 2, are mandatory under not only the GHG protocol Corporate Standard, but furthermore it is considered mandatory by the CBE mandate applied on all Egyptian banks in 2022. Additionally, in conformance with the GHG protocol Corporate Standard, the reporting of Scope 1 and Scope 2 emissions, direct and indirect emissions resulting from purchased electricity are mandatory to report.

2023 Carbon Footprint Assessment Results

The total operational carbon footprint for EBank's facilities in 2023 amounted to **11,914** mtCO₂e. Scope 3 emissions accounted for the largest share at **50%**, followed by scope 2 emissions, associated with purchased energy, at **32%**.

EBank is committed to implementing measures to reduce greenhouse gas (GHG) emissions and transitioning to low carbon energy sources. Furthermore, the bank aims to enhance its data management system and improve carbon footprint reporting and management processes to enable reliable year-on-year emissions comparisons.



Total Absolute Emissions by Scope, 2023 (mtCO₂e)

2,035 Scope 1

3,867 Scope 2

6,012 Scope 3

SCOPE 1 (Direct Emissions)

Stationary combustion

Fuel burning - Diesel 20 (mtCO₂e)

Fuel burning - Natural Gas 1,241 (mtCO₂e)

Mobile combustion

Fuel burning - Diesel 9 (mtCO₂e)

Fuel burning - Petrol 229 (mtCO₂e)

Fugitive emissions

Refrigerant leakage 536 (mtCO₂e)

Total Scope 1 2,035 (mtCO₂e)

SCOPE 2 (Indirect Emissions)

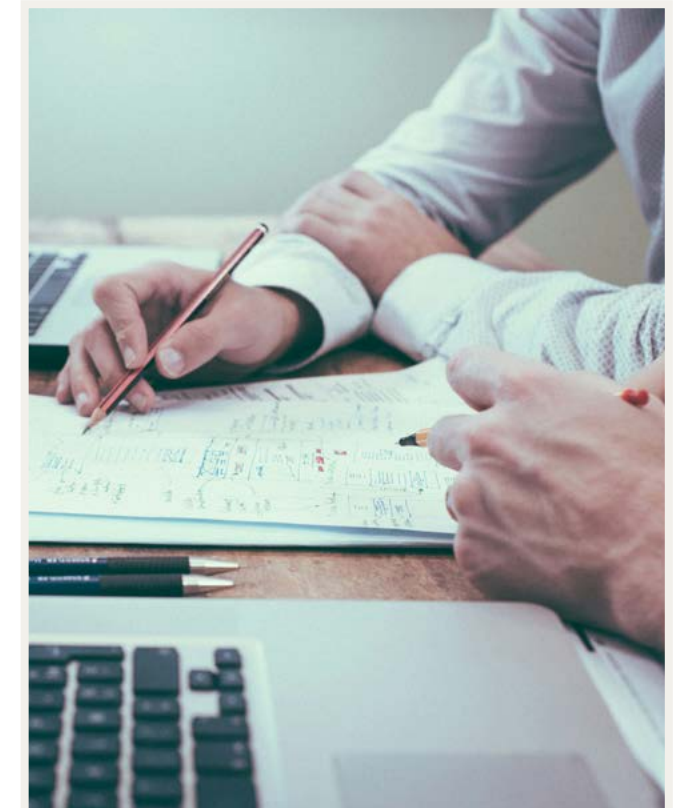
Purchased energy

Purchased electricity - Facilities 3,753 (mtCO₂e)

Purchased electricity - ATMs 42 (mtCO₂e)

Purchased chilled water 71 (mtCO₂e)

Total Scope 2 3,867 (mtCO₂e)



SCOPE 3 (Other Indirect Emissions)**Capital Goods**

| | |
|---------------|---------------------------|
| Capital goods | 509 (mtCO ₂ e) |
|---------------|---------------------------|

Purchased goods and services

| | |
|-----------|--------------------------|
| Water use | 29 (mtCO ₂ e) |
|-----------|--------------------------|

| | |
|-------|--------------------------|
| Paper | 52 (mtCO ₂ e) |
|-------|--------------------------|

| | |
|-----------------------------|-----------------------------|
| Monetary goods and services | 1,630 (mtCO ₂ e) |
|-----------------------------|-----------------------------|

| | |
|------------|-------------------------|
| Bank cards | 4 (mtCO ₂ e) |
|------------|-------------------------|

**Fuel and energy-related activities
(not included in Scope 1 & 2)**

| | |
|------------------------------------|---------------------------|
| Transmission & distribution losses | 271 (mtCO ₂ e) |
|------------------------------------|---------------------------|

| | |
|----------------------|-------------------------|
| Fuel burning: Diesel | 5 (mtCO ₂ e) |
|----------------------|-------------------------|

| | |
|---------------------------|---------------------------|
| Fuel burning: Natural gas | 203 (mtCO ₂ e) |
|---------------------------|---------------------------|

| | |
|-----------------------------|-------------------------|
| Mobile fuel burning: Diesel | 2 (mtCO ₂ e) |
|-----------------------------|-------------------------|

| | |
|-----------------------------|--------------------------|
| Mobile fuel burning: Petrol | 59 (mtCO ₂ e) |
|-----------------------------|--------------------------|

Waste generated in operations

| | |
|-----------------------------|---------------------------|
| Office solid waste disposal | 118 (mtCO ₂ e) |
|-----------------------------|---------------------------|

| | |
|----------------------|--------------------------|
| Wastewater treatment | 48 (mtCO ₂ e) |
|----------------------|--------------------------|

Business travel

| | |
|------------------|---------------------------|
| Air travel & WTT | 143 (mtCO ₂ e) |
|------------------|---------------------------|

| | |
|------------|---------------------------|
| Hotel stay | 104 (mtCO ₂ e) |
|------------|---------------------------|

| | |
|---------------------|--------------------------|
| Land travel + (WTT) | 60 (mtCO ₂ e) |
|---------------------|--------------------------|

Employee commuting

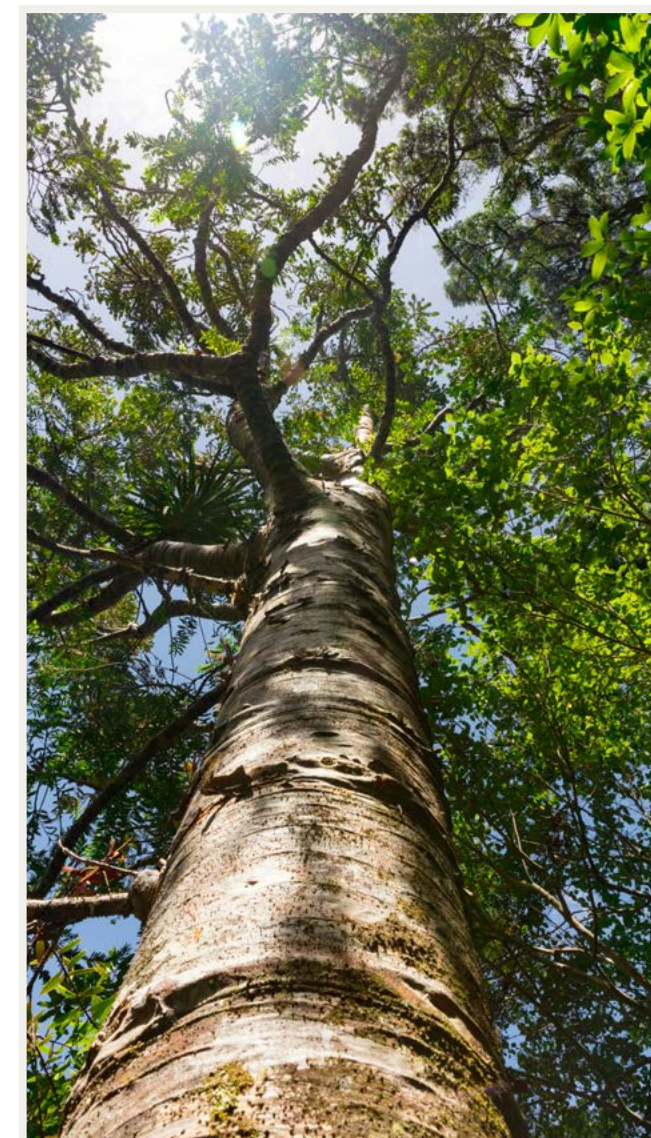
| | |
|-----------------|-----------------------------|
| Commuting & WTT | 2,775 (mtCO ₂ e) |
|-----------------|-----------------------------|

| | |
|----------------------|----------------------------------|
| Total Scope 3 | 6,012 (mtCO₂e) |
|----------------------|----------------------------------|

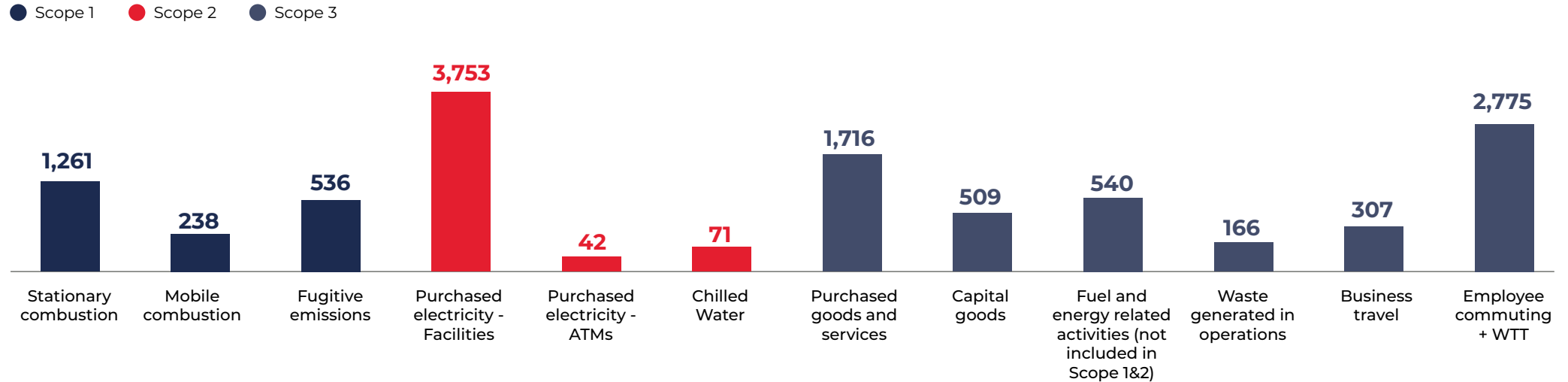
Reduced Emissions**Renewable energy**

| | |
|---|-------------------------|
| Installed Solar Heaters instead of Electric Heaters | 8 (mtCO ₂ e) |
|---|-------------------------|

| | |
|--------------------------------------|-----------------------------------|
| Total Emissions (Scope 3+2+1) | 11,914 (mtCO₂e) |
|--------------------------------------|-----------------------------------|



Absolute Emissions by Activity and Scope, 2023 (mtCO₂e)



Decarbonizing our Operations

In response to the urgent need for environmental sustainability and the global call to mitigate climate change, EBank has developed a decarbonization action plan. Recognizing the importance of financial institutions in driving positive environmental change, EBank is committed to reducing its carbon footprint and promoting sustainability across its operations.

Setting Clear Objectives

EBank's decarbonization action plan begins with setting clear and measurable objectives. These objectives encompass reducing carbon emissions associated with the bank's operations, investing in renewable energy initiatives, and promoting sustainable practices among its stakeholders.

Carbon Emission Reduction Strategies

- Energy Efficiency Measures:** EBank aims to enhance energy efficiency across its branches and office spaces by implementing energy-saving technologies, such as LED lighting, smart heating, ventilation, and air conditioning (HVAC) systems, and optimizing equipment usage.
- Renewable Energy Adoption:** The bank is committed to increasing its reliance on renewable energy sources to power its operations. This includes exploring opportunities for solar panel installation on rooftops, investing in wind energy projects, and sourcing electricity from renewable energy providers.

Internal Policies and Practices

EBank will engage its employees through awareness campaigns, training programs, and incentivizing

sustainable practices in the workplace. By fostering a culture of sustainability, the bank aims to harness the collective efforts of its staff towards reducing its environmental impact.

Green Financing and Investment

EBank recognizes the crucial role of finance in driving sustainable development. The bank is committed to offering green financing options to its clients, including loans and investment products tailored to support environmentally friendly projects. This may include financing for renewable energy projects, energy-efficient infrastructure, and sustainable agriculture initiatives.



Environmental Management

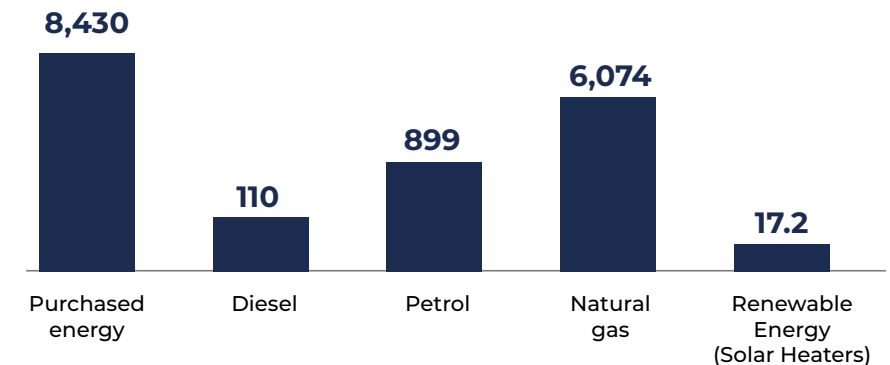
EBank works diligently to manage its operational energy and resources consumption efficiently and responsibly. Recognizing the critical role of sustainable practices in mitigating environmental impact, EBank is committed to optimizing its energy consumption, reducing waste generation, and promoting resource conservation. By prioritizing sustainable energy and resource management, EBank aims to contribute to a greener future while ensuring operational efficiency and minimizing its ecological footprint.

Energy Management

In 2023, EBank's energy consumption relied primarily on electricity including purchased electricity in addition to self-generated electricity through installed solar panels at the Bank's head office. Additionally, natural gas and diesel fuel are consumed by emergency generators, while solar water heaters are installed to supply some of the Bank's hot water needs.

The total energy consumed across EBank's facilities from these sources in 2023 amounted to **15,530 mtCO₂e**.

Total Energy Consumption by Source, 2023 (MWh)



Water Management

EBank's branches depend on municipal water for drinking and sanitation requirements. Wastewater generated within these facilities is directed through the municipal wastewater network for treatment before safe disposal. In the year 2023, the collective water usage across EBank's offices and branches totaled 82,851 cubic meters.

82,851 m³
Total water usage across EBank's facilities in 2023

In efforts to optimize and curtail water consumption, we have installed water faucets equipped with occupancy sensors to regulate water usage in newly established branches, with plans for installation in all forthcoming branches and offices currently in development.

Reducing Paper Consumption

Paper consumption represents a significant portion of materials consumed throughout EBank's 44 branches. In the year 2023, a total of 57 tons of paper were consumed, with 5.5 tons being shredded and recycled.

EBank has been actively implementing initiatives aimed at reducing paper consumption across various departments. The Process Re-engineering department has initiated efforts such as electronic archiving, emphasizing the importance of digital storage for enabling paperless offices. By transitioning to electronic statements, EBank not only reduces paper consumption but also achieves process efficiency gains. Similarly, in corporate processes and related paperwork, the focus has been on minimizing paper usage while enhancing overall efficiency.

57 Tons
Paper consumption in 2023 of which 9.65% were recycled

Waste Management

EBank's operations generate diverse types of waste, including general office waste, shredded paper, and electronic waste. The bank has partnered with a Ministry of Environment-accredited company specializing in waste management and recycling. Moreover, stringent rules for waste segregation are implemented at the bank's Head Office. Furthermore, the bank's Purchases and Sales Regulations specifies its dedication to effective waste management, outlining the establishment of specialized committees tasked with classifying, evaluating, and selling waste and unused items to improve waste management practices. As of 2023, a total of 232 tons of solid waste were generated across the Bank's head office and branches.

232 Tons
Solid waste generated across EBank's facilities in 2023

08

ESG Annexes

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ESG Annexes

Abbreviations & Acronyms

| | |
|----------------|--|
| AML | Anti Money Laundering |
| ATM | Automated Teller Machine |
| BCM | Business Continuity Management |
| BCMS | Business Continuity Management System |
| BCP | Business Continuity Plan |
| Bn | Billion |
| BoD | Board of Directors |
| BPR | Business Process Reengineering |
| CBE | Central Bank of Egypt |
| CEO | Chief Executive Officer |
| CFT | Countering the Financing of Terrorism |
| E&S | Environmental and Social |
| EBank | Export Development Bank of Egypt |
| EBI | Egyptian Banking Institute |
| EBRD | European Bank for Reconstruction and Development |
| EGP | Egyptian Pound |
| EGX | Egyptian Exchange |
| ESG | Environmental, Social, and Governance |
| ESRM | Environmental and Social Risk Management |
| E-Waste | Electronic Waste |
| FATCA | Foreign Account Tax Compliance Act |

| | |
|--------------|--|
| FEB | Federation of Egyptian Banks |
| FRA | Financial Regulatory Authority |
| FX | Foreign Exchange |
| FY | Financial Year |
| GDP | Gross Domestic Product |
| GHG | Greenhouse Gas |
| GRI | Global Reporting Initiative |
| HC | Human Capital |
| HR | Human Resources |
| IBAN | International Bank Account Number |
| ICAAP | Internal Capital Adequacy Assessment Process |
| ICT | Information and Communication Technology |
| IFRS | International Financial Reporting Standards |
| IIA | Institute of Internal Auditors |
| IPN | Instant Payment Network |
| ISSB | International Sustainability Standards Board |
| IT | Information Technology |
| KPI | Key Performance Indicator |
| KYC | Know Your Customer |
| MENA | Middle East & North Africa |
| Mn | Million |
| MW | Megawatt |

| | |
|----------------|---|
| MYGHC | Magdi Yacoub Global Heart Centre |
| NCCS | National Climate Change Strategy |
| OTP | One Time Passcode |
| PCI DSS | Payment Card Industry Data Security Standard |
| PRB | Principles for Responsible Banking |
| PwD | People with Disabilities |
| SASB | Sustainability Accounting Standards Board |
| SDG | Sustainable Development Goal |
| SLA | Service-Level Agreement |
| SME | Small and Medium-Sized Enterprise |
| SMS | Service Management System |
| SWOT | Strengths, Weaknesses, Opportunities, and Threats |
| TAT | Turnaround Time |
| TCFD | Task Force on Climate-Related Financial Disclosures |
| UN | United Nations |
| UNGC | United Nations Global Compact |
| USD | United States dollar |
| YOY | Year-on-Year |



ESG Metrics

Environmental

Energy, Water, Materials, and Waste

Energy Consumption

| | |
|-------------------------|------------------------|
| Purchased electricity | 8,275 MWh |
| Natural gas | 6,074 MWh |
| Renewable energy | 17.2 MWh |
| Purchased Chilled Water | 155 MWh |
| Diesel | 110 MWh |
| Petrol | 899 MWh |
| Energy Intensity | 220 kWh/m ² |
| Total | 15,530 MWh |

Water

| | |
|------------------------|-----------------------|
| Municipal water intake | 82,851 m ³ |
|------------------------|-----------------------|

Materials

| | |
|-------------------|-----------------|
| Purchased paper | 57 Tons |
| Other consumables | EGP 565,566,112 |

Waste

| | |
|-------------------------------|----------|
| Non-hazardous waste generated | 232 tons |
|-------------------------------|----------|

GHG Emissions

Scope 1 (Direct)

| | |
|-------|---------------------------|
| Total | 2,035 mtCO ₂ e |
|-------|---------------------------|

Scope 2 (Indirect)

| | |
|------------------------|---------------------------|
| Total (location-based) | 3,867 mtCO ₂ e |
|------------------------|---------------------------|

Scope 1+2

| | |
|--------------|--------------------------------|
| Total | 5,902 mtCO₂e |
|--------------|--------------------------------|

Carbon Intensity

| | |
|------------------------|------------------------------------|
| Scope 1+2 per employee | 2.63 mtCO ₂ e /employee |
|------------------------|------------------------------------|

| | |
|-------------------------|--|
| Scope 1+2 per unit area | 0.17 mtCO ₂ e /m ² |
|-------------------------|--|

Scope 3 (Other Indirect)

| | |
|------------------------------|---------------------------|
| Purchased goods and services | 1,716 mtCO ₂ e |
|------------------------------|---------------------------|

| | |
|---|-------------------------|
| Fuel and energy-related activities (not included in scope 1 and 2) | 540 mtCO ₂ e |
|---|-------------------------|

| | |
|-------------------------------|-------------------------|
| Waste generated in operations | 166 mtCO ₂ e |
|-------------------------------|-------------------------|

| | |
|-----------------|-------------------------|
| Business travel | 307 mtCO ₂ e |
|-----------------|-------------------------|

| | |
|--------------------|---------------------------|
| Employee commuting | 2,775 mtCO ₂ e |
|--------------------|---------------------------|

| | |
|---------------|-------------------------|
| Capital goods | 509 mtCO ₂ e |
|---------------|-------------------------|

| | |
|--------------|--------------------------------|
| Total | 6,012 mtCO₂e |
|--------------|--------------------------------|

Scope (1+2+3)

| | |
|--------------|---------------------------------|
| Total | 11,914 mtCO₂e |
|--------------|---------------------------------|

Social

Employees Profile

| Employees | | | |
|----------------------------------|-------|--------------|-----|
| Male | 1,107 | Female | 551 |
| Total Employees | | 1,658 | |
| Male | 626 | Female | 293 |
| Permanent contract | | 919 | |
| Male | 480 | Female | 258 |
| Temporary contract | | 738 | |
| Male | 1,107 | Female | 551 |
| Full-time | | 1,658 | |
| Male | 14 | Female | 2 |
| Employees with Disability | | 16 | |

| Breakdown by Age | |
|------------------|-----|
| Under 25 | 55 |
| 25-34 | 695 |
| 35-45 | 483 |
| Above 45 | 425 |

| Breakdown by Business Units | | | |
|-----------------------------|-----|------------|-----|
| Male | 575 | Female | 269 |
| Head Office | | 844 | |
| Male | 532 | Female | 282 |
| Branches | | 814 | |

| Workers who are not employees | |
|-------------------------------|------------|
| Outsourced workers | 326 |

Diversity across Employee Categories

Employee Category

| | | | | | | | | | |
|---|-----|--------|-----|----------|-----|-------|-----|----------|-----|
| Male | 93% | Female | 7% | Under 30 | 7% | 30-50 | 33% | Above 50 | 60% |
| Support and Service 132 | | | | | | | | | |
| Male | 54% | Female | 46% | Under 30 | 60% | 30-50 | 36% | Above 50 | 4% |
| Entry Level - 694 | | | | | | | | | |
| Male | 71% | Female | 29% | Under 30 | 1% | 30-50 | 83% | Above 50 | 16% |
| Supervisory Level - 595 | | | | | | | | | |
| Male | 77% | Female | 23% | Under 30 | - | 30-50 | 55% | Above 50 | 45% |
| Middle Management - 121 | | | | | | | | | |
| Male | 77% | Female | 23% | Under 30 | - | 30-50 | 47% | Above 50 | 53% |
| Senior Management - 30 | | | | | | | | | |
| Male | 83% | Female | 17% | Under 30 | 22% | 30-50 | 62% | Above 50 | 16% |
| STEM Positions (Business Technology Department) - 86 | | | | | | | | | |

New Hires

| | | | | | |
|------|-----|--------|----|---------------------------|---|
| Male | 126 | Female | 73 | Employees with Disability | 0 |
|------|-----|--------|----|---------------------------|---|

Employee New Hires - 199

| | | | | | |
|----------|-----|-------|----|----------|---|
| Under 30 | 118 | 30-50 | 79 | Above 50 | 2 |
|----------|-----|-------|----|----------|---|

Breakdown by Age

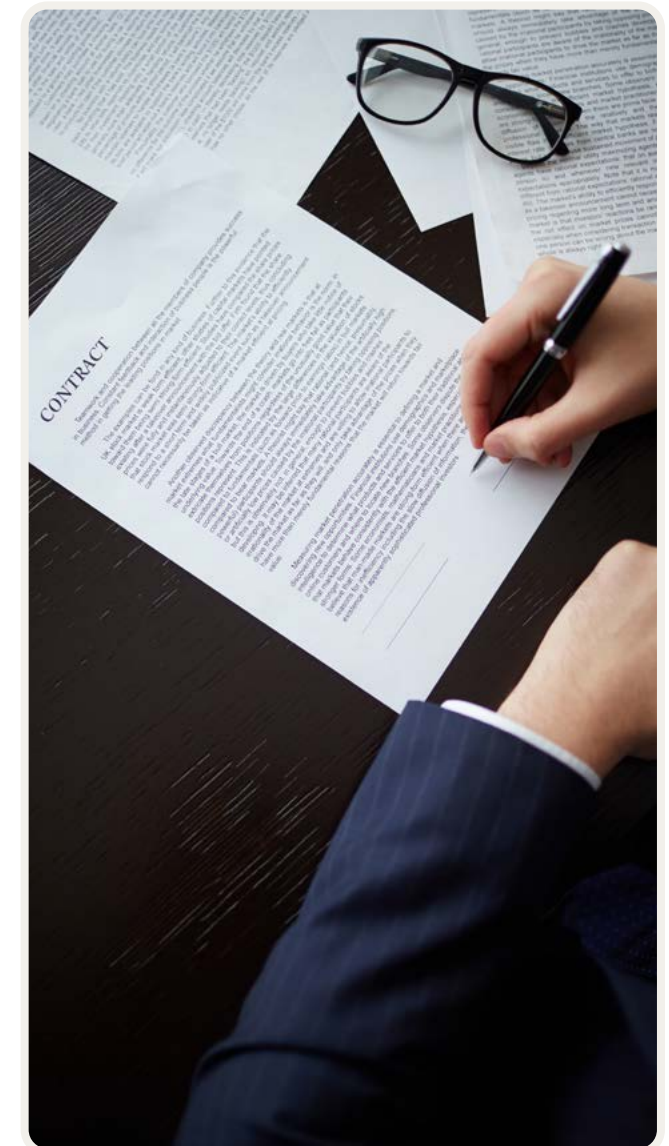
| | | | |
|-------------|----|----------|-----|
| Head Office | 90 | Branches | 109 |
|-------------|----|----------|-----|

Breakdown by Business Units

Employee Turnover

No. of Employees

| | | |
|-----------------------------|----------------|----|
| Employee Turnover | Total Turnover | 87 |
| | Male | 54 |
| | Female | 33 |
| Breakdown by Type | Voluntary | 85 |
| | For cause | 2 |
| Breakdown by Age | Under 30 | 45 |
| | 30-50 | 40 |
| | Above 50 | 2 |
| Breakdown by Business Units | Head Office | 49 |
| | Branches | 38 |



| Training and Development | | Total Hours | Average Hours per Employee |
|--------------------------------|---------------------------|-------------|----------------------------|
| Breakdown by Gender | Total | 33,825 | 20 |
| | Male | 21,085 | 19 |
| | Female | 12,740 | 23 |
| Breakdown by Age | Under 25 | 966 | 18 |
| | 25-34 | 15,773 | 23 |
| | 35-45 | 11,862 | 25 |
| | Over 45 | 5,224 | 12 |
| Breakdown by Employee Category | Support and Service | 368 | 3 |
| Breakdown by Company Hierarchy | Administrative level | TBD | TBD |
| | Supervisory Level | 12,402 | 21 |
| | Middle Management Level | 3,945 | 33 |
| | Senior or Executive Level | 1,051 | 35 |

| Parental Leave | | | |
|--|-------|--------|-----|
| Male | 1,107 | Female | 551 |
| Number of employees who are entitled to a maternity/ parental leave 1,658 | | | |
| Male | 65 | Female | 23 |
| Number of employees who took a maternity/ parental leave 88 | | | |
| Male | 65 | Female | 14 |
| Number of employees who returned to work after their maternity/ parental leave ended 79 | | | |





GRI Content Index

Statement of use

Export Development Bank of Egypt (EBank) has reported in accordance with the GRI Standards for the period from January 1st, 2023, to December 31st, 2023.

GRI 1 used

GRI 1: Foundation 2021

Applicable GRI Sector Standard

None

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|---|--|---|------------------------|--------|-------------|--------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| GRI 2: General Disclosures 2021 | | | | | | |
| The organization and its reporting practices | | | | | | |
| GRI 2: General Disclosures 2021 | 2-1 Organizational details | About EBank (p. 6) EBank at a Glance (p. 7) | | | | PRB 1.1 |
| | 2-2 Entities included in the organization's sustainability reporting | About this Report (p. 4) | | | | |
| | 2-3 Reporting period, frequency and contact point | About this Report (p. 4) | | | | |
| | 2-4 Restatement of information | About this Report (p. 4) | | | | |
| | 2-5 External assurance | Limited Assurance Statement (p. 91) | | | | |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|---------------------------------|--|---|------------------------|--------|-------------|--------------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Activities and workers | | | | | | |
| GRI 2: General Disclosures 2021 | 2-6 Activities, value chain and other business relationships | About EBank (p. 6) EBank at a Glance (p. 7) | | | | PRB 1.1 |
| | 2-7 Employees | ESG Metrics (p. 68-69) | | | | SDG 8.5, 10.3 PRB 1.1 |
| | 2-8 Workers who are not employees | ESG Metrics (p. 68) | | | | SDG 8.5 |
| Governance | | | | | | |
| GRI 2: General Disclosures 2021 | 2-9 Governance structure and composition | Governance, Transparency, and Anti-Corruption (20-28) | | | | SDG 5.5, 16.7 PRB 5.1 |
| | 2-10 Nomination and selection of the highest governance body | Governance, Transparency, and Anti-Corruption (20-28) | | | | SDG 5.5, 16.7 |
| | 2-11 Chair of the highest governance body | Governance, Transparency, and Anti-Corruption (20-28) | | | | SDG 16.6 |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | Governance, Transparency, and Anti-Corruption (20-28) | | | | SDG 16.7 |
| | 2-13 Delegation of responsibility for managing impacts | Governance, Transparency, and Anti-Corruption (20-28) | | | | PRB 5.1 |
| | 2-14 Role of the highest governance body in sustainability reporting | Governance, Transparency, and Anti-Corruption (20-28) | | | | |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|---------------------------------------|---|---|------------------------|-----------------------------|--|-----------------------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Governance | | | | | | |
| GRI 2: General Disclosures 2021 | 2-15 Conflicts of interest | Governance, Transparency, and Anti-Corruption (20-28) | | | | SDG 16.6 |
| | 2-16 Communication of critical concerns | Governance, Transparency, and Anti-Corruption (20-28) | | | | |
| | 2-17 Collective knowledge of the highest governance body | Governance, Transparency, and Anti-Corruption (20-28) | | | | |
| | 2-18 Evaluation of the performance of the highest governance body | Governance, Transparency, and Anti-Corruption (20-28) | | | | |
| | 2-19 Remuneration policies | Governance, Transparency, and Anti-Corruption (20-28) | | | | |
| | 2-20 Process to determine remuneration | Governance, Transparency, and Anti-Corruption (20-28) | | | | SDG 16.7 |
| | 2-21 Annual total compensation ratio | | a, b, c | Confidentiality Constraints | EBank considers this information confidential. | |
| Strategy, Policy and Practices | | | | | | |
| GRI 2: General Disclosures 2021 | 2-22 Statement on sustainable development strategy | Message from Our CEO (p. 5) | | | | PRB 1.2 |
| | 2-23 Policy commitments | Governance, Transparency, and Anti-Corruption (20-28) | | | | SDG 16.3 PRB 5.2 UNGC 7, 10 |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|---------------------------------------|---|--|------------------------|--------|-------------|--------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Strategy, Policy and Practices | | | | | | |
| GRI 2: General Disclosures 2021 | 2-24 Embedding policy commitments | Governance, Transparency, and Anti-Corruption (20-28) | | | | |
| | 2-25 Processes to remediate negative impacts | Governance, Transparency, and Anti-Corruption (20-28) | | | | |
| | 2-26 Mechanisms for seeking advice and raising concerns | Governance, Transparency, and Anti-Corruption (20-28) | | | | SDG 16.3 |
| | 2-27 Compliance with laws and regulations | Governance, Transparency, and Anti-Corruption (20-28) | | | | |
| | 2-28 Membership associations | Federation of Egyptian Banks (FEB), Union of Arab Banks (UAB), SWIFT (Society for Worldwide Interbank Financial Telecommunication) | | | | |
| Stakeholder Engagement | | | | | | |
| GRI 2: General Disclosures 2021 | 2-29 Approach to stakeholder engagement | Stakeholder Engagement (p. 16) | | | | PRB 4.1 |
| | 2-30 Collective bargaining agreements | There are no collective bargaining agreements in EBank. However, there is room for communicating grievances or any type of feedback due to EBank's open-door policy and systematic cycle of feedback between managers and employees. | | | | SDG 8.8 PRB 4.1 |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|--|--|--|------------------------|--------|-------------|--------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| GRI 3: Material Topics 2021 | | | | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Assessment (p. 17) | | | | |
| | 3-2 List of material topics | Materiality Assessment (p. 17) | | | | |
| Governance, Transparency, and Anti-Corruption | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Governance, Transparency, and Anti-Corruption (p. 20-27) | | | | |
| GRI 205: Anti-corruption 2016 | 205-1 Operations assessed for risks related to corruption | Governance, Transparency, and Anti-Corruption (p. 20-27) | | | | SDG 16.5 |
| | 205-2 Communication and training about anti-corruption policies and procedures | Governance, Transparency, and Anti-Corruption (p. 20-27) | | | | SDG 16.5 |
| | 205-3 Confirmed incidents of corruption and actions taken | Governance, Transparency, and Anti-Corruption (p. 20-27) | | | | SDG 16.5 |
| Economic Performance | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Economic Performance (p. 34-40) | | | | |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|---|--|---|------------------------|------------------------------------|--|----------------------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Economic Performance | | | | | | |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed | Economic Performance (p. 34) | | | | SDG 8.1, 8.2, 9.1, 9.4, 9.5 |
| | 201-2 Financial implications and other risks and opportunities due to climate change | | a | Information unavailable/incomplete | These requirements shall be integrated into the Bank's ESG management system and considered in upcoming reports. | SDG 13.1 |
| | 201-3 Defined benefit plan obligations and other retirement plans | | c, d, e | Information unavailable/incomplete | These requirements will be integrated into the Bank's data management system and considered in the future reporting cycle. | |
| Sustainable Finance | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Sustainable Finance (p. 39-40) | | | | |
| GRI 203: Indirect Economic Impacts 2016 | 203-1 Infrastructure investments and services supported | Sustainable Finance (p. 39-40) | | | | SDG 5.4, 9.1, 9.4, 11.2 |
| | 203-2 Significant indirect economic impacts | Sustainable Finance (p. 39-40) | | | | SDG 1.2, 1.4, 3.8, 8.2, 8.3, 8.5 |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|---|--|--|------------------------|--------|-------------|-------------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Digitalization and Innovation | | | | | | |
| GRI 3: Material | 3-3 Management of material topics | Digitalization and Cybersecurity (p. 31-32) | | | | |
| Data Privacy and Cybersecurity | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Digitalization and Cybersecurity (p. 31-32) | | | | |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | No complaints were recorded during the reporting period. | | | | SDG 16.3, 16.10 |
| Employee Diversity and Inclusion | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Employee Diversity and Inclusion (p. 51-53) | | | | |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | Employee Diversity and Inclusion (p. 51-53) ESG Metrics (p. 70) | | | | SDG 5.1, 8.5, 8.6, 10.3 |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Employee Engagement and Wellbeing (p. 57) | | | | SDG 3.2, 5.4, 8.5 |
| | 401-3 Parental leave | ESG Metrics (p. 71) | | | | SDG 5.1, 5.4, 8.5 |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|---|--|--|------------------------|-----------------------------|--|--|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Employee Diversity and Inclusion | | | | | | |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | Employee Diversity and Inclusion (p. 51-52) | | | | SDG 5.1, 5.5, 8.5 |
| | 405-2 Ratio of basic salary and remuneration of women to men | | a, b | Confidentiality constraints | the Bank deems this information as confidential. | SDG 5.1, 8.5, 10.3 |
| Learning and Development | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Learning and Development (p. 54) | | | | |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | Learning and Development (p. 54) ESG Metrics (p. 71) | | | | SDG 4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3 |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | Learning and Development (p. 54) | | | | SDG 8.2, 8.5 |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | All EBank employees are subject to a regular performance and career development on annual basis (100% of employees). | | | | SDG 5.1, 8.5, 10.3 |
| Employee Engagement and Wellbeing | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Employee Engagement and Wellbeing (p. 55-57) | | | | |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|--|--|---|------------------------|--------|-------------|------------------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Employee Engagement and Wellbeing | | | | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | Employee Engagement and Wellbeing (p. 57) | | | | SDG 3.3, 3.4, 3.9, 8.8, 16.1 |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Employee Engagement and Wellbeing (p. 57) | | | | SDG 8.8 |
| | 403-3 Occupational health services | Employee Engagement and Wellbeing (p. 57) | | | | SDG 8.8 |
| | 403-5 Worker training on occupational health and safety | Employee Engagement and Wellbeing (p. 57) | | | | SDG 8.8 |
| | 403-8 Workers covered by an occupational health and safety management system | Employee Engagement and Wellbeing (p. 57) | | | | SDG 8.8 |
| | 403-9 Work-related injuries | Employee Engagement and Wellbeing (p. 57) | | | | SDG 3.6, 3.9, 8.8, 16.1 |
| Financial Inclusion | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Financial Inclusion and Entrepreneurship (p. 43-45) | | | | |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|---------------------------------|--|---|------------------------|----------------|---|---------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Community Investments | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Community Investments (p. 46-48) | | | | |
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | Community Investments (p. 46-48) | | | | |
| | 413-2 Operations with significant actual and potential negative impacts on local communities | Community Investments (p. 46-48) | 413-2 | Not Applicable | There are no operations that have significant actual and potential negative impacts on local communities. | SDG 1.4, 2.3 |
| Customer Experience | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Customer Experience (p. 42) | | | | |
| Environmental Management | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Environmental Management (p. 63) | | | | |
| GRI 301: Materials 2016 | 301-1 Materials used by weight or volume | Environmental Management (p. 63) ESG Metrics (p. 66) | | | | SDG 8.4, 12.2 |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|-----------------------------------|--|---|------------------------|----------------|---|-------------------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Environmental Management | | | | | | |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | Environmental Management (p. 63) ESG Metrics (p. 66) | | | | SDG 7.2, 7.3, 8.4, 12.2, 13.1 |
| | 302-2 Energy consumption outside of the organization | Environmental Management (p. 63) ESG Metrics (p. 66) | | | | SDG 7.2, 7.3, 8.4, 12.2, 13.1 |
| | 302-3 Energy intensity | Environmental Management (p. 63) ESG Metrics (p. 66) | | | | SDG 7.3, 8.4, 12.2, 13.1 |
| Environmental Management | | | | | | |
| GRI 302: Energy 2016 | 302-5 Reductions in energy requirements of products and services | | a, b, c, d | Not Applicable | EBank does not sell products or services with applicable energy reduction requirements | SDG 7.3, 8.4, 12.2, 13.1 |
| GRI 303: Water and Effluents 2018 | 303-1 Interactions with water as a shared resource | Environmental Management (p. 63) | | | | SDG 6.3, 6.4, 6.A, 6.B, 12.4 |
| | 303-2 Management of water discharge-related impacts | | a | Not Applicable | Due to the nature of its operations, EBank does not have significant water discharge related impacts. | SDG 6.3 |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|-----------------------------------|--|---|------------------------|------------------------------------|--|--------------------------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Environmental Management | | | | | | |
| GRI 303: Water and Effluents 2018 | 303-3 Water withdrawal | Environmental Management (p. 63) ESG Metrics (p. 66) | | | | SDG 6.4 |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | Environmental Management (p. 63) | | | | SDG 3.9, 6.3, 6.6, 11.6, 12.4, 12.5 |
| | 306-2 Management of significant waste-related impacts | Environmental Management (p. 63) | | | | SDG 3.9, 6.3, 8.4, 11.6, 12.4, 12.5 |
| | 306-3 Waste generated | Environmental Management (p. 63) ESG Metrics (p. 66) | | | | SDG 3.9, 6.6, 11.6, 12.5, 12.4, 15.1 |
| | 306-4 Waste diverted from disposal | | a,b,c,d,e | Information unavailable/incomplete | These requirements will be integrated into the Bank's data management system and considered in the future reporting cycle. | SDG 3.9, 11.6, 12.4, 12.5 |
| | 306-5 Waste directed to disposal | | a,b,c,d,e | Information unavailable/incomplete | These requirements will be integrated into the Bank's data management system and considered in the future reporting cycle. | SDG 3.9, 6.6, 11.6, 12.4, 12.5, 15.1 |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|-------------------------------------|---|--|------------------------|--------|-------------|---------------------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Climate and Carbon Footprint | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Climate Action - Path to Carbon Footprint Reductions (p. 59-62) | | | | |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | Climate Action - Path to Carbon Footprint Reductions (p. 59-62) | | | | SDG 3.9, 12.4, 13.1, 14.3, 15.2 |
| | 305-2 Energy indirect (Scope 2) GHG emissions | Climate Action - Path to Carbon Footprint Reductions (p. 59-62) | | | | SDG 3.9, 12.4, 13.1, 14.3, 15.2 |
| | 305-3 Other indirect (Scope 3) GHG emissions | Climate Action - Path to Carbon Footprint Reductions (p. 59-62) | | | | SDG 3.9, 12.4, 13.1, 14.3, 15.2 |
| | 305-4 GHG emissions intensity | Climate Action - Path to Carbon Footprint Reductions (p. 59-62) ESG Metrics (p. 67) | | | | SDG 13.1, 14.3, 15.2 |
| Responsible Procurement | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Responsible Procurement (p. 49) | | | | |
| GRI 204: Procurement Practices 2016 | 204-1 Proportion of spending on local suppliers | Responsible Procurement (p. 49) | | | | |
| GRI 408: Child Labor 2016 | 408-1 Operations and suppliers at significant risk for incidents of child labor | Responsible Procurement (p. 49) | | | | SDG 8.8 |

| GRI Standard | Disclosure | Direct Response/ Section in this Report (pg. #) | Omissions | | | SDGs Mapping |
|---|--|---|------------------------|------------------------------------|---|--------------------|
| | | | Requirement(s) Omitted | Reason | Explanation | |
| Responsible Procurement | | | | | | |
| GRI 409: Forced or Compulsory Labor 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | Responsible Procurement (p. 49) | | | | SDG 5.2, 8.7 |
| GRI 414: Supplier Social Assessment 2016 | 414-1 New suppliers that were screened using social criteria | | a | Information unavailable/incomplete | EBank is planning on updating its supplier assessments to include social criteria, allowing such disclosure for future reports. | SDG 5.2, 8.8, 16.1 |
| | 414-2 Negative social impacts in the supply chain and actions taken | | a, b, c, d, e | Information unavailable/incomplete | | SDG 5.2, 8.8, 16.1 |
| Environmental and Social Risk Management | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Integrated Risk Management (p. 30) | | | | |



SASB Content Index

| | Accounting Metric | Category | Unit of Measure | Code | Report Section(s) or Direct Response |
|--|---|-------------------------|-----------------|---|---|
| SASB STANDARD – COMMERCIAL BANKS | | | | | |
| Data Security | (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected | Quantitative | Number, % | FN-CB-230a.1 | Digitalization and Cybersecurity (p. 31) |
| | Description of approach to identifying and addressing data security risks | Discussion and Analysis | n/a | FN-CB-230a.2 | Digitalization and Cybersecurity (p. 31) |
| Financial Inclusion & Capacity Building | (1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development | Quantitative | EGP | FN-CB-240a.1 | Financial Inclusion & Entrepreneurship (p. 43-45) |
| | (1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development | | | FN-CB-240a.2 | Financial Inclusion & Entrepreneurship (p. 43-45) |
| | Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers | Number | FN-CB-240a.3 | Financial Inclusion & Entrepreneurship (p. 43-45) | |
| | Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers | | FN-CB-240a.4 | Financial Inclusion & Entrepreneurship (p. 43-45) | |

| Accounting Metric | Category | Unit of Measure | Code | Report Section(s) or Direct Response | |
|--|---|-------------------------|--------------------|--------------------------------------|--|
| SASB STANDARD – COMMERCIAL BANKS | | | | | |
| Incorporation of Environmental, Social, and Governance Factors in Credit Analysis | Commercial and industrial credit exposure, by industry | Quantitative | EGP | FN-CB-410a.1 | Commitment to Responsible Banking (p. 38-35) |
| | Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis | Discussion and Analysis | n/a | FN-CB-410a.2 | Integrated Risk Management (p. 30) |
| Business Ethics | Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations | Quantitative | EGP | FN-CB-510a.1 | Integrated Risk Management (p. 30) |
| | Description of whistleblower policies and procedures | Discussion and Analysis | n/a | FN-CB-510a.2 | Governance, Transparency, and Anti-Corruption (p. 20-27) |
| Systemic Risk Management | Global Systemically Important Bank (G-SIB) score, by category | Quantitative | Basis points (bps) | FN-CB-550a.1 | Not available |
| | Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities | Discussion and Analysis | n/a | FN-CB-550a.2 | Integrated Risk Management (p. 28-30) |
| Activity Metrics | (1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business | Quantitative | EGP | FN-CB-000.A | Not available |
| | (1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate | | | FN-CB-000.B | Commitment to Responsible Banking (p. 35-38) |



UNGC Content Index

| | Principle | Description | Report Section(s) or Direct Response |
|-----------------|--------------|--|---|
| Human Rights | Principle 1 | Businesses should support and respect the protection of internationally proclaimed human rights. | Responsible Procurement (p. 49) |
| | Principle 2 | Businesses should make sure they are not complicit in human rights abuses. | Responsible Procurement (p. 49) |
| Labor | Principle 3 | Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining. | EBank has no collective bargaining agreements |
| | Principle 4 | Businesses should uphold the elimination of all forms of forced and compulsory labor | Responsible Procurement (p. 49) |
| | Principle 5 | Businesses should uphold the effective abolition of child labor. | Responsible Procurement (p. 49) |
| | Principle 6 | Businesses should uphold the elimination of discrimination in respect of employment and occupation. | Employee Diversity and Inclusion (p. 51) Employee Engagement and Wellbeing (p. 55) |
| Environment | Principle 7 | Businesses should support a precautionary approach to environmental challenges. | Environmental Responsibility (p. 59-63) |
| | Principle 8 | Businesses should undertake initiatives to promote greater environmental responsibility. | Environmental Responsibility (p. 59-63) |
| | Principle 9 | Businesses should encourage the development and diffusion of environmentally friendly technologies. | Sustainable Finance (p. 39-40) |
| Anti-corruption | Principle 10 | Businesses should work against corruption in all its forms, including extortion and bribery. | Governance, Transparency, and Anti-Corruption (p. 25-27) |



TCFD Content Index

| TCFD Recommendation | Report Section(s) (or direct answer) |
|--|--|
| Governance | |
| a. Describe the board's oversight of climate-related risks and opportunities. | Governance, Transparency, and Anti-corruption (p. 20) Integrated Risk Management (p. 30) |
| b. Describe management's role in assessing and managing climate-related risks and opportunities. | |
| Strategy | |
| a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term. | Governance, Transparency, and Anti-corruption (p. 20) Integrated Risk Management (p. 30) |
| b. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning. | |
| c. Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario. | |
| Risk Management | |
| a. Describe the organization's processes for identifying and assessing climate-related risks. | Governance, Transparency, and Anti-corruption (p. 20) Integrated Risk Management (p. 30) |
| b. Describe the organization's processes for managing climate-related risks. | EBank has conducted an assessment of its organizational carbon footprint and is working on developing a decarbonization action plan. Moreover, EBank is actively developing a ESG management system that will facilitate the identification and mitigation of climate-related risks. This system will also enable the integration of climate risk assessment into the overall risk management framework of the organization. |
| c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management. | |
| Metrics and Targets | |
| a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process. | Climate Action - Path to Carbon Footprint Reductions (p. 62-59) ESG Metrics (p. 67) |
| b. Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks. | |
| c. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets. | |



CBE Reporting Guidelines

| Principles of Sustainable Finance | | Report Section(s) |
|-----------------------------------|--|------------------------------------|
| Principle 1 | Capacity-Building and Necessary Knowledge | Learning and Development (p. 54) |
| Principle 2 | Enhancing Sustainable Finance | Sustainable Finance (p. 39-40) |
| Principle 3 | Involvement of the Stakeholders | Stakeholder Engagement (p. 16) |
| Principle 4 | Managing Climate Change Risks | Integrated Risk Management (p. 30) |
| Principle 5 | Applying the Principles of Sustainability to the Bank's Internal Activities and Operations | Sustainability Pathway (p. 14-17) |
| Principle 6 | Reporting | About this Report (p. 4) |



Limited Assurance Statement

Introduction and Objectives of the Engagement

Masader Environmental and Energy Services S.A.E (the 'Assurance Provider') has been engaged by the Export Development Bank of Egypt (EBank) (the 'Reporting Organization') to provide Moderate Assurance Type 1 (the 'Assurance') regarding adherence to the AA1000AS v3 (2020) over the EBank's 2023 Sustainability Report (the 'Report').

Scope, Subject Matter and Limitations

The subject matter of the Report is the Reporting Organization ESG performance data and information for the year ended 31 December 2023. The scope of assurance is limited to a review of the Selected Information listed below:

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

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

- Verifying the data or information provided by EBank stated in the *Introduction* section, and EBank's Chairman's Message.
- Appropriateness of definitions and any internal reporting criteria adopted by EBank for its disclosures.
- Appropriateness of any new commitments and objectives established and communicated by EBank.
- Content of external websites or documents linked from the Report and EBank.

We have not been engaged to:

- Verify any statement indicating the intention, opinion, belief and/or aspiration of EBank.

- Determining which, if any, recommendations should be implemented.

Intended Users

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

Reporting Criteria

The selected information has been prepared in accordance with the Global Reporting Initiative (GRI) Standards, and the Sustainability Accounting Standards Board (SASB) Standards, in addition to the Task Force on Climate-related Financial Disclosures (TCFD) recommendations, and the UN Global Compact (UNGC) Principles.

Responsibilities of the Reporting Organization

The provision of the Selected Information in the Report is the sole responsibility of the Management of EBank. The Reporting Organization is responsible for preparing the Report in line with the reporting criteria and in accordance with the GRI 2021 Universal Standards.

Responsibilities of the Assurance Provider

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

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

Methodology

To form our conclusion, we undertook the following procedures:

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

Statement of Independence and Impartiality

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

Statement of Competence

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

Recommendations

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

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

Conclusion

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

Inclusivity

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

Responsiveness

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

Materiality

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

Impact

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

Based on the procedures performed and the evidence obtained, as described above, nothing has come to our attention that causes us to believe that the Selected Information of the Report of EBank for the year ended 31 December 2023 has not been prepared, in all material respects, in accordance with the standards, frameworks, and principles indicated in the 'Reporting Criteria' section above.

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

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

Dr. Abdelhamid Beshara,

Founder and Chief Executive Officer

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

Cairo, June 4th, 2024



