



2023 | National Bank of Egypt Progress ESG Report

CONCEPT NOTE

THE RIPPLE EFFECT OF OUR COMMITMENT TO SUSTAINABILITY

In the heart of our community lies a bank that believes in more than just finance; we believe in fostering a sustainable future. Picture a serene lake, its surface calm and reflective. A single pebble is tossed into the water, sending concentric circles expanding outward. This image embodies our vision, a ripple effect that starts with our actions and flows into the lives of individuals, the health of our environment, and the vitality of our economy. Every day, we engage with our customers, employees, and partners, planting the seeds of sustainability through our initiatives. Each loan granted to a small business is more than a transaction; it's an opportunity for growth that empowers entrepreneurs, creates jobs, and enhances local economies. When we support green projects, we're not just financing infrastructure; we're investing in cleaner air, healthier communities, and a resilient planet for future generations.

Imagine a young entrepreneur, inspired by our commitment to sustainability, who starts a business focused on eco-friendly products. With our support, they not only thrive but also inspire others in the

community to follow suit. This one action creates a ripple, encouraging a shift toward sustainable consumption and responsible production. As more businesses adopt eco-friendly practices, the collective impact amplifies, reaching far beyond what we could achieve alone.

Our commitment to sustainability extends to the environment, where every initiative is a stone cast into the water. From reducing our own carbon footprint to financing renewable energy projects, we are dedicated to nurturing the planet. Each step we take contributes to cleaner communities and a healthier ecosystem, creating a legacy of sustainability that will echo through generations.

But the ripple doesn't stop there. The economic stability generated by our efforts results in stronger communities. When families thrive, they invest in education, healthcare, and local services. This interconnectedness creates a robust network of support, where the benefits of our actions ripple through society, enhancing quality of life for everyone.

As you delve into this report, we invite you to

explore the stories, data, and reflections that illustrate our ripple effect. Each page is a testament to the transformative power of sustainable banking and the impact we strive to create. Together, we are not just a bank; we are a catalyst for change, committed to making waves that resonate through our community and beyond.

Join us in this journey as we continue to foster connections, inspire action, and create ripples of positive impact for the people, the environment, and the economy we serve.

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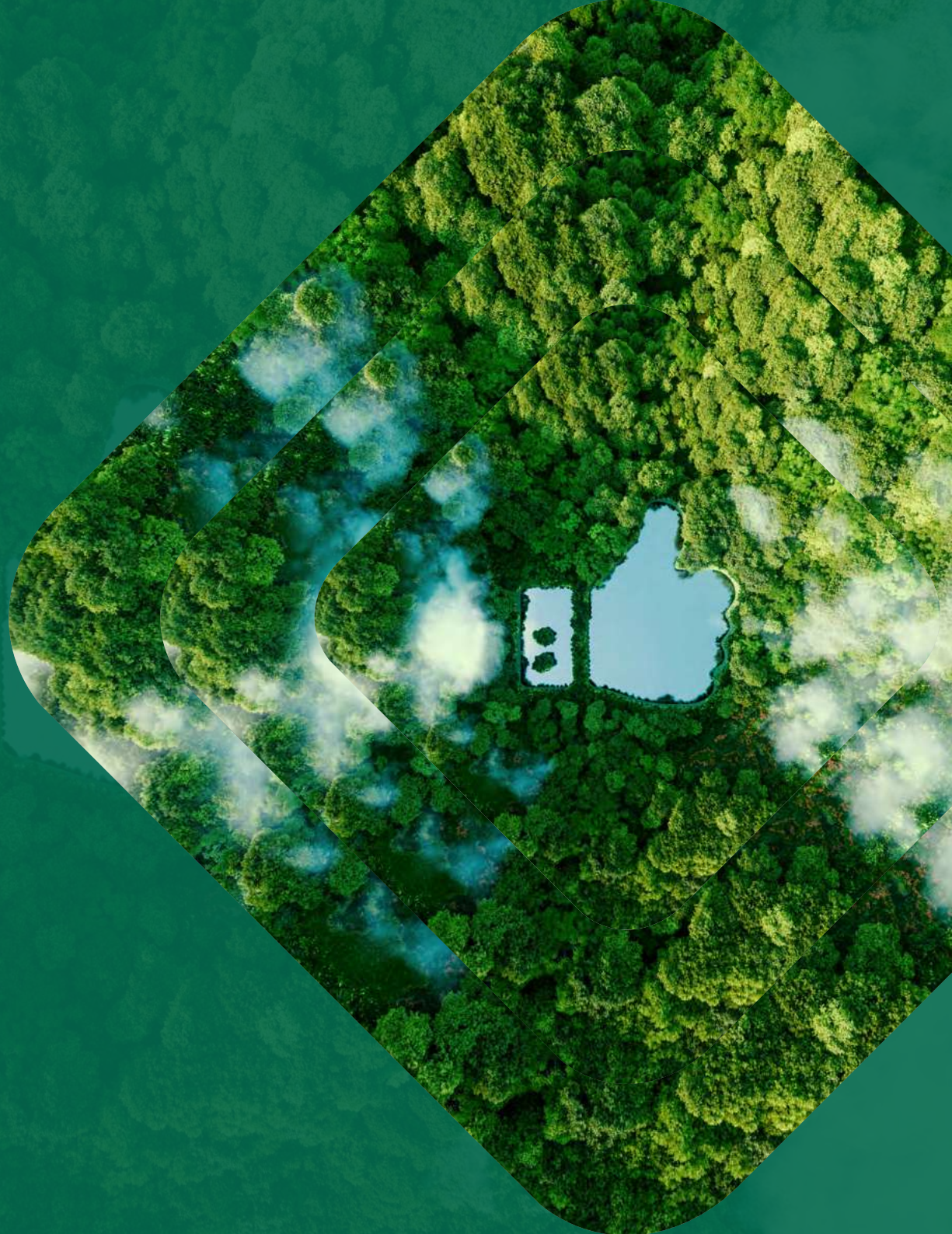
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01

INTRODUCTION

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About this Report

Approach

This Report offers our stakeholders a thorough overview of the National Bank of Egypt's (NBE) advancements in environmental, social and governance (ESG) initiatives throughout 2023. It highlights our significant efforts and achievements, emphasizing our commitment to fully integrating ESG principles into our operations and driving meaningful sustainability progress.

Scope and Reporting Period

This is our fourth dedicated sustainability report, covering NBE's operations from January 1 to December 31, 2023. Some contextual information beyond these dates is included to highlight relevant events. The Report focuses primarily on NBE's headquarters and branch network within Egypt, unless otherwise noted. The Social Performance Indicators presented reflect the Bank's activities within Egypt and its branches, representative offices, and subsidiaries in the UK, UAE, Sudan, South Sudan, USA, China, South Africa, and Ethiopia.

Reporting Frameworks



The Global Reporting Initiative (GRI) Standards provide a globally recognized framework for reporting on sustainability and have been used to highlight our impacts on the environment, economy, and people, including human rights.



As a signatory to the Principles for Responsible Banking (PRB), a global coalition of banks driving the sustainable transition in the finance sector, NBE is committed to ongoing reporting on implementing the principles.



The Sustainability Accounting Standards Board (SASB) Standards guide our disclosure of ESG issues most relevant to our financial performance.



NBE is committed to aligning its strategies and operations with the Ten Principles of the UNGC, covering human rights, labor, environment, and anti-corruption. This commitment reinforces our dedication to responsible business practices and sustainable development.



The Task Force on Climate-related Financial Disclosures (TCFD) framework was used to ensure clear, comprehensive, high-quality disclosure on climate-related risks, opportunities, and impacts.



NBE implements the six CBE Guiding Principles on Sustainable Finance, and this Report has been prepared in accordance with the applicable reporting requirements (principle six).

This Report outlines our efforts to advance the United Nations (UN) Sustainable Development Goals (SDGs) and align with Egypt Vision 2030 objectives. It has been prepared considering relevant frameworks, including guidelines from the Ministry of Environment, the Equator Principles, the IFC's Sustainable Banking Network, the Alliance for Financial Inclusion, and the World Business Council for Sustainable Development.

About this Report

Materiality

The Report presents NBE's materiality assessment, reflecting the expectations of our stakeholders, our internal progress, and external trends. In accordance with the updated GRI Universal Standards and GRI 3: Material Topics 2021, we conducted a comprehensive analysis of both positive and negative impacts resulting from our operations. This analysis included a detailed review of our portfolio's effects on the environment, economy, and society, particularly human rights issues. We employed the UNEP FI Portfolio Impact Tool to identify key impact areas and align them with the SDGs.

Structure

The Report is organized around five core pillars that, while distinct, collectively integrate with our overarching framework of [seven strategic pillars](#), reflecting a coordinated approach to achieving our sustainability goals.

Reporting Principles

The Report has been crafted based on the fundamental GRI reporting principles, ensuring accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability.

Assurance

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

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Chairman's Message



Dear Stakeholders,

As we present our 2023 ESG Report, the transformative power of sustainable banking has never been more evident. NBE continues to redefine financial leadership, recognizing that our influence extends far beyond traditional banking to shape the future of our economy, society, and environment.

In a rapidly evolving global financial landscape, we have strengthened our position not only as Egypt's largest banking institution but as a driving force for sustainable finance and inclusive growth. Our achievements in 2023 demonstrate our commitment to both delivering robust financial returns and contributing to the prosperity of our society.

From advancing digital financial inclusion and strengthening rural outreach, to championing gender equity through dedicated support for women-led enterprises, we have placed people and progress at the center of our agenda. Our contributions to Egypt's climate objectives gained momentum through tangible investments in renewable energy, sustainable infrastructure, and the integration of green practices across our operations.

NBE continues to lead Egypt's sustainable finance agenda by embedding ESG across its lending portfolio. By financing socially and environmentally responsible projects, we are catalyzing transformation across key sectors, advancing Egypt's vision 2030, and reinforcing our position as a key national enabler of inclusive development. Our sustainable finance portfolio has reached EGP 102 billion in 2023, reflecting the scale and the depth of our commitment. This leadership was

recognized with the Best Funding for Green Projects - Egypt 2023 award, affirming our commitment to driving sustainable impact at scale.

Equally, we deepened our investment in human capital. Extensive capacity-building programs, including ESG and cybersecurity training, are equipping our people with the skills to lead in a more sustainable and secure financial ecosystem.

Our commitment to innovation is grounded in a clear vision: to lead Egypt's digital banking evolution with trust, resilience, and excellence. In 2023 we advanced this vision through measurable enhancements in service quality, customer experience and operational efficiency.

Through our community partnerships, we continue to invest strategically in healthcare, education, and economic empowerment, reaffirming our belief that inclusive development is essential to national progress.

Looking forward, we remain dedicated to advancing our ESG agenda with determination. Our achievements in 2023 serve as a stepping stone for future progress. We recognize our essential role in Egypt's sustainable development journey

and embrace this responsibility with conviction.

I extend my deepest appreciation to our stakeholders, partners, and employees whose unwavering dedication makes our progress possible. Together, we will continue to lead, not only as a financial institution, but as a force for Egypt's sustainable transformation.

With profound appreciation,

Hisham Okasha
Chairman, National Bank of Egypt

2023 EESG Highlights

Governance Highlights

9



Board Members

67%

Non-executive
Board Members



22%

of Female Representation



12

Meetings Held by the Board



84,206 hours

of Completed NBE Compliance
Related Training

Economic Performance Highlights

Financial Performance

EGP 126.3 bn

Profit before Taxes

EGP 2.115 bn

Corporate & SME Loans

48.5%

Corporate & SME Loans Market Share

EGP 177.9 bn

Net Interest Income

EGP 291 bn

Retail Loans

32%

Retail Loans Market Share

EGP 2.41 trillion

Gross Loans

45.5%

Gross Loans Market Share

EGP 55.6 bn

Paid Taxes

EGP 3.7 trillion

Deposit

36.8%

Deposit Market Share

2023 EESG Highlights

Economic Performance Highlights

Supporting CBE Initiatives



EGP 19.9 bn

Mortgage Initiative Finance

147.6 k

Number of Customers



EGP 13.3 bn

Industrial Initiative Finance

493

Number of Customers



EGP 89.59 bn

SME Initiative Finance

109.1 k

Number of Customers



3.4 bn

Car Replacement Initiative Finance

12.8 k

Number of Customers



EGP 6.2 bn

Tourism Initiative Finance

132

Number of Customers



2023 EESG Highlights

Economic Performance Highlights

Investment in Digitalization



23%

Fintech Percentage of Direct Investment Portfolio

6%

YoY Fintech Percentage of Direct Investment Portfolio



7.69 mn

AI Ahly Net Retail Customers

101,900

AI Ahly Net Corporate Customers



1.61 mn

NBE PhoneCash Wallet Customers



EGP 1.48 trillion

Volume of Financial Transactions

31%

YOY of Volume of Financial Transactions



38

Electronic Service Branches



6

Bus Branches



NBE Whatsapp

523.1 k

Users

15 mn

Exchange Messages

820.7 k

Sessions



IPN (Instant payment network & InstaPay app)

42.6 mn

Outgoing Transfer with Total Volume of EGP 198 bn

30.6 mn

Incoming Transfer with Total Volume of EGP 230.1 bn

2023 EESG Highlights

Social Highlights



Customer-base Diversity and Inclusion

20 mn

Total Number of Customers

9.7 mn

Liabilities Customers

4 mn

Female Liabilities Customers

41%

of Female Customers

48%

Customers in Rural Areas

402 k

Customers of low-Income (EGP 0-5k)

37%

Customers Categorized as "Youth"



Empowering Communities

EGP 1.353 bn

Total Donations

EGP 881.775 mn

Access to Quality Healthcare

EGP 239.884 mn

Redefining Education and
Fostering Skills Development

EGP 44.484 mn

Economic Empowerment

EGP 19.798 mn

Access to Basic-Services

EGP 167.992 mn

Multiple Objectives Projects



Enabling our People to be their Best

26,768

Total Number of Employees

96%

of total Employees that Received Training

EGP 163.6 mn

Training Investment

5.5%

increase in Workforce

32.5%

of Female Employees in our Workforce

22%

of Female Representation in the Board
of Directors

2023 EESG Highlights

Environmental Footprint



42

Branches with Solar Panels



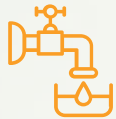
2

Solar-powered ATMs



5.77%

YoY Energy Consumption



-2.06%

YoY Water Usages



About the Bank



26,768
Workforce



657
Branches



38
Electronic Service Branches



6,797
ATMs



6
Bus Branches

NBE, the oldest commercial bank in Egypt, has a long history of adapting its roles and functions to shifting political and economic conditions. By December 2023, the Bank has strengthened its market position as Egypt's foremost financial institution and cornerstone of the national financial infrastructure. Operating through strategically positioned 657 branches nationwide, NBE serves a diverse customer base of over 20 mn customers and commands 44% of Egypt's banking market share. As the nation's oldest and largest commercial bank, NBE's far-reaching network ensures comprehensive coverage from urban centers to rural communities, making banking accessible to all Egyptians.

The Bank's footprint reflects its dual mission of driving national economic development while delivering accessible banking services across Egypt's varied geographic landscape. This extensive reach, combined with NBE's historical legacy and sound financial base, secures its standing as the preferred banking partner for individual and corporate customers nationwide.

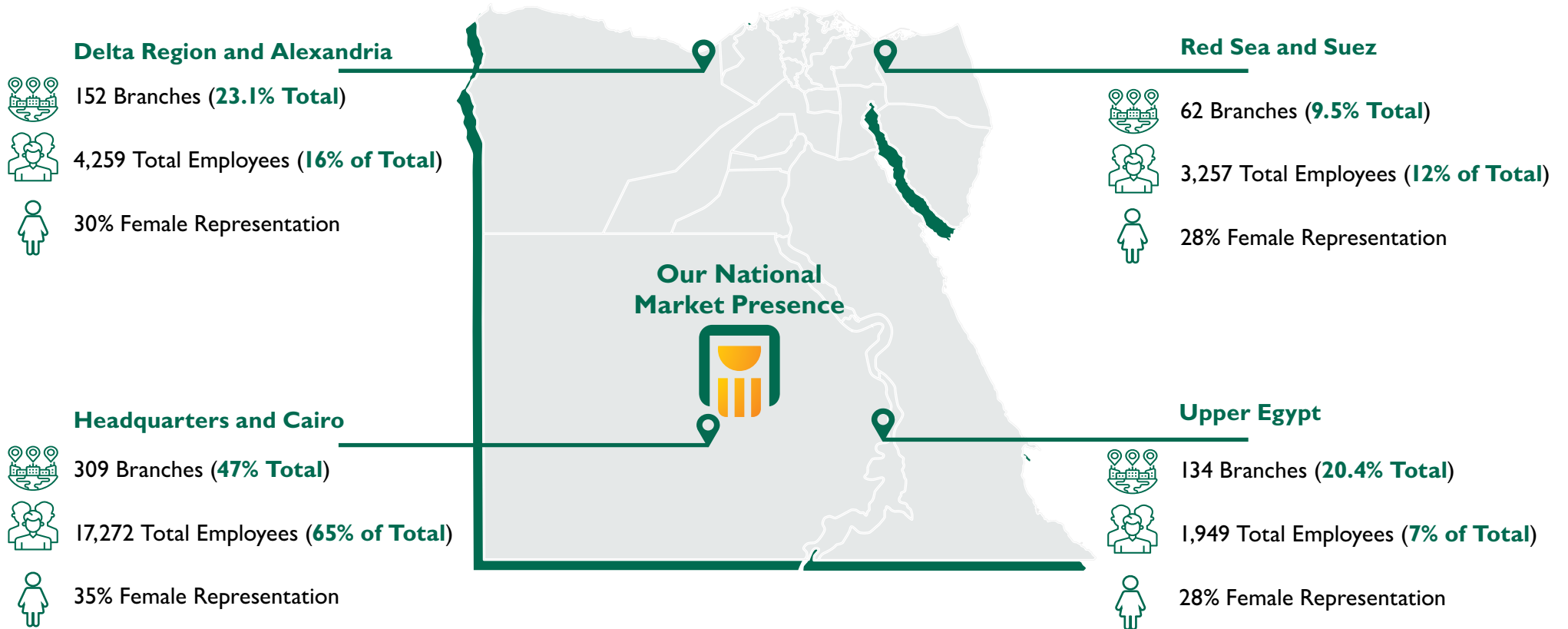


NBE has achieved notable milestones in advancing financial inclusion, particularly in terms of gender equality. Data as of the end of year 2023, reveals strong customer demographics, with 37% of account holders under the age of 35, highlighting the Bank's success in reaching younger generations. Additionally, female now comprise 41% of NBE's customer base, demonstrating effective progress in gender-inclusive banking. Through targeted products and accessible solutions across market segments, NBE continues broadening financial participation nationwide.

National Presence

NBE's branch network is strategically placed across Egypt to ensure broad accessibility for customers. Approximately 47% of its branches are located in Greater Cairo, with 20% in Upper Egypt, and the remaining branches are distributed across Alexandria, the Delta region, Canal, and Sharqia. NBE operates 42 solar-powered branches and one bus branch, complementing a substantial ATM network of 6,797 machines. Among these ATMs, 1,238 are designed for visually impaired people, 34 are accessible to wheelchair users, and two are environmentally friendly.

About the Bank




About the Bank

NBE's Business Lines

NBE delivers diverse financial solutions through specialized business lines that address specific customer needs. Large corporations benefit from advanced corporate banking solutions, while growing businesses have access to targeted SME financing and guidance. Personal banking brings customized services to individual customers, expanding financial reach and convenience.

Our treasury and capital markets operations uphold sound risk management and actively participate in global markets, while investment services strategically extend the Bank's financial reach. This integrated approach creates valuable synergies across business lines, enabling NBE to deliver exceptional service, stimulate innovation, and sustain its prominent role in Egypt's dynamic financial landscape.


Corporate Banking

 NBE provides extensive financial services to large corporations and institutions, including corporate loans, trade finance solutions, letters of credit and guarantees, and project finance.

Total Corporate Loans: **EGP 1.84 trillion**

Growth YOY 2023: **22.67%**


Retail Banking

 NBE delivers personalized banking services to individual customers, offering current and savings accounts, personal loans, credit cards, and digital banking solutions. The focus is on accessibility and customer-centric support.

Total Retail Deposits: **EGP 2.54 trillion**

Growth YOY 2023: **8.57%**


Small and Medium Enterprises (SMEs)

 Tailored financial services are offered to SMEs across various sectors, including those in the industrial, agriculture, commercial, and services fields. NBE provides financing options and nonfinancial services, including consulting, mentoring, and training services. Through the NilePreneurs initiative, NBE's non-financial solutions aimed at helping SMEs grow have reached a total of 7,000 beneficiaries.

Total SME Loans: **EGP 155.8 bn**

Growth YOY 2023: **7.2%**


Treasury and Capital Market

 NBE manages liquidity and market risks for NBE's balance sheet while providing advisory and trading services in global markets. Activities include trading in government debt instruments, foreign exchange, financial derivatives, and hedging products.

International Financial Services

 NBE offers comprehensive international banking solutions to facilitate cross-border transactions and promote economic growth. The focus is on providing services catering to individuals and businesses, focusing on global financial connectivity, and supporting international trade.

Investment and Investment Trustees

 NBE strategically invests in a diversified portfolio to maximize sustainable development impact and integrate core banking with non-banking financial services. The Bank strengthens its financial position through capital infusion into key subsidiaries, supporting expansions, and enhancing core banking functions. Moreover, by end of December 2023 NBE owns an Assets portfolio (acquired against NPL) of 111 assets with total carrying value 4 billion EGP.

Investment Trustees plays major a role in handling the assets portfolio (acquired against NPL) upon receiving acknowledgment, quality enhancement (i.e.: convert land usages within the state plan which supports environment sustainability and purpose of land use that serve community activities such as: hospitals, schools, clinics ...etc.) as well as developing customers' services such as escrow account service, that have a direct impact whether on sustainable development or financial inclusion.

Total Carrying Value of Investment's Portfolio:
EGP 39.25 bn

Growth YOY 2023: **24.2%** Carrying Value Increase

About the Bank

Global Presence









NBE's presence extends beyond Egypt, with international representative offices and subsidiaries in South Africa, Sudan, UAE, South Sudan, UK, Ethiopia, USA, and China, supported by a robust network of correspondent banks worldwide.

For more information on NBE's global footprint, please visit [our website](#).

 3 Subsidiaries	National Bank of Egypt (UK) limited
	National Bank of Egypt (Khartoum)-Sudan
	NBE Juba PLC (South Sudan)
 2 Branches	NBE New York Branch - USA
	NBE Shanghai Branch - China
 3 Representative Office	NBE Addis Ababa Representative Office - Ethiopia
	NBE Representative Office in Johannesburg South Africa
	NBE Representative Office in Dubai - UAE

Our Subsidiaries

NBE operates through a network of specialized financial subsidiaries with a total book value exceeding EGP 7 bn, offering diverse services that complement the Bank's core operations, including investment banking, mortgage finance, leasing, factoring, and foreign exchange. The Bank's international footprint is established through strategic subsidiaries in key global financial markets.

	NBE UK Limited	Banking Business
	NBE – Dubai International Financial Centre DIFC Limited	Financial Services
	NBE NBE Khartoum – Sudan	Banking Business
	NBE - Juba PLC South Sudan	Banking Business
	Al Ahly Capital Holding Co. (ACH)	Investment
	Al Ahly Exchange	Foreign Exchange
	Al Ahly Mortgage Finance (AMF)	Mortgage Finance
	Al Ahly Leasing and Factoring Company (ALC)	Leasing and Factoring

International Recognition



Awards

NBE's commitment to continuous enhancements ensures that our stakeholders receive an unparalleled banking experience. We are honored by the consistent international recognition in our pursuit of excellence in business, innovation, and CSR.

CORPORATE SOCIAL RESPONSIBILITY (CSR) AWARDS 2023



Best Corporate Socially Responsible Bank in Egypt

BUSINESS EXCELLENCE AWARDS 2023



Best Retail Bank in Egypt



الاتحاد الدولي للمصرفيين العرب
World Union of Arab Bankers

Best Bank in terms of Internal Audit and Inspection in the Arab Region



Best Retail Bank in Egypt



Best Banking and Finance In-House Legal Team in the MENA Region



Best Funding for Green Project Egypt 2023

Best Trade Finance Bank

Best Banking Brand

International Recognition



Rankings



Rankings

NBE Leads African and Egyptian Markets in Syndicated Loan Deals in 2023

In 2023, NBE secured the top position in the African and Egyptian banking markets for its roles in syndicated loan deals, including facility agent, lead arranger, documentation agent, and bookrunner, as per Bloomberg's league tables. Regionally, NBE ranked first as a documentation agent, second as a book-runner, third as a lead arranger, and fourth as a facility agent in the MENA region, competing with major international banks. The Bank successfully managed 28 finance deals, the largest number of deals handled in Africa, amounting to EGP 322.5 bn.



Certifications

At NBE, we proudly uphold international standards and surpass regional milestones. We are dedicated to obtaining certifications that have never been attained in our region.



ISO 27001:2022 certification for Information Security Management



ISO27701:2019 certification for privacy management and personal data protection (the first Bank in Egypt, Africa, and the Middle East to obtain this certification)



NBE maintained the Payment Card Industry Data Security Standard (PCI DSS) Certificate



02

NBE'S STRATEGIC **PILLARS**

Strategic Pillars 18



Strategic Pillars










NBE's Strategy (2021-2023)

Our Strategy is founded on seven pillars defining our value creation and sustainable growth approach. These align with our corporate vision and the CBE's directives: sustainable finance, financial inclusion, SME development, business banking advancement, and better accessibility for individuals with disabilities. NBE picks high-impact sustainability initiatives that make real differences in society. These pillars have powered our recent expansion and set our direction toward positive community influence. By weighing financial success against environmental protection and social progress, NBE creates sustainable progress that generates value for our business operations and the diverse communities we serve.



NBE's Strategic Pillars 2021-2023

<p>Lead the Market Toward Financial Inclusion</p> 	<p>Drive growth by attracting more of the population into the banking sector through increased financial literacy and expanded access points in remote regions. Boost financial activity on existing accounts by enhancing customer experience, improving service levels, and ensuring customer protection.</p>
<p>Integrate Sustainability Into NBE's Core Activities</p> 	<p>Align our ESG portfolio with the bank's capital, growth, and risk frameworks. Advance sustainable finance by launching new products and services, implementing climate and green investment reporting, establishing measurement frameworks, and introducing incentive mechanisms to promote environmentally responsible growth.</p>
<p>Enhance a Seamless Digital Customer Experience Through AI Integration Activities</p> 	<p>Leverage predictive and analytical tools to analyze customer behavior, using real-time data to predict future outcomes and identify trends. Enhance the customer experience with more efficient and personalized support by incorporating AI-powered chatbots and virtual assistants. These advancements enable us to offer relevant products and services that meet the evolving needs of our customers.</p>
<p>Focus on Profitability, High Performance, and Cost Optimization</p> 	<p>Prioritize operational efficiency and profitability through the establishment of well-defined profit and cost centers, maximizing non-interest income, and the strategic optimization of resource allocation.</p>
<p>Create Customer Centric Organization Activities</p> 	<p>Offer customized products and solutions for each customer segment, ensuring a personalized banking experience. Strengthen customer relationships through enhanced digital engagement and tailored financial solutions that meet specific needs.</p>
<p>Continue to Play a National Role and Contribute to Major Government/CBE Initiatives</p> 	<p>Participate in important initiatives led by the government and the Central Bank of Egypt (CBE). Participate in programs designed to promote inclusive economic growth, ensure economic stability, and advance sustainable corporate social responsibility (CSR) practices.</p>
<p>Develop Superior Talent to Deliver Superior Results</p> 	<p>Develop talent through robust learning programs and enhanced employee engagement initiatives. Empower our team by offering customized career development solutions, supportive policies, and an agile work environment. Foster a culture of high performance, ensuring our employees are well-positioned for growth and success.</p>

03

OUR GOVERNANCE

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Our Governance

NBE's governance excellence stands as the cornerstone of our operations, underpinning our commitment to sustainable growth and ethical practices. Our comprehensive governance framework ensures transparent decision-making and clear accountability throughout the organization.

By fostering a culture of integrity and implementing industry-leading governance practices, we continue to exceed stakeholder expectations, maintain regulatory excellence, and strengthen our risk management capabilities.



Our Governance Highlights



9 Board Members



6 Non-executive/Board Members



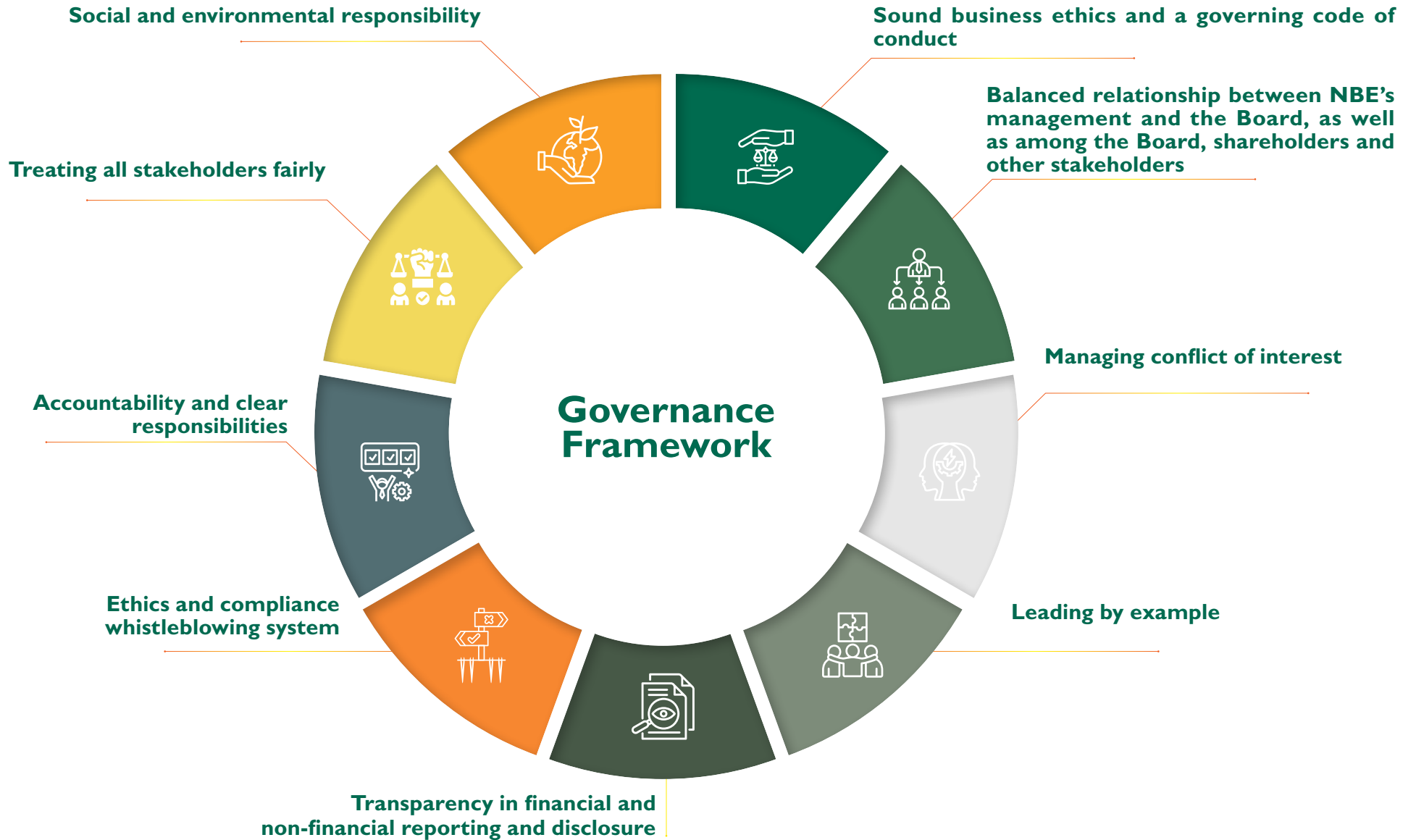
2 Female Representation



6 years
Board Average Tenure



Governance Framework



Accountable Leadership and Governance

NBE's leaders know that accountability matters. This shows across all organizational levels in our culture of steadfast integrity and responsibility. The Board and executive management work together to establish governance practices that align with our strategic objectives, focusing on sustainable growth, ethical conduct, and compliance with industry regulations. This commitment strengthens the Bank's ability to lead with transparency and drive long-term value creation.

Board Composition

NBE's Board of Directors champions sustainability at every turn. Committed to aligning with the CBE's governance standards, our Board integrates ESG principles into the Bank's core strategies. This dedication manifests through carefully reviewing and approving sustainability frameworks and performance reports, mapping our progress and future sustainable banking aspirations.

The year 2023 saw NBE strengthen its sustainability governance by forming the Strategic Sustainability and Sustainable Finance Committee. This body steers and oversees sustainable finance implementation across operations, keeping NBE at the forefront of Egypt's sustainable banking leaders.

The Board promotes sustainable growth while managing environmental and social risks through meticulous oversight. This approach reinforces NBE's position as a responsible financial institution and meets stakeholder expectations. We focus on delivering lasting community benefits through our operations.

The past year saw continued excellence in governance through structured CBE reporting, including biannual updates on Board and committee activities. Board effectiveness underwent thorough evaluation via member and Chairman self-assessments, with results reported to the Governance and Nomination Committee.

For more information

- NBE FY2023 Annual Governance Report
- Governance Manual
- NBE Board of Directors
- Board Committees
- Code of Ethics
- Whistleblower Protection Policy



Accountable Leadership and Governance

Board Committees	Responsibilities
Audit Committee	To review the Bank's financial statements, ensure the effectiveness of internal controls, and oversee the performance of internal and external auditors, as well as compliance and AML/CFT functions, the committee focuses on maintaining robust financial oversight. It comprises three non-executive directors, with the option to add an external member with financial, auditing, and accounting expertise, subject to approval by the CBE's Governor under Law No. 194 of 2020.
Risk Committee	To develop, implement, and monitor the Bank's risk management strategy, the committee focuses on defining risk policies, reviewing risk procedures and frameworks, and assigning relevant responsibilities across the Bank. It comprises three non-executive directors and the Deputy Chairman, with the head of the committee being a non-executive director.
Remuneration and Compensation Committee	To review the framework of benefits, compensation, and remuneration, the committee focuses on ensuring appropriate compensation structures. It comprises three non-executive directors, with the head of the committee preferably being an independent director.
Corporate Governance	To oversee governance practices and ensure the Bank applies sound governance measures, the committee reviews existing policies and proposes significant amendments as needed. It comprises three non-executive directors, with the head of the committee preferably being an independent director.

NBE Management Committees	Responsibilities
Executive Committee	To implement the Bank's strategy and oversee its business activities, the Executive Committee, composed of executive directors and senior executives, operates in line with CBE's governance guidelines and its Board-approved charter. Its key role is to review reports from various divisions and departments and ensure strategic direction.
Sustainability Committee	To develop and evaluate KPIs for measuring NBE's environmental and social impacts, review sustainability and sustainable finance strategies, ensure their integration into operations, and supervise climate change initiatives. The committee also oversees compliance with international financial institutions and addresses sustainability implementation challenges.

Accountable Leadership and Governance

Driving Sustainability Across NBE

Sustainability at NBE is an integrated effort that aims to ensure the effective implementation of sustainable finance practices and raise awareness throughout the Bank.

Strategy and Policy Development

Sustainable finance guidelines are integrated into the Bank's credit and investment activities to align with global best practices.

Capacity Building and Awareness

Efforts are made to build awareness and develop skills among employees, ensuring that the principles of sustainable finance are embedded into everyday operations across the Bank.

Social Sustainability

NBE places a strong emphasis on social sustainability by setting targets and standards, such as promoting gender equality, to ensure a comprehensive approach to sustainability.

Measuring Sustainability Performance

Measured through the impact of the Bank's sustainable portfolio, helping to gauge the effectiveness of sustainability initiatives. The Bank ensures compliance with sustainability guidelines, including those set by the CBE

Sustainability Committee

The Sustainability Committee plays a central role in supporting the BOD by embedding sustainability and sustainable finance frameworks into the Bank's policies, strategies, and culture, ensuring that ESG principles are integrated across the institution to shape the Bank's approach to responsible banking. Meeting at least quarterly to track progress on sustainability initiatives, the committee makes decisions by absolute majority, with the Committee Chairman or their representative holding the deciding vote in case of a tie. Reports and recommendations are presented to the Governance and Nominations Committee for further review ahead of Governance Committee meetings.

The key responsibilities of the Sustainability Committee include developing and monitoring KPIs to assess the environmental and social impacts of NBE's activities, reviewing and approving sustainability and sustainable finance strategies, and ensuring these elements are integrated into the Bank's operations, financing, and investments. The committee also supervises climate-related initiatives, oversees compliance with local and international regulatory requirements, and approves necessary reports and disclosures. Additionally, it identifies challenges in implementing sustainability strategies, offers recommendations, and follows up on their execution to align with NBE's long-term sustainability objectives.



Accountable Leadership and Governance

Sustainability Committee Members

Board Chairman

CEO of Regulatory Compliance and Corporate Governance

CEO of Human Resources

Group Head of SMEs

Head of Corporate Social Responsibility

Chief Risk Officer

CEO of Financial Institutions and International Financial Services

CEO of Large Corporate and Syndicated Loans

Group Head of Strategy, Sustainability, and Sustainable Finance

Group Head of Administrative Support

Sustainability Champions

Sustainability Champions work to integrate sustainability and sustainable finance principles into their respective sectors and departments, ensuring that sustainability is a core part of the Bank's operations. These champions actively promote sustainability awareness by linking material sustainability topics to their functions and fostering knowledge sharing within their teams. They also support the Bank's compliance with global standards by helping to collect data and align sustainability reporting with international frameworks, such as the GRI standards. Their efforts contribute to a deeper understanding and implementation of responsible banking practices across the Bank.



Accountable Leadership and Governance

Internal Audit

NBE maintains a comprehensive internal audit function that provides the Audit Committee with independent assurance of the effectiveness of internal control and governance systems. Through direct reporting to the Audit Committee, NBE ensures transparency and integrity in its oversight processes.

The internal audit function evaluates operational efficiency across departments and assesses compliance with established policies, adapting to evolving business needs. NBE implements an integrated audit approach, conducting thorough assessments of operational and technological systems while optimizing resource utilization and reducing redundant unit visits.

In 2023, NBE enhanced its risk assessment methodology, implementing a comprehensive evaluation system covering all audit units. This strategic approach improved internal audit performance alignment with bank objectives while strengthening the control environment and risk mitigation capabilities across operations.

Implementing the TeamMate+ system has digitalized audit processes, enhancing data security while reducing paper consumption by 90%. Remote auditing techniques enable effective oversight without physical presence, reducing travel costs and minimizing operational disruptions. Regular audit surveys gather feedback from audited units, continuously improving audit effectiveness and alignment with best practices.

In compliance with Article (124) of CBE and Banking Sector Law No. 194 of 2020, NBE's accounts undergo audits by two external auditors from a designated register. Non-executive directors conduct annual meetings with external auditors to discuss findings and recommendations, reinforcing NBE's commitment to responsible governance.

Stakeholder Engagement

During 2023, NBE deepened its governance roots by keeping open lines with our stakeholders, including regulatory bodies, governmental agencies, investors, and business partners. These rich exchanges let us tackle concerns head-on while bringing fresh perspectives into our governance approach, keeping in step with the changing needs of our stakeholder community. Trust builds up as we stick to honest, ethical communication. Working shoulder-to-shoulder with regulators and governance specialists, we refined our compliance framework, strengthened risk assessments, and fine-tuned decision protocols.

Stakeholder engagement hit new heights as we kept our Governance Report current on NBE's website, giving stakeholders a clear window into our governance practices throughout the year.



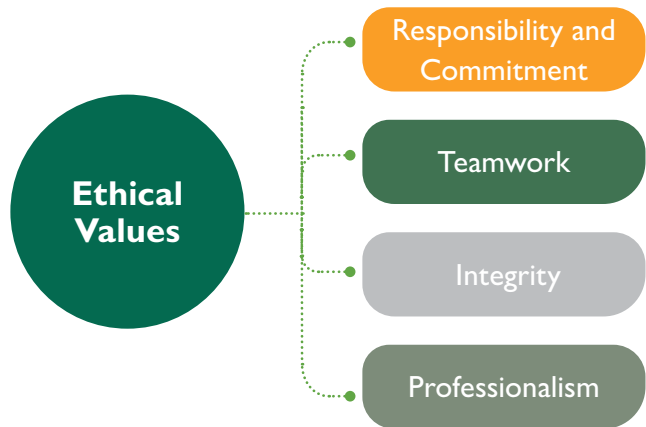
Transparency and Trust

Code of Conduct

Trust drives NBE's governance philosophy, with our Board championing personal ethics beyond regulatory compliance. A Code of Ethics for staff and senior management has been established to promote this culture, reflecting the highest ethical standards and international best practices while adhering to relevant laws and regulations.

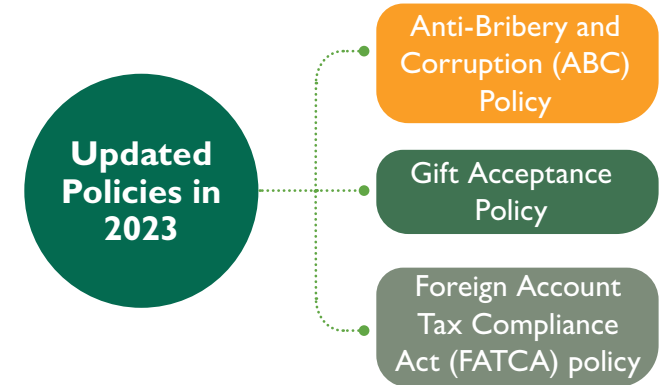
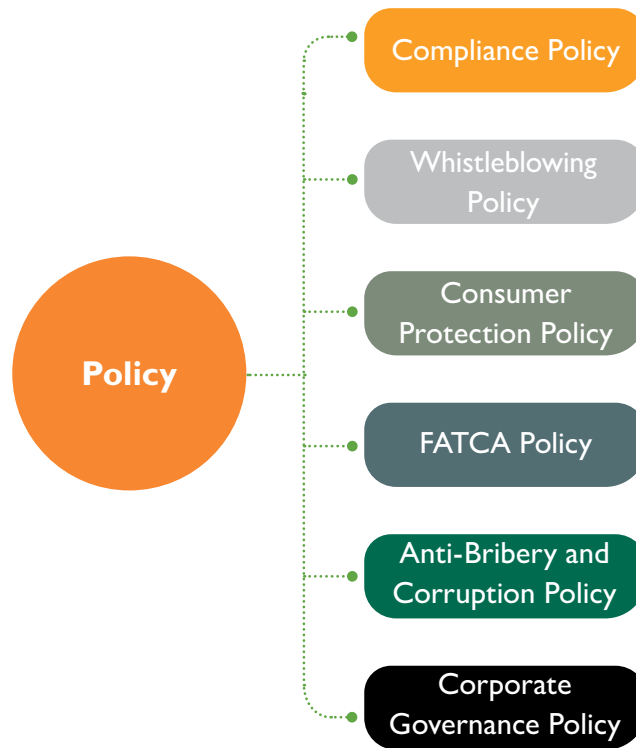
This Code is our ethical compass, guiding professional conduct across the Bank. Every team member formally commits to these principles upon joining NBE. To ensure its relevance, the Code undergoes regular reviews, with updates seamlessly communicated to all employees through targeted training.

The past year saw NBE reinforce its ethical foundation through Board-approved enhancements to our Anti-Bribery and Corruption Policy, Gift Acceptance Policy, Whistleblowing Policy, and Compliance Policy.



Compliance Policies

NBE is dedicated to fostering a culture of compliance and ethical conduct through a comprehensive set of supporting policies. These policies ensure that our operations align with regulatory requirements and industry best practices, enhancing transparency and accountability. By implementing these policies, NBE aims to mitigate risks, protect customer interests, and promote a responsible banking environment. The following diagram illustrates our key policies.



Anti-Bribery and Corruption Policy

NBE is committed to the highest standards of ethics and integrity in all its operations, strictly adhering to anti-bribery and anti-corruption laws and regulatory controls. The Bank unequivocally prohibits and denounces all forms of bribery and corruption, whether directly or indirectly, through comprehensive policies that define core standards and principles applicable to all employees. Our anti-bribery and corruption policy, updated in 2023, incorporates enhanced warning indicators to identify and prevent potential violations. The Bank proactively combats corruption by promoting integrity principles, providing employees with comprehensive training, and maintaining clear reporting mechanisms. Through these measures, NBE reaffirmed its zero-tolerance stance against corruption by strengthening prevention protocols and demonstrating unwavering commitment to a transparent and ethical work environment.

Transparency and Trust

Conflict of Interest

At NBE, managing conflicts of interest is critical to maintaining ethical business practices and fostering a culture of transparency. A conflict of interest arises when an employee or their family member has personal interests that conflict with the Bank's objectives, potentially undermining integrity and fairness. To mitigate such risks, employees must disclose any potential conflicts to the Regulatory Compliance and Corporate Governance Group, ensuring swift and appropriate action to protect the Bank's operations.

NBE prioritizes the prevention of conflicts where personal interests could lead to undue advantages, such as favoring family members or acquaintances in banking transactions, lending decisions, or fee reductions. This approach aligns with NBE's commitment to ethical governance, upholding accountability, and ensuring all actions comply with regulatory standards and sustainability objectives.

Customer Rights Protection Policy

At NBE, we are committed to safeguarding our customers' rights by implementing the highest standards of international best practices. Our Customer Rights Protection Policy is designed to ensure transparency, fairness, and confidentiality through a regulatory framework that clearly defines

the relationship between the Bank, service providers, outsourcing companies, and our valued customers. This policy ensures our customers are well-informed about their rights while safeguarding their data and privacy.

Additionally, the policy provides a clear mechanism for reporting complaints and addressing any concerns arising from service or product-related issues, whether directly from the Bank or through third-party service providers. The Customer Rights Protection Unit plays a crucial role in this process, continually enhancing our procedures by analyzing the nature and trends of customer complaints. Through this approach, we strive to deliver tailored solutions that address the needs of diverse customer segments, ensuring their satisfaction with our services and products.

Whistleblowing Policy

NBE's Whistleblowing and Whistleblower Protection Policy, enhanced in 2023, establishes a robust framework for maintaining ethical conduct across the Bank. Built on integrity and transparency, the policy empowers employees to report Code of Ethics violations through secure, confidential channels while guaranteeing protection from retaliation.

The policy provides four reporting channels to include: the direct manager (in case he is not involved in the breach), Internal Audit, Regulatory

Compliance and Corporate Governance Group, and the ethics officers' channel. The employees shall report anonymously to the ethics officer through a dedicated email address and a secure hotline. These channels ensure complete confidentiality of all reports while protecting whistleblowers from any form of retaliatory action.

All reports are submitted directly for independent investigation, enabling swift identification and resolution of violations. This direct reporting structure, combined with thorough follow-up procedures, maintains the highest standards of governance and accountability. In 2023, NBE reviewed 22 violation reports through these secure channels, demonstrating the policy's effectiveness.

This comprehensive framework strengthens NBE's ethical environment, fostering a transparent, value-driven workplace where employees are confident in reporting unethical behavior. Through consistent implementation and strong protective measures, the policy reinforces NBE's commitment to maintaining the highest standards of business conduct.



22

Violation Reports Reviewed

Transparency and Trust

Compliance Culture

NBE delivers vigilant oversight through an autonomous compliance function monitoring all operations. This structure covers anti-money laundering and combating the financing of terrorism (AML/CFT) measures and the management of non-compliance risks. Financial crimes (AML/Sanctions), such as money laundering, pose significant risks to the Bank. Therefore, applying sanctions that facilitate detecting and preventing financial crime is essential to maintaining trust and credibility within the banking sector and protecting the Bank against any financial loss and/or reputational risks.

NBE deploys sophisticated control policies, monitoring mechanisms, and oversight systems to meet domestic and international regulations while defending its operations, stakeholders, and customers against financial crimes.

In 2023, NBE advanced its compliance framework through targeted improvements, including the Bank's enhanced Anti-Bribery and Corruption (ABC) Policy. NBE also updated its Whistleblowing Policy to provide secure reporting channels and safeguards for employees reporting misconduct. Further governance updates introduced new Gift Acceptance and FATCA policies.

Recognizing the critical impact of non-compliance on financial performance, regulatory standing, and market reputation, NBE places compliance at the

center of its operations. The Bank builds integrity and transparency at each organizational level. Regular updates on CBE's communications, including ratio deviation approvals, ensure alignment with regulatory requirements and expectations.

Reporting Channels

✉ Whistleblower-compliance@nbe.com.eg

☎ 73740

Risk Management

NBE runs its risk management function independently within its control system, overseeing all risk-specific operations. This structure allows swift analysis and precise evaluation of potential risks across banking activities.

The Bank follows a risk-based methodology, performing yearly assessments to gauge each unit's risk profile and track exposures within departments. This forward-looking approach weighs multiple factors to pinpoint and address vulnerabilities. Through ongoing evaluation cycles, NBE acts diligently to mitigate identified risks.

Board-approved policies define acceptable risk thresholds, which the Risk Committee examines periodically against NBE's risk appetite and capital

position. To manage different risk categories, NBE utilizes analysis systems scaled to match transaction volumes and types.

The framework includes specific stress testing protocols to assess vulnerabilities alongside warning signals that flag factors linked to significant risks. Leadership and the Risk Committee receive risk analysis reports to guide strategic choices.

During 2023, NBE refined its control systems by adopting an integrated audit model, linking audit divisions to review business activities and technology platforms. This approach yielded unified audit findings, shorter audit timeframes, and more precise control evaluations and comprehensive audit reporting.



Transparency and Trust

For more information, please refer to our **2022 Sustainability Report**, which details our:

- Risk Appetite
- Integrated Risk Management Framework
- Key Risks
- Three Lines of Defense
- Risk Management Tools

In 2023, NBE expanded its risk oversight by adding governance data to the Internal Capital Adequacy Assessment (ICAAP) Report, reflecting financial standings as of December 31, 2022. The Bank also analyzed risk-related gaps across Board committee functions.

Disclosure and Reporting

NBE strongly emphasizes the role of transparency and disclosure in enhancing the effectiveness and sustainability of its business operations. By adhering to rigorous standards of professional transparency, the Bank ensures full, clear, and timely disclosure of critical financial and non-financial information. This commitment considers the complexity of its operations, ownership structure, and risk appetite, ensuring that all stakeholders are well-informed about the Bank's strategies and can assess its performance effectively.

NBE communicates key information through various channels, including sustainability reports, annual governance reports, PRB reports, financial statements, and reports to regulatory authorities.

Additionally, the Bank's official website serves as a vital tool for information exchange, providing stakeholders access to crucial updates.

In 2023, NBE completed and submitted several governance reports, including the annual Governance Report 2022. Additionally, regular reports on the committees' meetings were prepared and presented to the Governance and Nomination Committee throughout the year.

Tax Transparency

NBE is committed to maintaining high transparency in its tax practices, recognizing the importance of responsible tax conduct as part of its overall corporate governance. In the reporting period, the Bank incurred a total tax expense of 55.6 bn, reflecting its dedication to contributing to the economic and social development of the communities it serves. By adhering to relevant tax laws and regulations, NBE ensures its tax payments are fair, consistent, and aligned with its business operations. The Bank is dedicated to disclosing its tax contributions clearly, enabling stakeholders to understand how it fulfills its responsibilities as a corporate citizen and supports public services and infrastructure development.



EGP 55.6 bn
Tax Expenses



Environmental and Social Risk Management (ESRM)

At NBE, we are working on establishing and implementing an Environmental and Social Management System (ESMS). This system will provide a framework to identify, assess, and mitigate environmental and social risks associated with financial transactions, ensuring long-term sustainability and business resilience.

As part of our ESMS development, we are creating an Environmental and Social Risk Management (ESRM) framework to systematically evaluate potential environmental and social impacts of NBE's lending financial transactions. This approach will enable us to mitigate E&S risks while aligning our operations with regulatory requirements and global sustainability standards.

To strengthen our environmental and social risk management capabilities, we are developing clear guidelines, procedures, and tools, along with internal capacity building programs. As part of this process, we screen customers against the Central Bank of Egypt's (CBE) exclusion list and relevant international standards to ensure that our portfolio avoids exposure to high-risk activities. Additionally, we are working toward ISO 14001 certification for all branches and headquarters, reinforcing our commitment to global environmental best practices.

Climate Risk Management

In line with national and international directions, NBE considers climate change as a crucial area defining the bank's direction and strategies. In this report, it will be the first time for NBE to report on its climate change mitigation and adaptation efforts in accordance the Task Force on Climate Related Financial Disclosures (TCFD) main pillars of governance, strategy, risk management,

and metrics & targets. In subsequent years. NBE shall report in accordance to IFRS S2 disclosure framework.

Governance

As financial institutions play an increasingly pivotal role in supporting the transition to a low-carbon economy, NBE recognized the need to strengthen its internal governance structures to effectively oversee climate-related risks and opportunities. In line with CBE 2022 binding regulations, NBE made a strategic move of forming its first Strategic Sustainability and Sustainable Finance Committee, approved by the Board on September 19, 2023. This committee will be crucial in overseeing NBE transition towards to a sustainable climate aligned banking. While, the committee is well aware of climate issues, a series of climate awareness sessions for the board and all senior managers is planned for 2024. Most importantly, NBE has a dedicated sustainable finance risk unit in charge of assessing both environmental and social, and climate risks for its business lines loan portfolio.

Strategy

As a leading financial institution, NBE recognizes the importance of integrating climate considerations into its long-term strategy to enhance resilience and capitalize on emerging opportunities in the transition to a low-carbon economy. NBE has taken initial steps to formulate its first climate finance strategy through assessing its business lines loan portfolio to identify sustainable/green facilities. NBE has also estimated its financed emissions covering a large portion of its SME and corporate loan portfolio, a key step to assess its portfolio's climate risk exposure. NBE is planning to conduct initial scenario analyses and set its climate

ambition based on which its climate financed strategy would be formulated.

Risk Management

Effective risk management is central to NBE's ability to navigate climate-related financial risks and maintain portfolio resilience in a rapidly evolving regulatory and market landscape. NBE started the journey of climate risk management through drafting its first Environmental, Social Risk Management (ESRM) policy setting the blueprint for subsequent climate risk assessment. NBE also started to quantify its transitional climate risk exposure for a large portion of its SME and corporate portfolio by measuring financed emissions. However, NBE is yet to integrate climate-related financial risks (physical and transition risks) into the overall risk management framework; which is in the process to be implemented through climate risk exposure assessment tools.

Metrics & Targets

Establishing robust climate-related metrics and targets is essential for NBE to track its progress in managing climate risks and seizing green finance opportunities. Indeed, NBE for the first time estimated the financed emissions for a large portion of its SME and corporate portfolio. On top of that, as per NBE sustainability strategy, NBE set quantifiable targets to its internal emissions as well as its sustainable finance portfolio. However, NBE is gradually improving its data collection and validation process to improve its sustainability portfolio assessment - including assessing facilities with positive climate impact - and to measure financed emissions for all its SME and corporate loan portfolio.

Cybersecurity Focus

NBE's commitment to customer protection in the digital age is reflected in its dedication to implementing cutting-edge security standards, conducting regular evaluations to ensure effectiveness, and enhancing operational excellence in banking services while protecting the national economy and maintaining financial stability. With a comprehensive approach to governance controls and technological security, NBE positions itself at the forefront of combating cyber threats. As digital banking continues to evolve, the Bank's emphasis on data protection further reinforces its leadership in providing secure and innovative banking solutions.

Fortifying Governance Trust

In our ongoing commitment to safeguarding information security and protecting customer data, NBE has proudly achieved remarkable milestones in 2023:

- NBE became the first bank in Egypt and Africa to earn the ISO 27001:2022 Information Security Compliance Certification from the British Standards Institution (BSI)
- NBE is the First bank in Egypt, Africa, and the Middle East to obtain the ISO 27701:2019 certification for privacy management and personal data protection
- NBE Maintained the Payment Card Industry Data Security Standard (PCI DSS) Certificate for the 10th consecutive year

These accomplishments enhance our readiness to tackle cybersecurity risks and reflect our commitment to fostering trust among our customers while upholding the highest security standards in an ever-evolving digital landscape.



ISO 27001:2022 Certification
for Information Security
Management



ISO27701:2019 Certification
for Privacy Management and
Personal Data Protection



Payment Card Industry Data
Security Standard (PCI DSS)
Certificate

Cybersecurity Awareness

NBE Panel on Cybersecurity for Startups

NBE is dedicated to empowering entrepreneurs by offering comprehensive guidance, mentorship, and workshops to help them navigate the entrepreneurial landscape. In 2023, NBE organized an in-depth panel discussion on cybersecurity for startups, providing valuable insights and practical advice to enhance their security measures.

Cybersecurity Awareness Campaign – “Are You the Hero or the Hacker?”

A campaign to raise cybersecurity awareness among employees, focusing on how to recognize phishing attacks and online scams. The campaign included a competition with 7,615 participants to enhance employees' knowledge of cybersecurity practices.



7,615
Participants

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Materiality

Connecting to Our Stakeholders



Employees

NBE fosters a dynamic engagement with its employees through a variety of communication channels, including conference calls, frequent staff meetings, and tailored training webinars. Key issues addressed encompass workplace health and safety, diversity and inclusion, and equitable remuneration. Regular performance reviews and employee surveys are instrumental in aligning individual goals with broader business objectives, ensuring a cohesive and satisfied workforce.



Shareholders and Investors

NBE maintains a robust dialogue with shareholders and investors, prioritizing transparency through annual general meetings, regular internal reports, and strategic advertising. The focus lies on enhancing business performance and market presence. Additionally, the CEO and board of directors provide essential administrative oversight and guidance, ensuring informed decision-making and fostering trust within this critical stakeholder group.



Communities and NGOs

NBE invests in the future workforce through continuous training and educational informative sessions. A cornerstone of this initiative is the well-designed annual summer training program, specifically tailored to equip college students with the necessary skills and knowledge for market readiness. By providing ongoing support and preparation, NBE demonstrates its commitment to fostering the professional development of emerging talent, ensuring they are well-positioned to meet the challenges of the evolving marketplace.



Customers

NBE is committed to addressing customer feedback comprehensively through diverse complaint reception channels, including in-branch employees, a dedicated call center, the Chairman's office, Card Center Customer Service, and direct connections with the Central Bank of Egypt. The "Contact Us" feature on NBE's website, as well as outreach to governmental bodies like the Presidency, People's Assembly, and Ministry of Finance, ensures every voice is heard. NBE extends its commitment to growth by offering mutual funds services and a suite of non-financial services designed to empower entrepreneurs, demonstrating its investment in customer success and innovation.



Government

NBE engages comprehensively with government agencies through a mix of communication tools, including regular mail, digital communications, and frequent meetings across daily, weekly, and monthly intervals. The bank is proactive in its interactions, offering ongoing trainings and informative sessions, and disseminating information via reports and publications. Collaborations with ministries, such as those of Youth and Sports, Planning, and Social Solidarity, alongside partnerships with world food programs and investor associations, focus on sharing data, supporting training initiatives, and introducing NBE's products and services aimed at aiding SMEs. This strategic engagement demonstrates NBE's dedication to fostering synergistic relationships with government bodies to support economic development.

Connecting to Our Stakeholders



Regulators

NBE engages with regulatory bodies through direct communication channels, such as mails, letters, and meetings, and prioritizes continuous education through ongoing training. The bank actively collaborates with the CBE and legislative entities, ensuring adherence to guidelines through regular audits. This partnership is underscored by transparent reporting and a cooperative stance with regulators, reinforcing the commitment to compliance and integrity. NBE engages with regulators through a multi-faceted communication strategy, encompassing traditional methods like mail and letters, as well as digital communications, ensuring transparency and efficiency. With a regular schedule of meetings, from daily to monthly, along with informative sessions and participation in industry events, NBE ensures continuous dialogue with the CBE and legislative bodies. The bank's commitment to regulatory compliance is evident through ongoing education, transparent reporting, and adherence to guidelines verified by audits. By sharing challenges and viewpoints, NBE fosters a collaborative regulatory environment that upholds both accountability and its strategic aims.



Business Partners

NBE ensures active engagement with its business partners through weekly conference calls that address ongoing concerns, alongside interactive questionnaires, workshops, and meetings. The bank places a high premium on confidentiality and data privacy as fundamental aspects of these partnerships. It conducts awareness activities and implements Risk and Control Self-Assessment (RCSA) and Risk Event Management to mitigate and manage risks effectively. Legal support is readily available, and the bank responds proactively to actions issued by relevant sectors, reinforcing a strong, secure, and mutually beneficial relationship with its business partners.



Suppliers

NBE maintains a structured relationship with suppliers through regular periodical meetings and frequent calls, ensuring consistent communication. The bank provides weekly and monthly portfolio reports via the I-flex team, Data Warehouse (DWH), and Relationship Managers (RMs), facilitating a transparent exchange of information. Key issues, such as the provision of guards and armaments, personnel security, and occupational health and safety equipment are diligently managed, emphasizing the bank's commitment to a secure and safe operational environment for both employees and customers.

Materiality Assessment 2023

Building on the comprehensive materiality assessment conducted in 2022, NBE presents its progress in addressing identified material topics in this 2023 ESG Report. The materiality assessment established a comprehensive foundation by analyzing the environmental, social, and economic impacts of NBE's activities, investments, and lending practices, which were aligned with GRI Universal Standards and UNEP FI Portfolio Impact Tool for SDGs mapping.

Materiality Process Framework

NBE employs a dual and dynamic materiality perspective, evaluating material topics' significance through both business impact and broader sustainability implications. The established materiality assessment process includes the following:

Understanding the Wider Context

NBE evaluated financial sector trends to gain comprehensive insights into the global sustainability landscape, strategic priorities, and Egypt's national priorities. The evolving regulatory requirements set by CBE and other regulatory authorities impacting the NBE were also considered.

Identification of Impacts, Challenges, Risks, and Opportunities

A consulting firm conducted comprehensive, extensive research and stakeholder interviews in 2023, building upon NBE's established material topics

framework from 2022. The assessment expanded its scope by incorporating the latest developments in international ESG rating methodologies, SASB sectoral standards, and UNEP-FI portfolio impact analysis tools, enabling NBE to track progress and identify emerging opportunities in sustainable finance. This evaluation process helped NBE refine its sustainability strategy, strengthen ESG integration, and adapt to evolving market demands, ensuring alignment with international best practices while focusing on local market needs.

Final Prioritization and Validation of Material Topics for Reporting

The significance of material topics was evaluated and ranked through comprehensive engagement with external consultants and internal stakeholders, ensuring alignment with NBE's strategies and national priorities set by the CBE and the government. External consultants assessed positive and negative impacts, leading to a systematic scoring and ranking of material topics, with adjustments reflecting internal developments.

NBE's senior management and ESG team validated the findings to ensure accuracy and relevance. The highest priority issues identified through this process form the foundation of NBE's sustainability reporting.



Materiality Assessment 2023

2023 Materiality Progress

NBE's FY2023 material topics have been selected with reference to the significance of both the 2020-2021 and 2022 assessments. We evaluated their direct impacts and considered the complexity and interconnections among them. This year's assessment shows a shift in focus, emphasizing the rising significance of each topic in relation to its impact on the economy, society, the environment, and the Bank's business success. The material topics are organized into four main categories: People, Prosperity, Planet, and Governance.

Categories of Material Topics

The identified material topics fall into four main categories, which underscore the Bank's multifaceted approach to its operations and strategy:



People

Reflecting the social aspects of the Bank's operations and its impact on employees, customers, and the broader community.



Prosperity

Encompassing economic topics associated with the financial health and success of the Bank and its stakeholders.



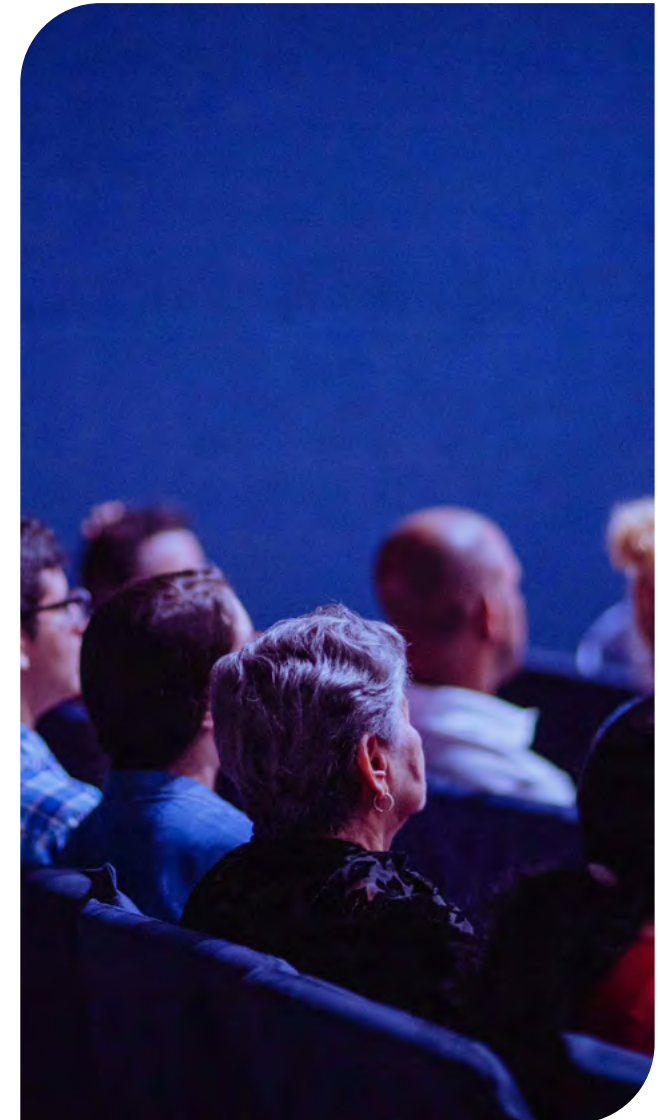
Planet

Environmental considerations, the Bank's ecological footprint, and sustainability initiatives.



Governance

Relating to how the Bank governs itself, including ethical conduct, compliance, and risk management.



Materiality Assessment 2023

Levels of Significance and Reporting Priorities

The 2023 materiality assessment classifies topics into three distinct levels of significance:

Most Material

These topics represent the **highest impact** on ESG factors and the Bank's community and stakeholders while also being of the utmost business priority. Disclosure of these areas is prioritized to ensure transparency and demonstrate NBE's commitment to addressing key challenges and opportunities.

Material

Topics that have a **significant impact** and hold importance for the Bank's success but are not as critical as those in the "Most Material" category yet still require attentive management and disclosure.

Less Material

Topics with a **lower relative impact** and are of priority within NBE's operations and strategy. However, they are monitored continually to identify any shifts in their significance over time.

NBE is dedicated to transparent reporting on material topics, especially those classified as "Most Material." This commitment ensures stakeholders are well-informed of the Bank's efforts to address the most critical ESG challenges and opportunities. The matrix below demonstrates this prioritization:

Level of Significance

Most Material	High-impact topics in ESG and business priority (e.g., Financial Inclusion and Literacy, Corporate and SMEs Responsible Lending, Sustainable Finance)
Material	Significant impact topics (e.g., Health Safety and Well-being, Social Responsibility and Local Community, Contribution to National Agendas and Projects)
Less Material	Lower impact topics monitored for changes (e.g., Climate-Related Financial Risks and Opportunity, Anti-Money Laundering and Counter-Terrorism Finance, Water Security)

Top Management Review

The Bank's top management has reviewed and endorsed the finalized list of material topics, ensuring they align with strategic goals and stakeholder expectations. This review process has been instrumental in prioritizing the topics for reporting, focusing on the "Most Material" quadrant, which represents areas of highest impact and priority.

Commitment to Stakeholders: Reporting on Progress and Future Goals

NBE is committed to maintaining an open dialogue with its stakeholders, ensuring that the most impactful and prioritized topics are disclosed and addressed. The materiality assessment progress table is an internal tool NBE utilizes to communicate transparently with stakeholders, indicating where efforts and resources are focused.

This report provides a transparent account of NBE's progress in managing the most material ESG topics and outlines future goals for continuous improvement. NBE is committed to addressing these material topics proactively and strategically to enhance its ESG performance and contribute positively to sustainable development.

Legend



Materiality Assessment 2023

Most Material

2023 Progress



Financial Inclusion and Literacy

Digital Banking Access

NBE has invested in Easy Cash solutions, establishing foundational digital payment infrastructure for unbanked populations.

Digital Financial Access Enhancement

NBE's investment in AMAN Holding expands digital payment solutions to underserved markets, strengthening financial inclusion through accessible fintech infrastructure.

International Banking Access

NBE's capital increase in Al-Ahly Exchange broadens financial inclusion by enhancing accessible currency exchange and international transfer services for diverse customer segments.

Youth Financial Services

NBE has developed targeted youth banking programs, achieving 37% market penetration while introducing the Future Savings Account with progressive rates and insurance benefits for young customers.

Digital Financial Access Expansion

Through the strategic deployment of Meeza prepaid unified cards, NBE has successfully integrated 720,000 previously unbanked customers into the formal financial sector, marking a significant milestone in expanding digital banking accessibility.

Female Entrepreneurship Programs

NBE has established dedicated MSMEDA funding channels with EGP 200 mn for female-owned enterprises and secured an EGP 350 mn agreement prioritizing female entrepreneurs in microfinance. Additionally, NBE fosters female empowerment through partnerships with the "I Make This" female platform and "Baheya" businessfemale. These projects prioritize and support female entrepreneurs by providing NBE's non-financial services to empower their businesses and enable them to benefit from the Bank's products and services, reaching a total of 585 female entrepreneurs.

Inclusive Banking Solutions

NBE has pioneered specialized banking services through Nour El-Basira Association for the visually impaired, licensing them as the first organization for people with disabilities through customized account services.

Rural Community Financial Empowerment

NBE's targeted financial literacy program under the Haya Karima initiative has reached 15,000 individuals across 163 rural communities, bringing essential financial education to traditionally underserved areas and strengthening financial inclusion in rural Egypt.

University Youth Financial Education

Through strategic university partnerships, NBE's outreach program has empowered 4,000 students across major institutions in Cairo, Helwan, Beni Suef, and Menoufiya, fostering financial literacy among Egypt's next generation of professionals and entrepreneurs.

Strategic Financial Inclusion Outreach

NBE's participation in global observance days enabled meaningful engagement with 42,000 individuals through targeted financial education programs, demonstrating the Bank's commitment to accessible banking services while addressing the unique needs of female, farmers, and underserved communities.

Business Growth Enablement

NBE's business expo initiatives successfully educated 2,000 entrepreneurs and business owners on specialized financial solutions, fostering stronger connections with Egypt's business community.

Materiality Assessment 2023

Most Material

2023 Progress

International Development Partnerships

NBE has established strategic collaborations with EBRD and AFD, creating specialized programs that support youth entrepreneurs and female's economic participation and are aligned with sustainable development goals.

Formal Economy Integration through Escrow Innovation

NBE bridges informal-to-formal economic transition through specialized Escrow services, introducing incentivized "one transaction deal Escrow Accounts" in 2023 to attract non-banking customers across retail, corporate, and SME segments.



Corporate and SMEs Responsible Lending

SME Service Excellence Initiative

NBE strengthened its SME support infrastructure in 2023 by launching a dedicated customer service hotline (15011), handling an average of 1,300 monthly inquiries, demonstrating the Bank's commitment to enhanced customer accessibility and service quality.

Corporate Innovative Solutions

The Bank introduced innovative corporate credit card products designed to streamline B2B transactions and reduce paper-based operations, supporting efficient financial management for corporate customers while promoting sustainable business practices.

Sustainable Agriculture Modernization

NBE advances agricultural sustainability through financing solutions for modern irrigation systems and solar energy applications, enabling farmers to adopt eco-friendly farming practices.

Circular Economy Advancement

The Bank's dedicated financing programs for plastic recycling and granulation factories demonstrate

its commitment to promoting circular economy principles and reducing waste.

International Green Partnerships

Strategic collaborations with UNIDO SHIP, GEFF, and IFC enable comprehensive green financing solutions, combining financial support with technical assistance and capacity building.

Sustainable Agriculture Partnership

The NBE-SEKEM collaboration strengthens sustainable farming through targeted SME financing and contract farming schemes, creating a reliable network of environmentally conscious suppliers.

Agricultural Value Chain Support

NBE's contract farming financing schemes support SMEs, ensuring the sustainable development of agricultural supply chains through formal contractual arrangements.

Sustainable SME Support

NBE has strengthened its SME support through Al Ahly Leasing expansion and innovative factoring solutions, enabling sustained business development and operational efficiency.

Materiality Assessment 2023

Most Material

2023 Progress

Strengthening Sustainable Industries through UNIDO Partnership

NBE signed a cooperation protocol with the United Nations Industrial Development Organization (UNIDO) - Inclusive Green Growth in Egypt - to advance sustainable industrial development through SME support in agriculture, food production, and green energy initiatives across Upper Egypt.



Sustainable Finance

Environmental Initiative for Cleaner Air

In collaboration with the Ministry of Interior and Ministry of Finance, NBE supports an initiative to replace older vehicles with eco-friendly models, contributing to cleaner air and a healthier environment.

Sustainable Mobility Solutions

NBE advanced its sustainable transportation strategy through optimized employee commuting solutions and enhanced fleet management policies, including vehicle replacement standards aligned with Euro 5 environmental specifications for its fleet of over 45 vehicles.

Green Building for a Sustainable Future

The Bank implemented Green Building Index standards in over 100 locations, demonstrating its commitment to sustainable infrastructure.

Digital Transformation for Environmental Impact

The Bank accelerated its paperless transformation through the e-statement initiative, transitioning credit card and account statements to digital formats. This digitalization progress significantly reduced paper consumption and aligned with NBE's resource efficiency goals.

Digital Transformation Excellence

NBE has revolutionized customer communication through QR code technology integration, reducing paper consumption and enhancing information accessibility while advancing sustainable banking practices.

Sustainable Green Finance

NBE expanded its green finance portfolio through new strategic partnerships with EIB for industrial sector green transition and EBRD facility supporting inclusive green projects.



Training and Development

Capacity Building and Sustainable Finance Training

NBE partners with the Egyptian Banking Institute to deliver programs on sustainable finance, climate risk, and SME banking, empowering NBE employees and enhancing sector resilience.

Digital Security Excellence

NBE's Cybersecurity Awareness Campaign empowered 7,600 employees through interactive challenges and comprehensive training, strengthening the Bank's digital resilience through enhanced security awareness and best practices.

Digital Learning Excellence

The Bank delivered comprehensive digital training programs that reached more than 25,000 employees, including specialized Almentor certifications and targeted front-office development sessions, adapting to evolving industry demands.

Materiality Assessment 2023

Most Material

2023 Progress

Cybersecurity Awareness

Implemented an extensive cybersecurity awareness campaigns, engaging over 7,600 employees through interactive challenges and specialized digital security training modules.

ESG Capability Development

Conducted bank-wide ESG and sustainability awareness campaigns, reaching 16,973 employees while providing specialized capacity building for 100 sustainability champions leading data collection and monitoring initiatives.

Ethical Compliance Enhancement

NBE strengthened its ethical framework through comprehensive training programs covering compliance topics such as anti-bribery measures and whistleblowing procedures, supported by interactive learning platforms.

Compliance Culture Building

Established bank-wide ethics awareness campaigns, mandatory certification programs, anti-corruption modules, interactive learning platforms, and regular policy awareness sessions through the compliance champions program.



Digital Wallet Innovation

Enhanced NBE "PhoneCash" digital wallet capabilities with expanded services, including international remittance features, marking a significant step in digital payment solutions.

Operational Excellence

Implemented Robotic Process Automation (RPA) across key sectors while introducing comprehensive self-services, significantly improved operational efficiency and customer experience.

Audit Transformation Excellence

Revolutionized audit processes through upgrading TeamMate + and pioneered remote audit techniques, eliminating physical presence requirements while reducing operational costs and maintaining high-quality control standards.

E-Payment Solutions Development

Established Al Ahly Momken as a comprehensive e-collection platform, streamlining innovative

e-collection services for businesses and customers through innovative digital solutions and advanced payment technologies.

Self-Service Implementation

The introduction of online self-services, including e-statement subscriptions and branch appointment booking systems, has significantly reduced branch footprint and enhanced customer convenience.

Digital Loyalty Program

The launch of a comprehensive digital rewards program has incentivized customer migration to digital channels, supporting the Bank's channel optimization strategy.

Infrastructure Modernization

Implemented electronic building management systems and advanced energy monitoring across branches, enhancing operational efficiency and environmental performance.



Materiality Assessment 2023

Material

2023 Progress



Health Safety and Well-being

Employee Sports and Recreation

NBE's "Ahly in Al-Ahly" initiative engaged 4,000 employees across three major recreational tours in Luxor, Ismailia, and New Mansoura, fostering team spirit and promoting physical well-being.

Preventive Health Screenings

Through the Eye Health Campaign, NBE provided comprehensive vision screenings to 469 employees, emphasizing early detection and preventive healthcare measures.

Lifestyle Health Awareness

NBE's dual health initiatives included a targeted anti-tobacco campaign for smoking cessation and a Ramadan wellness program that reached 800 employees with healthy fasting guidance.

Workplace Safety Enhancement

The Security Awareness Encyclopedia initiative strengthened NBE's occupational safety measures through comprehensive workplace health and security guidelines for all employees.

Community Healthcare Impact

NBE's blood donation campaign mobilized 675 employees in vital healthcare contributions, demonstrating the Bank's commitment to community health service.

Healthcare Benefits Enhancement

NBE's Optional Medical Insurance Survey engaged 2,000 employees in shaping an expanded family healthcare program, demonstrating the Bank's commitment to comprehensive employee wellness through data-driven benefits optimization.



Social Responsibility and Local Community

Student Development Initiative

Extended learning opportunities to future talent through structured student training programs, demonstrating a commitment to youth development and industry knowledge transfer.

Strategic Community Investment

NBE demonstrated its commitment to sustainable development through comprehensive community

investments in 2023, focusing on key sectors that drive lasting positive change across Egyptian communities.

Healthcare Excellence

Prioritized healthcare sector development as the primary investment focus, enhancing medical infrastructure and expanding access to quality healthcare services across communities.

Education Advancement

Strengthened education and skills development initiatives, fostering human capital development and creating opportunities for sustainable societal progress through targeted programs.

Economic Empowerment

Implemented programs to strengthen community resilience and create sustainable livelihood opportunities, supporting financial inclusion and social mobility across diverse populations.

Basic Services Development

Enhanced access to basic services while supporting multiple-objective projects that address interconnected community needs, demonstrating NBE's commitment to comprehensive community development.

Materiality Assessment 2023

Material

2023 Progress



Contribution to National Agendas and Projects

Regional Agricultural and Investment Advancement

NBE has established comprehensive cooperation protocols with New Valley Governorate, focusing on agricultural infrastructure development and technical services to boost regional investment opportunities.



Environmental and Industrial Innovation

NBE collaborates with the CBE, the Ministry of Agriculture, and the Ministry of Environment through EPAP III, offering up to 90% financing for pollution reduction in public and private industries and fostering sustainable practices.

Agricultural Development and Food Security

Through the Veal Revival and National Irrigation Development Projects with the Ministry of Agriculture, NBE supports food security, irrigation improvements, and sustainable water use. Additionally, the collaboration with the Egyptian Countryside Development Company advances land reclamation, targeting 1.5 mn acres to enhance agricultural output.



Fostering Industrial Growth and Economic Diversification

NBE, in partnership with the Industrial Development Authority and Ministry of Commerce and Industry, facilitates financing for industrial complexes, driving economic diversification and job creation.

Affordable Housing and Real Estate Development

Through the Central Bank Real Estate Finance Initiative, NBE, in partnership with the Social Housing and Finance Support Fund, provides accessible financing to support affordable housing and homeownership.



Materiality Assessment 2023

Material

2023 Progress



Customer Experience and Satisfaction

Service Quality Achievement

Exceeded call center service targets across all customer segments, demonstrating consistent customer support and satisfaction excellence.



Digital Service Integration

Implemented comprehensive CRM integration across main systems, significantly reducing handling time and enhancing operational efficiency through streamlined data flow.

Customer Retention Innovation

Launched a smart retention tool for tailored card cancellation offers to enable personalized card retention offers and enhance the customer experience while reducing manual processes through automated, profile-based recommendations.

Digital Channel Optimization

Successfully reduced branch traffic through e-statement implementation and providing online self-services, supported by a digital rewards program and appointment booking systems.

Branch Experience Enhancement

Upgraded 134 branches with VRV advanced technology and implemented the Green Building Index in over 100 locations, ensuring superior customer comfort and operational efficiency.



Cybersecurity and Data Privacy

Payment Security Standards

Maintained the prestigious PCI DSS certification for the 10th consecutive year, demonstrating a sustained commitment to international payment card security standards and customer transaction protection.

Information Security Certification Excellence

NBE achieved a landmark milestone as the first bank in Egypt and Africa to obtain the ISO 27001:2022 certification from BSI, marking the third consecutive year of maintaining exceptional information security management standards.

Privacy Management Leadership

NBE pioneered privacy protection in the region by obtaining the ISO 27701:2019 certification and became the first financial institution across Egypt, Africa, and the Middle East to achieve this distinguished privacy management standard.

Materiality Assessment 2023

Material

2023 Progress

Confidential Communication Enhancement

NBE strengthened its secure communication infrastructure through encrypted reporting channels, enhanced whistleblower protection systems, and robust access controls for sensitive data management.

Cybersecurity Knowledge Sharing

The Bank extended its cybersecurity expertise to support entrepreneurial development through specialized workshops and panel discussions, contributing to the broader digital security ecosystem.



Business Value and Ethics

Enhanced Ethical Framework

Strengthened anti-corruption measures through comprehensive policy updates, including enhanced monitoring indicators, while implementing a zero-tolerance approach to corruption.

Integrated Audit Excellence

Developed comprehensive audit methodology to coordinate various sectors, resulting in consolidated reporting, reduced audit cycles, and improved control assessment efficiency.

Risk Management Innovation

Implemented advanced risk assessment methodology across all audit units, enhancing alignment between internal audit performance and the Bank's objectives while strengthening operational risk controls.

Compliance Culture Development

Established robust principles of integrity and compliance culture through comprehensive policy updates and strengthened prevention protocols, demonstrating commitment to ethical banking practices.



Employee Engagement, Inclusion and Diversity

Sports and Wellness Excellence

Led comprehensive sports programs, including Football Champions League and Cup tournaments, engaging over 2,400 employees, as well as an innovative Paddle Tournament with 789 participants, fostering team spirit and physical wellness across the organization.



Materiality Assessment 2023

Material

2023 Progress

Family and Community Building

Executed four educational camps in partnership with WellSpring Egypt, strengthening family bonds through interactive workshops and recreational activities designed to enhance parent-child relationships.

Speaking up – whistleblowing

Implemented Board-approved comprehensive whistleblowing policy in August 2023, establishing secure reporting channels with robust anti-retaliation measures and clear protective protocols, fostering an environment where employees feel empowered to voice concerns safely.

Inclusive Workplace Culture

Created protected communication channels and diverse engagement programs combining sports, family activities, and transparent reporting mechanisms to build an inclusive, supportive workplace environment.



Climate Change and Energy

Climate Action and Environmental Finance

NBE continued its strategic advancement in environmental financing through established international programs, expanding with new projects in 2023. Through ECO, EPAP 3, and GEFf initiatives, NBE sustained its support for industrial environmental compliance, energy efficiency, and renewable energy projects, reinforcing its commitment to climate action and sustainable development across sectors.

Energy Efficiency and Building Performance

NBE enhanced its facilities through comprehensive upgrades, including solar power systems in 42 buildings, VRV cooling technologies across 134 branches, and building automation systems across its branch network.

Resource Conservation and Optimization

The Bank prioritized energy conservation through LED lighting installations across 686 locations and advanced cooling systems with automatic shutdown capabilities. Building management systems were implemented in four key facilities to optimize resource consumption and enhance operational efficiency.



Materiality Assessment 2023

Less Material

2023 Progress



Climate-Related Financial Risks and Opportunity

International Project Expansion

NBE capitalized on green opportunities in 2023, expanding its green project portfolio through strategic international programs. The Bank financed 50 new environmental and sustainable projects, including 10 environmental compliance initiatives under ECO, nine environmental management projects through EPAP 3, and 31 renewable energy and efficiency projects via GEFF and GGF programs.



Compliance With International Law

FATCA Compliance Framework

NBE updated its FATCA compliance framework, strengthening its position in international tax compliance and regulatory adherence. These updates ensure NBE's operations align with global banking standards while maintaining robust controls against financial crimes.



Water Security

Water Infrastructure Optimization

Implemented comprehensive water conservation systems across 500+ branches, featuring water-saving filters, motion sensors, and water mist firefighting systems to maximize efficiency and reduce consumption.



05

PILLAR I **INCLUSIVE PROSPERITY**

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PILLAR I Inclusive Prosperity

NBE demonstrated exceptional leadership in advancing inclusive prosperity throughout 2023, reinforcing its position as a key driver of economic development in Egypt. As the nation's leading financial institution, NBE continues to expand its role in fostering growth while ensuring its benefits reach all segments of society.

Through comprehensive banking solutions, NBE addresses the diverse needs of corporate clients, SMEs, and retail customers across Egypt. Our approach combines robust financial services with targeted programs that promote entrepreneurship, expand financial inclusion, and support sustainable development initiatives. From urban centers to rural communities, NBE works to make banking services accessible for all Egyptians.

The Bank's commitment to inclusive prosperity extends beyond traditional banking to embrace innovation and social impact. Through strategic partnerships, specialized programs, and continuous service enhancement, NBE continues to serve as a catalyst for economic empowerment and social progress across Egypt.

Socioeconomic & Environmental Direct & Indirect Impact Highlights



EGP 149.3 mn

Corporate Environmental and Social Lending Portfolio (+49.1% YoY)



12,803 Customers

Supporting the Transition to Sustainable Transportation through CBE Initiatives



EGP 16.7 bn

SME Environmental and Social Lending Portfolio (+11.3% YoY)



147.6 k

Accessible to Adequate Housing and Opportunities for Underserved Groups



98

Number of Social Impact Investees



493 Companies

Financed through CBE Industrial Initiative



109.1 k Entrepreneurs

Empowered through CBE Initiatives



EGP 132.42 bn

CBE Initiatives Financing



132 Companies

Financed to Promote Tourism and Cultural Heritage

Advancing Inclusive Banking



4 mn

Female liabilities customers



34

Wheelchair Accessible ATMs



657

Branches across all Governorates



37%

of Youth liabilities customers
(ages 21-36)



1,238

Visual-Impairment Friendly ATMs



6,797

ATMs



402 k

Customers with Low Income
(up to EGP 5K)



10.56 mn

Prepaid Card



38

Electronic Service Branches



64%

of total Customers Are Active
on Basic Banking Products



230

Branches with Sign Language
Literate Employees



6

Bus Branches



38%

of Digital Customers Using
the Online and Mobile
Banking Platforms



48%

of Retail Portfolio Is Outside
Cairo and Alexandria



523,179

POS Machines



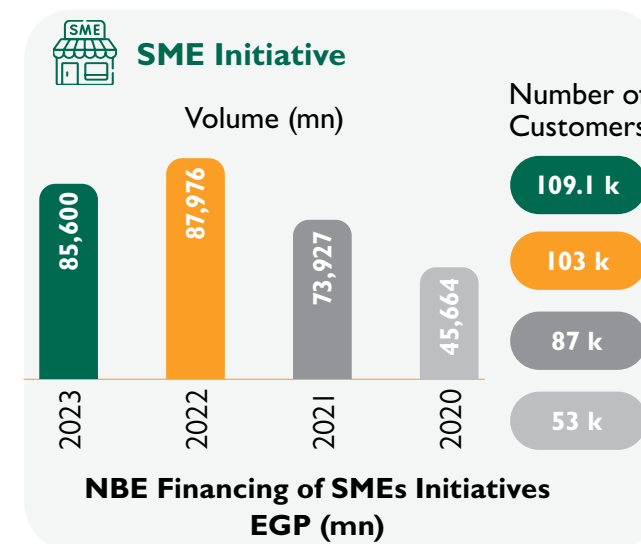
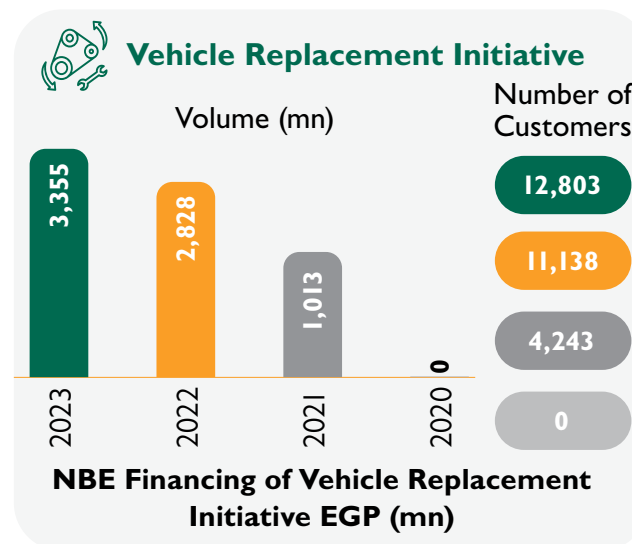
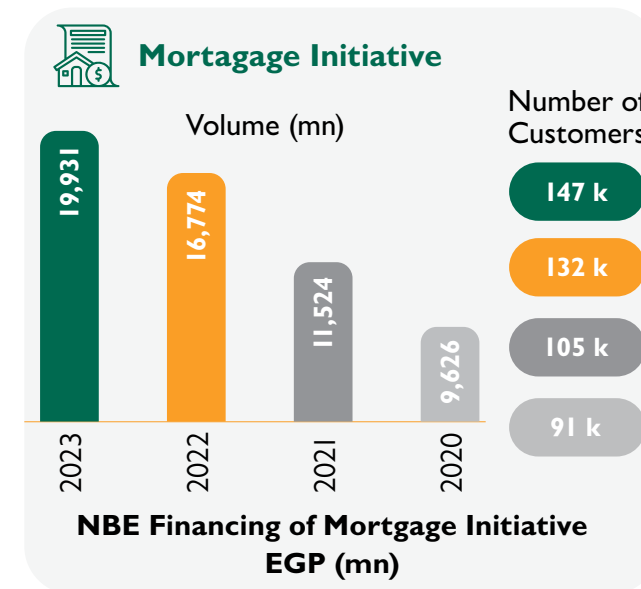
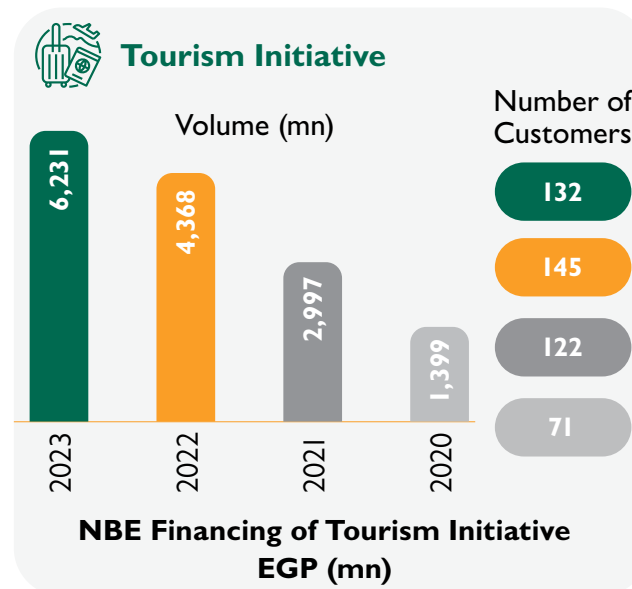
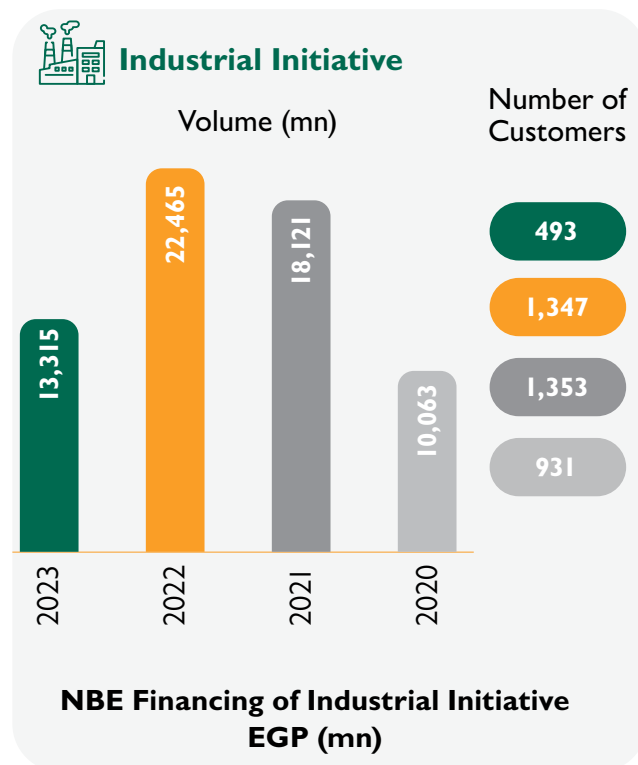
2,260

Cash Deposit ATMs

NBE Contribution to Egypt's National Agenda

CBE Initiatives

NBE continues to fulfill its national responsibilities by actively supporting key initiatives led by the government and the CBE. The Bank is crucial in providing financial resources and backing for important national projects that aim to improve citizens' quality of life. These initiatives encompass multiple sectors and promote economic development while addressing environmental and social challenges.



NBE Contribution to Egypt's National Agenda

NBE's National Sustainability Partnerships

NBE has partnered with key national institutions to drive sustainable growth, support SMEs, and address critical social and environmental challenges. These strategic collaborations amplify NBE's impact while ensuring initiatives align with national sustainable goals and deliver tangible societal benefits. The following is a detailed account of the various partnerships and financing agreements that highlight NBE's commitment to fostering sustainable growth and development:



Innovative Environmental and Industrial Partnerships

NBE partners with the CBE, Ministry of Agriculture, and Ministry of Environment to advance environmental and industrial stewardship. Through its involvement in EPAP III, NBE supports pollution abatement by offering credit lines that fund up to 90% of investment costs for pollution reduction, providing financial and technical support to promote sustainable practices and decrease pollution intensity in industrial activities. This commitment aligns with NBE's environmental objectives, fostering a healthier environment.



Agricultural Development and Food Security

NBE collaborates with the Ministry of Agriculture on critical national projects, including the Veal Revival Project, which aids small breeders in reducing the nutritional gap and moving toward self-sufficiency in red meat. In support of sustainable water use,

the National Irrigation Development Project seeks to improve irrigation methods, thereby enhancing agricultural productivity. Additionally, NBE works with the Egyptian Countryside Development Company on the National Project for the Reclamation of the New Egyptian Countryside Company, focused on reclaiming 1.5 mn acres to increase agricultural output and promote economic development.



Fostering Industrial Growth and Economic Diversification

To stimulate industrial growth, NBE collaborates with the Industrial Development Authority to provide necessary financing for investors in industrial complexes. This partnership is complemented by initiatives with the Ministry of Commerce and Industry, which facilitate the funding of industry complexes, supporting economic diversification and job creation.



Expanding Development in the New Valley and Supporting SME Growth

NBE has partnered with the New Valley Governorate to advance regional development and support SMEs through two new cooperation protocols. These protocols focus on financial and technical services for key agricultural projects, particularly within the agricultural developer system. This includes facilitating infrastructure development, land preparation, advanced irrigation systems, and solar energy applications in the region. The agreements also offer options for land sales, partnerships, or usufruct rights, designed to enhance investment appeal in the

New Valley Governorate by supporting essential infrastructure and providing targeted financial support for SMEs.



Affordable Housing and Real Estate Development

Under the Central Bank Real Estate Finance Initiative, NBE works with the Social Housing and Finance Support Fund to make homeownership accessible to low- and middle-income families. By offering competitive financing solutions for real estate projects, NBE contributes to affordable housing availability and growth in the real estate sector.



Capacity Building and Sustainable Finance Training

In collaboration with the Egyptian Banking Institute (EBI), NBE invests in building expertise within its workforce through programs focused on sustainability, such as the Sustainable Finance Seminar, SME Banking Masterclass, and courses on sustainable finance. These programs empower NBE employees to implement and manage partnerships effectively while supporting sector-wide resilience and sustainable growth.



Environmental Initiative for Cleaner Air

Aligned with its environmental goals, NBE participates in the old vehicle replacement initiative with the Ministries of Interior and Finance. This program replaces old, polluting vehicles with newer, more eco-friendly models, thus contributing to cleaner air and a healthier environment.

Corporate Banking

NBE's corporate lending strategy, built on principles of responsible finance and sustainable development, is a key driver in shaping Egypt's economic landscape. With a substantial corporate loan portfolio totaling EGP 1.84 trillion.

This portfolio was strategically allocated across various regions and sectors to support economic growth nationwide.

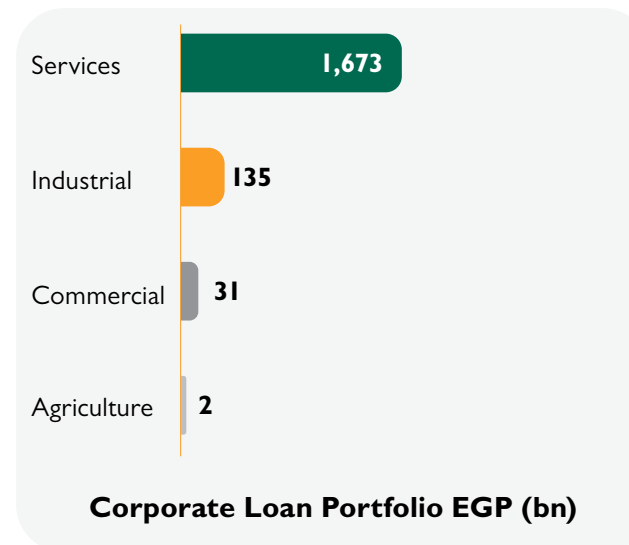
Corporate Sustainable Business Practices

NBE has revolutionized corporate banking through advanced credit card solutions, transforming traditional paper-based operations into streamlined digital processes while establishing efficient B2B transaction systems that optimize financial management for sustainable business practices.

NBE's Corporate lending extends to support critical sectors of the economy. The services sector receives the largest allocation through benefiting from EGP 1.67 trillion and the industrial sector also holds a significant share, with EGP 135 bn.



Through this targeted support, NBE continues strengthening its role in driving diverse and resilient economic development.



Sustainable Finance and Specialized Programs Department

In light of the NBE orientation to sustainability and green finance and in light of our bank strategy to expand finance in the sustainable projects (Energy efficiency, renewable energy, resources efficiency, recycling, emission reduction and industrial anti-pollution projects), the Board of Directors approved creation of sustainable finance and specialized programs department in 2019 under the umbrella of Corporate banking Group with the main purpose of promoting the

sustainable finance in the Corporate customers. The scope of work of this department increased specially after the CBE directives to enhance the sustainability concepts, policies and procedures on the Egyptian Banks. The sustainable finance and specialized programs department has become the focal point between the corporate banking group and other departments (i.e. Strategic sustainability department, sustainability risk department, FI Department - International Loans Department, ... etc.) in applying CBE directives and promoting the sustainable finance programs in the Corporate Banking.

As a fruitful result of the Sustainable finance and specialized programs department effort, the utilization of the funds as of December 2023 recorded the amount of USD 1,018.44mn for 139 corporate customers in the various sustainability purposes as follows:

Sustainability Purposes	No. of Companies	Amount in EUR 000's
Energy efficiency	16	147.04
Emission reduction	10	44.69
Education	5	38.7
Health	8	102
Infrastructure	2	99
Renewable Energy	13	62.24
Recycling	2	16.9
Other	83	507.87
Total	139	1,018.44

Small and Medium Enterprises (SMEs)

As Egypt's largest financial institution, NBE recognizes the critical role of SME financing in driving national economic growth. The Bank's focus on SMEs extends beyond traditional lending, supporting a broader strategy to create jobs, foster innovation, and promote financial inclusion.

NBE provides tailored financial solutions that help SMEs overcome key challenges, particularly limited access to credit and capital, enabling their growth in competitive markets. This strategic focus strengthens Egypt's economic landscape while advancing NBE's commitment to sustainable development and economic empowerment.

NBE's SMEs loan portfolio reached EGP 155.8 bn by December 2023, marking a significant increase of EGP 10.5 bn from 2022, and a 68% growth compared to 2020. During this period, NBE expanded its SME customer base from 86,835 in 2020 to 125,845 in 2023, representing a 45% increase over four years.

The SME portfolio growth spans across the industrial, service, commercial, and agricultural sectors, reflecting NBE's strategy to promote economic diversification and resilience.

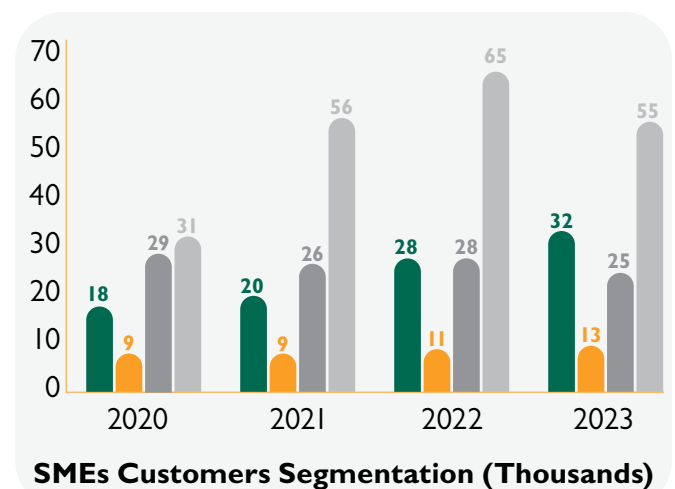
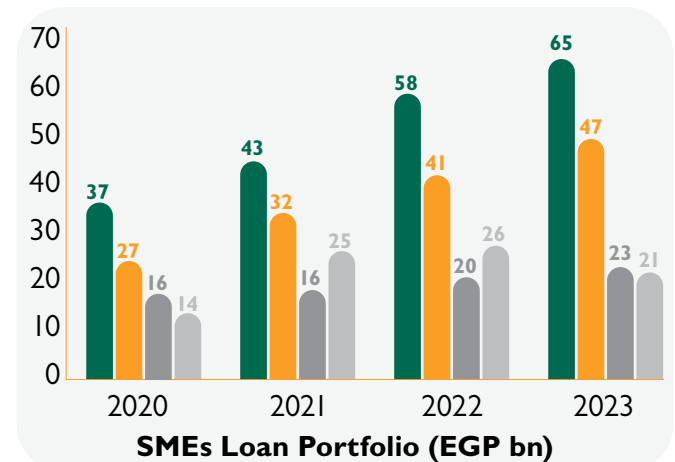
The industrial sector showed the strongest growth, with customer numbers nearly doubling between 2020 and 2023, supporting Egypt's industrialization and job creation goals. The service sector also experienced substantial growth, particularly in tourism, healthcare, and related services.

The agricultural sector's expansion demonstrates NBE's commitment to rural development and food security through increased financial inclusion.

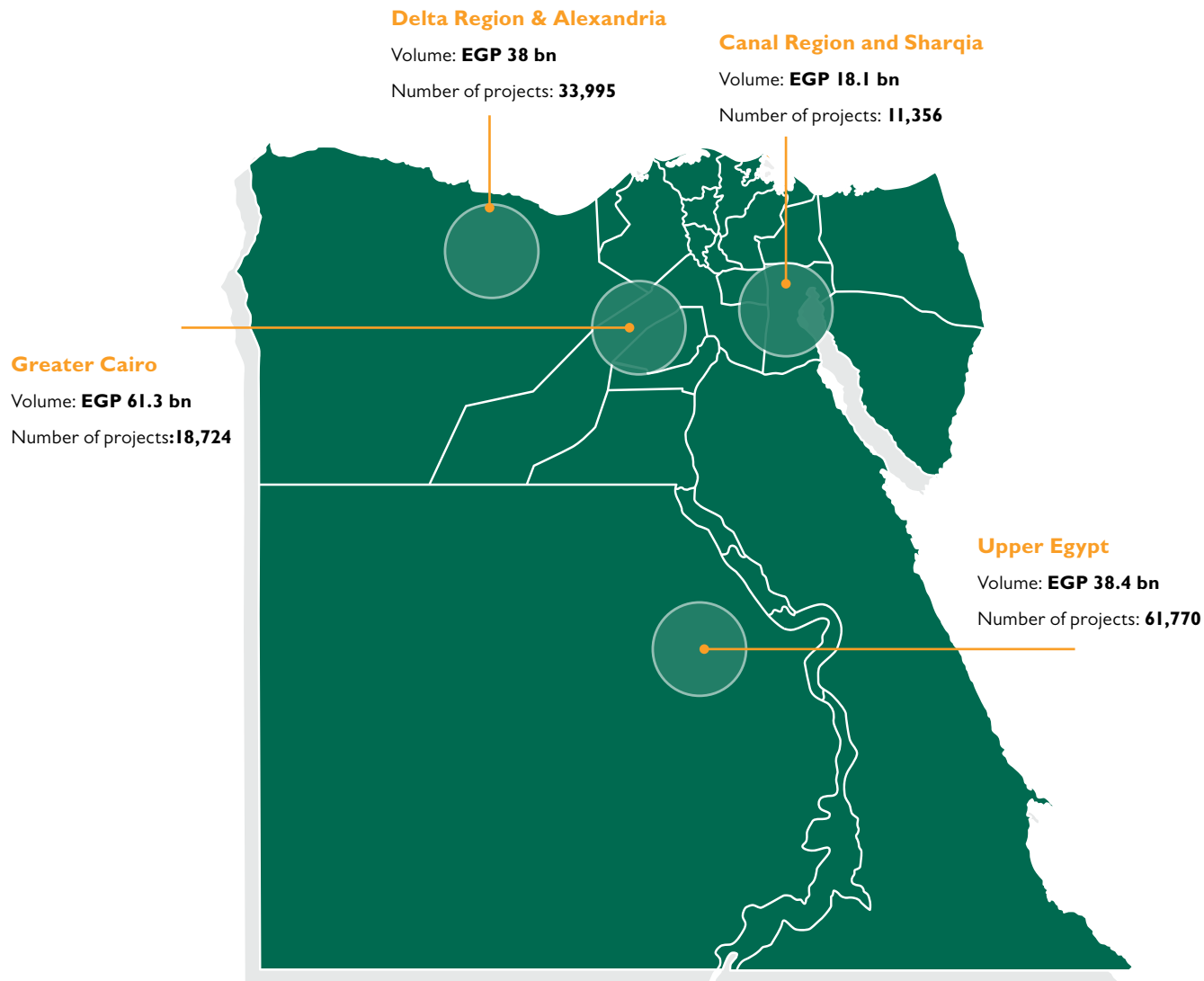
These achievements reinforce NBE's vital role in advancing Egypt's economic development through targeted financial solutions for SMEs across key sectors.

Sustainable Agriculture Partnership

NBE has partnered with SEKEM to support agricultural sector projects through sustainable organic agriculture. This collaboration aims to restore and maintain soil vitality, biodiversity, and food quality. By supporting various projects under SMEs, NBE provides the necessary financing to customers nominated by SEKEM, ensuring these initiatives receive adequate funding and technical support.



Small and Medium Enterprises (SMEs)



The Bank of the People

NBE strategically distributes its SME loans and services across key regions, focusing on Upper Egypt, the Canal, and Sharqia regions.

In Upper Egypt, where agricultural productivity and rural development are crucial, the SME loan portfolio expanded from EGP 34.4 bn in 2022 to EGP 38.43 bn in 2023. This growth drives job creation and economic development, supporting Egypt's vision for inclusive growth.

SME lending in the Canal and Sharqia regions increased from EGP 15.68 bn in 2022 to EGP 18.06 bn in 2023, strengthening businesses in these important trade and commerce hubs.

This regional approach reinforces NBE's commitment to financial inclusion, delivering targeted financial solutions that help integrate more businesses into formal economy and support sustainable economic growth.

NBE Empowering SMEs

NBE focuses on developing micro, small, and medium enterprises (MSMEs) throughout Egypt. Recognizing their crucial role in economic growth and employment generation, NBE provides comprehensive support through targeted programs and partnerships that enable entrepreneurs and small businesses to thrive.

Small and Medium Enterprises (SMEs)

AI Ahly Business

AI Ahly Business Financing Programs, launched by NBE, provide targeted financial support for small and micro enterprises across Egypt's agricultural, industrial, service, and commercial sectors.

These programs deliver specialized credit solutions tailored to specific business activities, featuring competitive interest rates and flexible financing options for up to five years. Beyond financial support, the programs include non-financial services that aim to enhance business growth and development.

In 2023, AI Ahly Business demonstrated significant growth in supporting micro, very small, and small enterprises. The number of beneficiaries grew by 14%, from 56,536 to 64,426, with total financing reaching EGP 27.34 mn. This expansion highlights AI Ahly Business's commitment to advancing financial inclusion and strengthening Egypt's economic foundation.



EGP 27.34 mn

Utilized Financing
(+8% YoY)



64,426

Beneficiaries
(+14% YoY)

Female in Business: Driving Growth and Innovation



28 k

Beneficiaries



EGP 6.2 bn

Investment
(+18% YoY)

NBE recognizes the vital role of female entrepreneurs in economic development and community growth, and it collaborates and establishes partnerships with female support initiatives, such as the "I Make this" and "Baheya" projects, to empower female entrepreneurs. Supporting female-led businesses strengthens inclusive economic advancement, which is why NBE provides targeted financial support to female-led MSMEs.

NBE has implemented initiatives specifically designed to enhance financing access for female entrepreneurs. Through tailored loan products and financial services, the Bank addresses the unique challenges female business owners face, providing essential resources for business creation and expansion.

This focused approach has driven significant portfolio growth, increasing by 119% between 2020 and 2023. In 2023, NBE's investment in female-led businesses grew by 18%, reaching EGP 6.2 bn by year-end, demonstrating the Bank's commitment to female's economic empowerment.

Fostering SME Sustainable Growth and Innovation

Plug and Play:

Plug and Play is a global innovation ecosystem connecting startups, corporations, and investors. Headquartered in Silicon Valley, it accelerates technological advancements through programs, corporate services, and venture capital. With a presence in 60+ locations, Plug and Play supports startups worldwide, helping them succeed by fostering collaboration across industries.

In Egypt, Plug and Play supports the entrepreneurial ecosystem under the Smart Cities vertical, focusing on gov-tech, health-tech, ed-tech, supply chain, sustainability, and fintech. Its mission is aligned with NBE's commitment to positioning Egypt as a hub for innovation-driven entrepreneurship in MENA.

Small and Medium Enterprises (SMEs)

NBE plays a key role in promoting innovation across the four main sectors of SMEs, offering both financial and non-financial services. The Bank integrates startups from the Plug and Play program as service providers for NBE and its customers, helping them access innovative solutions. Additionally, NBE evaluates startups for financing opportunities, directing them to the appropriate channels for debt or equity funding.

Arab Academy for Science, Technology, and Maritime (AAST):

NBE partnership with the Arab Academy for Science, Technology, and Maritime (AAST) focuses on nurturing startups and expanding the Bank's influence in the entrepreneurship space with a focus on financial inclusion. NBE fosters entrepreneurship by supporting the "Egypt Rally" competition at the Academy's Entrepreneurship Center. The project encompasses collaborations with 30 Egyptian universities, benefiting over 3,000 students and 200 entrepreneurs while supporting 60 startup companies through the Rally Accelerate program, which NBE Business Development for SME utilizes to empower youths and startups through non-financial services.

Al Tadamun MF Foundation

Al Tadamun Microfinance Foundation, a leading microfinance institution in Egypt, empowers underprivileged Egyptian female entrepreneurs. It provides access to financial resources, helping female establish, sustain, and grow their microenterprises to increase their income and improve family well-being.

The NBE partnership extends beyond credit facilities to include salary payments for foundation employees and Meeza card-based loan disbursement through ATMs. In 2023, NBE increased the credit facility by EGP 100 mn to reach EGP 460 mn. The Bank also issued 9,957 Meeza cards to female customers. This 15-year collaboration strengthens the micro-enterprise sector's role in supporting economic growth, sustainable development, and financial inclusion.



204,338

Beneficiaries



126

Engaged NBE Branches



EGP 1.3 bn

Loan Amount
(+22% YoY)



Small and Medium Enterprises (SMEs)

I Am the Egyptian Foundation

NBE's partnership with the foundation, which began in 2016, expanded significantly. Financing volume increased to EGP 1.218 bn in 2022 from EGP 741.7 mn in 2021.



148,567

Beneficiaries



129

Engaged NBE Branches



EGP 1.5 bn

Loan Amount
(+28% YoY)

NilePreneurs

NBE has played a pivotal role in supporting entrepreneurship and fostering SME growth through its collaboration with the NilePreneurs initiative, a national program led by the CBE in partnership with Nile University. The initiative aims to enhance banking awareness and equip startups, entrepreneurs, and businesses across various economic sectors with tools for integration into formal economy. The initiative supports entrepreneurs at different stages of their business journey through various programs, such as NilePreneurs Incubate, Learn, Compete, and Business Development Service Hubs (BDS).

In partnership with NBE, the BDS offer comprehensive business advisory services and practical financial and non-financial solutions that help SMEs grow and thrive. These hubs transform innovative ideas into sustainable businesses by providing tailored support to aspiring young entrepreneurs and startups.

In 2023, the collaboration attracted 13,145 new entrepreneurs, bringing the total number of beneficiaries to 32,707, a 67% increase from 2022. NBE also expanded its geographical footprint to 12 governorates through 70 branches, achieving a 23% market share in the program.

Through NilePreneurs, NBE actively contributes to developing a robust entrepreneurial ecosystem that promotes SME growth across industries, driving innovation and empowering Egypt's next generation of business leaders.



70 Engaged NBE Branches



32,707 Beneficiaries (+67% YoY)



12 Governorates Covered



13,145 New Entrepreneurs Reached



23% NBE Market Share in the Program



13,721 New Leads Generated by NilePreneur

Small and Medium Enterprises (SMEs)

Assiut Business female Association (ABA)

NBE demonstrates its commitment to socioeconomic development and gender inclusion through its collaboration with the Assiut Business female Association. The partnership provides essential financial resources and tailored credit facilities, empowering female entrepreneurs in Upper Egypt who lead small and micro enterprises. This initiative promotes female's economic self-reliance while supporting national objectives for inclusive growth.



29,919
Beneficiaries



17
Engaged NBE Branches



EGP 259 bn
Loan Amount

In 2023, the collaboration expanded to 17 NBE branches, up from 15 in 2022. Financing volume reached EGP 259 mn, benefiting 29,919 female in Upper Egypt.

SME Dedicated Hotline Service

NBE launched a dedicated hotline (15011) to streamline inquiries from SME customers. This hotline enhances accessibility and customer service by providing a direct communication channel for SME customers. The service supports new project initiators, emerging business owners, and current and prospective NBE customers.

The hotline receives approximately **1,300 calls monthly**, demonstrating strong SME sector engagement. This initiative has enhanced customer satisfaction through prompt response to inquiries and concerns.



Investments and Investment Trustee

At NBE, we employ a strategic investment approach that balances financial growth with sustainable development principles.

Our Direct Investment portfolio, comprising investment firms, financial institutions, and holding companies, executes sophisticated strategies that uphold our commitment to ethical and sustainable banking practices.

The scope of our portfolio extends beyond conventional investment metrics:

we strategically direct capital toward promising ventures while actively guiding these entities toward operational excellence, ethical governance, and sustainable growth.

Our investment strategy embodies rigorous standards, incorporating comprehensive due diligence and active portfolio management to ensure alignment with our sustainable development goals.

NBE has maintained its strategic capital deployment throughout 2023 to strengthen its financial foundation. Following a substantial capital injection of EGP 7.452 bn in FY 2022, we continued our investment momentum with an additional EGP 681.3 mn in FY 2023, demonstrating our calibrated approach to portfolio enhancement and sustainable growth initiatives.

Our Direct Investment portfolio has been strategically designed to be dynamic and responsive, becoming carefully balanced to meet diverse investment objectives while addressing specific sector requirements and sustainability goals.

This approach enables us to maintain a robust portfolio that adapts to market changes while staying true to our ESG commitments.

The financial position as of December 2023 highlights the strength and growth of NBE's Direct Investment portfolio, encompassing 138 investees with an historical cost value of EGP 26.99 bn and a carrying value of EGP 39.25 bn. This represents significant growth from December 2022's value of EGP 31.6 bn, a 24.2% increase that validates our strategic investment approach, despite a decrease in the number of investments from 145 to 138 due to divestments.

Our portfolio demonstrates our dedication to sustainable finance, incorporating governance excellence, social responsibility, and environmental stewardship. This remarkable growth underscores our success in creating long-term value beyond financial returns to encompass broader societal and environmental benefits.



98

Social Impact Investees



EGP 150 mn

New Investment



EGP 7.5 bn

Financial Subsidiaries Carrying Value



EGP 681.3 mn

Capital Increase in 2023



EGP 39.25 bn

Direct Investment Carrying Value

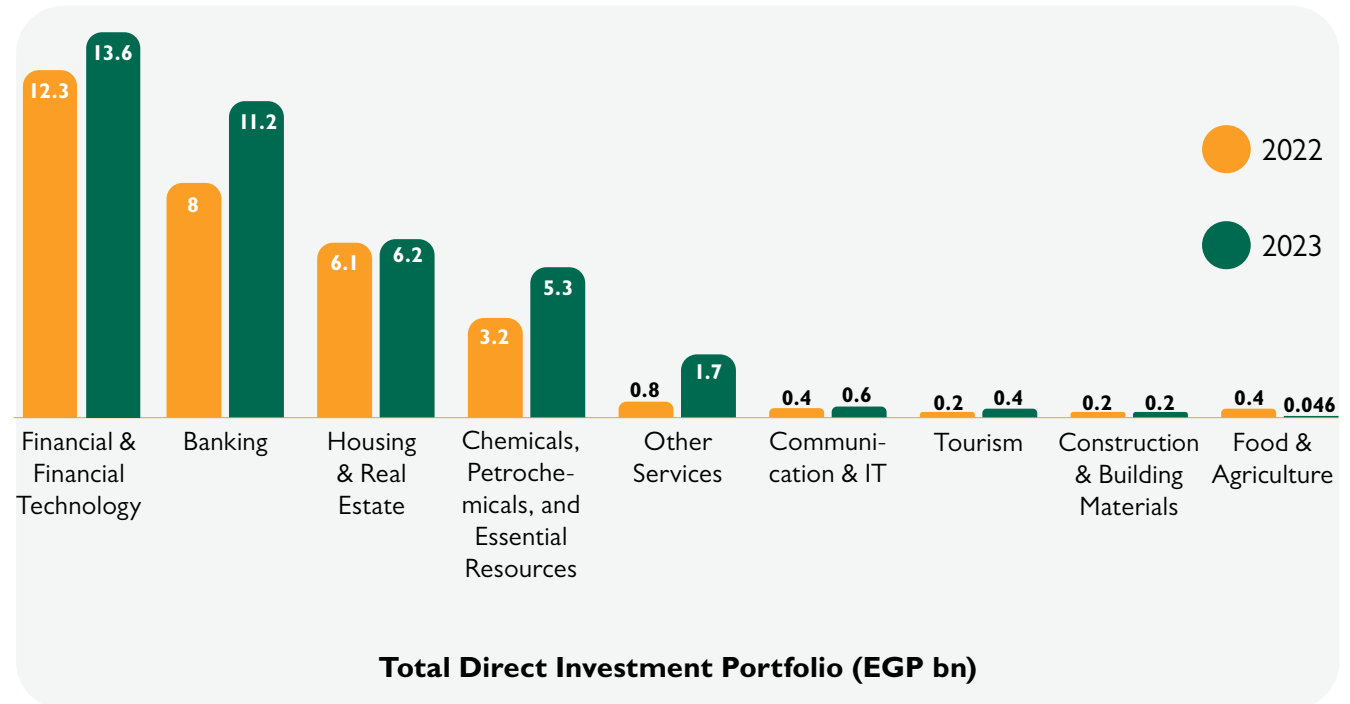
Investments and Investment Trustee

NBE's Direct Investment Portfolio Across Key Sectors

The development of the carrying value of the Direct Investments portfolio reflects a combination of factors, including the addition of new investments, capital increases paid into existing investments, and gains in value attributed to the fair valuation of certain investees. This growth was partially offset by divestments of non-core assets, aligning with strategic priorities. The sector-wide breakdown of this development is illustrated in the accompanying graph, showcasing how different industries contributed to the overall portfolio changes.

NBE's investment portfolio has continued to demonstrate strategic growth and sector-specific optimization throughout 2023. The financial and financial technology sector maintains its dominant position, with investments reaching EGP 13.58 bn, up from EGP 12.25 bn in 2022, reinforcing our commitment to digital transformation and financial innovation.

The banking sector has shown remarkable growth, with investments increasing substantially from EGP 8.01 bn to EGP 11.17 bn, reflecting our enhanced focus on strengthening the financial sector's infrastructure. Our investment in Chemicals, Petrochemicals, and Essential Resources has significantly expanded from EGP 3.25 bn to EGP 5.32 bn, demonstrating our commitment to industrial development and economic fundamentals.



The housing and real estate sector remains a crucial component of our portfolio, with investments growing to EGP 6.24 bn from EGP 6.14 bn, continuing our support for urban development and housing solutions. Notable growth is also observed in the communications and IT sector, increasing from EGP 366 mn to EGP 584 mn, and in tourism, which saw an uptick from EGP 218 mn to EGP 403 mn.

The growth in our service-oriented investments is particularly significant, with other services, including medical and service projects, nearly doubling from EGP 829 mn to EGP 1.68 bn. While maintaining focused investments across 138 projects, this diversification strategy has increased our total portfolio value from EGP 31.63 bn to EGP 39.25 bn, demonstrating our successful approach to balanced sector development and sustainable growth.

Investments and Investment Trustee

NBE's Integrated Financial Ecosystem

NBE's financial ecosystem encompasses eight strategic banking and non-banking financial subsidiaries, forming a robust foundation for our integrated banking services and African market expansion. Our portfolio, with a book value exceeding EGP 7 bn, demonstrates our commitment to comprehensive financial solutions and market leadership.

Our financial subsidiaries operate as specialized pillars within NBE's framework. Ahly Capital Holding (ACH) functions as our strategic investment arm, executing pivotal financial initiatives and expanding its market presence through newly established entities, namely: Al Ahli Sukuk co. and Al Ahli Securitization Company. These additions are positioned to strengthen non-banking financial instruments in the Egyptian market, creating additional economic growth opportunities.

Our market presence is further strengthened through specialized entities: Ahly Mortgage Company (AMF) in mortgage services, Ahly Leasing and Factoring Company (ALC) in leasing and factoring solutions, and Ahly Exchange Company in foreign exchange operations. This strategic integration enhances our operational efficiency and market penetration.



New Investment Initiatives

In 2023, NBE made a strategic investment of EGP 150 mn in Easy Cash Electronic Payment Co., advancing Egypt's digital financial landscape.

Despite challenging market conditions marked by inflation and elevated interest rates, this investment reinforces our commitment to digital transformation and financial inclusion.

Easy Cash, a leading e-payment services provider, enhances our portfolio through digital payment solutions, bill collection services, and electronic transaction platforms. This partnership advances our vision of expanding financial services accessibility, particularly for underserved communities, while supporting Egypt's transition toward a cashless economy.

This strategic investment represents NBE's commitment to modernizing Egypt's financial ecosystem and ensuring broader participation in the digital economy, marking a significant step in our digital transformation journey.

Investments and Investment Trustee

Capital Injections for Key Investees

Throughout 2023, NBE executed a robust capital investment program amounting to EGP 681.36 mn, strategically distributed across key sectors to drive sustainable development and enhance financial inclusion. Our investments are strongly aligned with NBE's strategic vision and the CBE's directives for digital transformation and financial accessibility.

1. Export Development Bank of Egypt (Banking Sector): Injected EGP 199.97 mn to strengthen its capacity to support specialized banking activities and drive sustainable economic growth.
2. Al-Ahly Exchange Co. (Financial Sector - FX Services): Contributed EGP 100 mn to expand its foreign exchange operations, supporting greater financial inclusion and enhancing cross-border financial services.
3. AMAN Holding for NBFS Technologies (Financial Sector – Payment Services): Invested EGP 108 mn to support the growth of digital payment solutions, helping drive the shift toward a cashless society and promoting financial inclusion.
4. EBE Factors (Financial Sector – Non-banking Services): Allocated EGP 7.22 mn to boost their factoring services, improving business liquidity and encouraging sustainable financial practices in various sectors.

5. Alamal Alsharif Co. (Manufacturing Industry): Invested EGP 2.16 mn to enhance sustainable practices in the plastic industry, focusing on environmentally friendly production and waste management solutions.

This comprehensive investment approach spans traditional banking, digital transformation, and sustainable development initiatives. Our strategy encompasses an expanding portfolio of financial services, including microfinance, consumer finance, and innovative payment solutions, demonstrating our commitment to providing comprehensive financial solutions for all market segments.

International Market Expansion

Our international strategic market presence continues to grow, and we are supported by our comprehensive subsidiary network. This expansion enhances our regional influence while contributing to broader economic development objectives, positioning NBE as a leading financial institution in cross-border trade and investment facilitation. The distribution of the portfolio's international investments spans three continents, covering eight countries, as illustrated on the map.



Investments and Investment Trustee

NBE Social Impact Investments and Investment Trustee

NBE's Social Impact Investment strategy is a cornerstone of our commitment to fostering a sustainable economy and promoting social progress.

We aim to create a lasting impact beyond financial returns through strategic investments in key sectors, such as healthcare, education, employability, entrepreneurship support, access to basic services, and preservation of identity and cultural heritage.

Each investment is carefully selected to drive economic growth and enhance job opportunities, boost income generation, and contribute to the overall well-being of communities.

Our investment approach highlights NBE's dedication to inclusive growth and sustainable development.

Focusing on making a meaningful difference, our portfolio is designed to empower communities, drive positive change, and elevate living standards. By investing in sectors that hold the potential to deliver significant social benefits, we are actively working toward our overarching mission of advancing inclusive and sustainable development, paving the way to a brighter future for all.



Number of Social Impact Investees (per social pillar)

NBE's Escrow Account Services in 2023

NBE supports financial inclusion by offering Escrow services to existing and prospective retail, corporate, and SME customers, managing financial, commercial, and economic relations. This service plays a vital role in bringing informal economic activities into the formal banking sector, helping to inject money into the formal economic scale through the banking trading sector.

In 2023, our Escrow Account portfolio reached a significant milestone, managing transactions exceeding EGP 80 bn, alongside its associated cheque portfolio. The year was marked by strategic enhancements to NBE Escrow services, specifically through the introduction of new incentives for "one transaction Deal Escrow Accounts," designed to facilitate and encourage financial inclusion through non-banking customers.

A notable highlight of NBE's Escrow services in 2023 was the Bank's role in managing various accounts related to The Grand Egyptian Museum, a significant governmental project focused on preserving Egyptian heritage and ancient civilization. This demonstrates how Escrow Account services contribute to both financial governance and cultural preservation objectives.

Investments and Investment Trustee

NBE's Commitment to Social and Environmental Progress Through Impactful Investment Trustees

Investment trustees play a new critical role in reinforcing our local economy's sustainability and ensuring its resilience. We help to strengthen the social fabric of community, thereby fostering long-term, inclusive growth. This section outlines how our strategic role contributes to improving societal outcomes across key areas like healthcare, ensuring sustainable value for both our stakeholders and society at large.

Healthcare

Investment in the healthcare sector is a major priority. Our efforts were directed towards supervising the preparation of feasibility studies for healthcare projects, with a total of 119 projects (NBE customers) and an overall investment cost of 17.5 billion EGP.

Education

Feasibility studies were carried out for educational projects, covering 62 projects (NBE customers) with a total investment of 10 billion EGP.

Infrastructure Projects

The investment trustees focused on partnerships, signed protocols with various state entities (municipalities, development authorities) to launch

projects aimed at developing lands owned by NBE in order to establish social residential projects that are part of the government's projects to relocate residents of the slums to new respectful residential areas.

Supervising the preparation of feasibility studies were carried out for infrastructure projects, covering 91 projects with a total investment of 100 million EGP.

Promoting and selling the warehouse consumables to recycling companies which have a license to operate a factory for waste recycling and have the approval of the Ministry of Environment.

Promoting the disposal of desert lands suitable for agricultural reclamation - El Wadi El Gedid governate with special environmental requirements on implemented projects and directing part of the sales proceeds to community services contribution.

Social participation by granting a 98,650 m² land located on the Cairo-Ismaïlia Desert Road with book value 138 Million EGP with value less than its cost in favour of establishing Ahalina; a 3 residential project that is part of the government's projects to relocate residents of the slums to new housing.



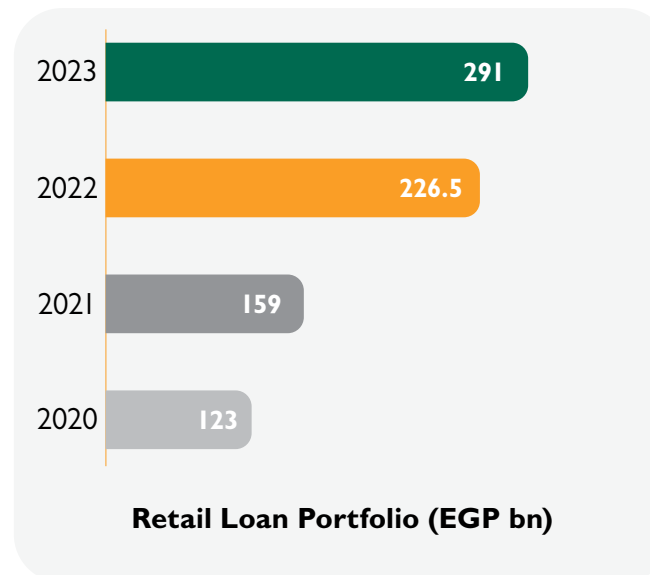
Retail Banking

In 2023, NBE demonstrated its commitment to financial inclusion and sustainable growth. NBE's retail loan portfolio showed strong growth of 28.4%, reaching EGP 291 bn, up from EGP 226.5 bn in December 2022, reflecting the Bank's success in meeting diverse consumer financing needs.

NBE continues to set the standard for retail banking excellence. With a broad and diverse customer base, NBE's retail deposit portfolio experienced significant growth, increasing by 8.57%, a rise of EGP 201 bn, over the past year. By the end of December 2023, individual deposits had reached EGP 2.54 trillion, up from EGP 2.34 trillion in December 2022, representing a 43.7% market share of all retail deposits. This growth emphasizes NBE's role in driving Egypt's financial inclusion efforts while expanding access to banking services nationwide.

Growth in Retail Loan Portfolio

With a market share of 32% in retail lending for 2023, NBE's retail loan portfolio reached EGP 291 bn, reflecting a year-on-year growth of EGP 64.4 bn. This 28.4% increase demonstrates NBE's commitment to delivering targeted financial solutions across key economic sectors. The Bank's strategic focus on financial inclusion and enhanced access for underserved segments reinforces its position as a leading driver of inclusive growth and Egypt's economic development.



EGP 234 bn

Total Personal Loans
(+32% YoY)



EGP 17 bn

Credit Cards
(+42% YoY)



EGP 20 bn

Mortgage Loans
(+18% YoY)



EGP 3.7 bn

Auto Loans
(+5.7% YoY)

Retail Banking

Customer Experience Excellence

NBE prioritizes excellence in customer experience through its comprehensive feedback management system. Customers can communicate their concerns through multiple channels, including branch personnel, dedicated call centers, Card Center Customer Service, and the CBE platform. The Bank maintains strong collaboration with governmental bodies to ensure responsive and effective customer service delivery.

Beyond feedback management, NBE demonstrates its commitment to customer care excellence through value-added services. These include specialized mutual fund offerings and comprehensive non-financial support services designed to empower entrepreneurs, reinforcing NBE's position as a trusted financial partner. The Bank consistently exceeded its service targets in 2023, with performance metrics surpassing goals across all service channels, reflecting its commitment to customer satisfaction.

Enhancing Operational Efficiency

In 2023, NBE implemented a CRM integration project, connecting core systems to enhance data flow and operational efficiency across departments. This integration reduced the average handling time (AHT) for customer service calls by 30 seconds while minimizing manual data entry, improving accuracy, and reducing errors.

Commitment	Targets	2023 Performance
Provide Good Service Level for NBE Customers	80% for Call Center	89.5%
	90% for Platinum Customers	94.4%
Ensuring Customer Satisfaction	85% for Platinum Customers	90%

NBE also introduced a smart retention tool that generates customized offers for customers considering card cancellation. This data-driven solution automates the process of creating tailored retention offers based on individual customer profiles. The tool has streamlined operations by reducing manual intervention, enabling faster response times to cancellation requests, and improving overall team productivity. As a result, customer interactions became more efficient, leading to enhanced satisfaction and loyalty.

Enhanced Accessibility and Branch Network

In 2023, NBE strengthened its accessibility initiatives by upgrading 83 branches to serve customers with disabilities, equipping them with ramps, electronic elevators, and 436 employees trained in sign language. The Bank expanded its network to 657 branches and banking units, including 17 dedicated e-branches and 21 traditional branches with electronic service sections. This expansion enhances NBE's physical presence while advancing sustainable banking practices. These improvements reflect NBE's strategy of blending conventional banking services with digital solutions, ensuring comprehensive retail banking services that meet diverse customer needs and promote financial inclusion.




Fostering Financial Inclusion

In 2023, NBE strengthened its commitment to financial inclusion through targeted initiatives reaching diverse segments of society, including female, youth, and people with disabilities. The Bank's comprehensive approach combined educational programs and community outreach while encountering significant challenges in reaching rural and underserved areas where disparities in financial literacy remain high and traditional banking services are often inaccessible. Cultural and logistical barriers required adapting approaches to effectively engage these communities, including developing tailored content and delivery methods.

Despite these challenges, NBE identified and leveraged key opportunities, such as building partnerships with local organizations and utilizing community networks to extend the Bank's reach. These efforts have led to greater financial inclusion among the targeted segments, enabling them to access financial services more confidently and participate more actively in the economy.

Empowering Rural Prosperity: The Haya Karima Initiative

 NBE implemented comprehensive financial literacy sessions in villages under the "Haya Karima" initiative, targeting remote and underserved areas. This program aligns with Egypt Vision 2030's emphasis on sustainable development and addressing local needs. The Bank's approach considered each governorate's unique characteristics, tailoring content to regional requirements.



15,000
Individuals Reached



163
Villages

Through this initiative, NBE reached 15,000 individuals across 163 villages, enhancing understanding of financial products among underserved populations and improving access to banking services.

University Financial Literacy Program



4,000
Students



4
Universities

As part of NBE's broader commitment to promoting financial inclusion, the Bank has conducted financial literacy sessions targeting university students across various governorates. These sessions aim to educate students on financial literacy, covering essential topics that include saving, budgeting, and available financial products.

In 2023, these sessions reached 4,000 students across Cairo, Helwan, Beni Suef, and Menoufiya universities. The initiative recognizes the importance of preparing young adults for financial independence as they enter the workforce, laying the foundation for responsible financial behavior and supporting the broader goals of financial inclusion and economic empowerment for the next generation.

In 2023, NBE launched the innovative "Meeza Unified" card for university students, marking a significant milestone in the Bank's digital transformation and financial inclusion strategy. This innovative card serves a dual purpose as both a student ID and a comprehensive banking tool, offering exclusive benefits and services specifically tailored to meet university students' needs.

The initiative aligns with NBE's strategy to expand financial inclusion by providing young customers and university students with cutting-edge banking products and innovative services. The Meeza Unified cardenables students to perform e-payments, contactless transactions, mobile wallet services, and access internet banking, while maintaining high security standards through features such as OTP-secure shopping and instant SMS notifications. This comprehensive solution represents NBE's commitment to integrating educational and financial services, making banking more accessible and relevant to the younger generation.

Fostering Financial Inclusion

Empowering Enterprise: NBE's Business Expo Engagement

NBE actively participated in business expos to connect with entrepreneurs and businesses and showcase its diverse range of financial products and services. At these events, the Bank connected with a wide range of businesses, helping to raise awareness of its services among potential corporate customers. Through these strategic engagements, NBE expanded its corporate customer network while strengthening ties with the business community, particularly supporting the growth of small and medium enterprises. The Bank's active involvement in these expos demonstrates its commitment to supporting entrepreneurs and contributing to the overall growth of Egypt's business sector.



Advancing Financial Literacy

NBE is deeply committed to expanding financial inclusion services to ensure all customers and entities have access to essential financial resources. The Bank actively participates in key observance days, including International Women's Day, World Farmers' Day, and World Financial Inclusion Day, and it uses these platforms to showcase its inclusive financial solutions and initiatives. Through these strategic events, NBE successfully reached 42,000 participants with financial education programs, increasing financial literacy across diverse populations and empowering them to make informed financial decisions. This engagement demonstrates NBE's dedication to creating accessible banking services for every segment of society.



Growing with Our People

NBE places great importance on ensuring its employees are well-equipped to provide accurate and consistent information about the Bank's products and services. The Bank implemented a comprehensive internal training program that engaged 25,000 employees through a financial awareness campaign. As part of this initiative, 11,200 front-office staff

and branch managers participated in specialized awareness sessions, while 1,100 employees completed the Almentor course and received certification.

This strategic investment in employee development has significantly enhanced staff knowledge of financial inclusion and the Bank's product offerings, improving service quality and higher customer satisfaction.



NBE's Strategic Partnerships with International Institutions

NBE continues to strengthen its ESG integration through strategic partnerships with international financial institutions. Throughout 2023, these collaborations served as a cornerstone of our efforts to advance Egypt's sustainable growth agenda, aligning with the United Nations Sustainable Development Goals (SDGs). Through these alliances, we channel global expertise and resources into transformative projects that promote environmental protection, social inclusion, and economic resilience.

Our partnerships drive impactful changes across key sectors, from renewable energy and infrastructure development to financial inclusion and entrepreneurial empowerment. By integrating international best practices, we support initiatives that mitigate environmental impacts, enhance resource efficiency, and foster sustainable industries. These efforts contribute to climate action while enabling equitable economic opportunities, particularly for underserved communities and small businesses.

Beyond funding, these collaborations emphasize knowledge transfer and capacity-building, strengthening NBE's ability to innovate and lead in sustainability. Through these strategic partnerships, we continue to advance Egypt's sustainable development while delivering lasting value to our stakeholders.



NBE Sustainable Finance Portfolio

NBE adheres to the sustainable finance guidelines set by the CBE, adopting a comprehensive approach to sustainability. This is reflected in its robust portfolio, which spans SME and corporate projects. The Bank strategically focuses on social and environmental initiatives, tailoring its offerings to promote sustainability across various sectors.

By targeting both SMEs and corporate sectors, NBE ensures that its sustainable finance strategy has far-reaching impacts, addressing key environmental and social needs across the board.

Corporate Environmental and Social Portfolio:

In the corporate portfolio, NBE extends its focus to larger-scale projects, with significant emphasis on social and environmental impact. On the social side, healthcare and infrastructure are the top sectors, contributing to transformative societal advancements.

For environmental projects, waste management and energy efficiency dominate, supporting long-term sustainability and the reduction of environmental footprints across industries.

2023 Total Corporate Environmental and Social Lending Portfolio

Environmental and Social Corporate Lending Portfolio

Projects: 169

EGP 90.6 bn

Environmental Lending
EGP 44 bn

Social Lending
EGP 46.6 bn



2023 Corporate Environmental Lending Portfolio**82** Projects**Waste Management
(Reuse and Recycling)****8** Projects
EGP 22.6 bn**Green Buildings****12** Projects
EGP 5.5 bn**Sustainable Infrastructure****7** Projects
EGP 808.2 mn**Climate-Smart Agriculture****2** Projects
EGP 637 mn**Clean and Renewable Energy****5** Projects
EGP 107.7 mn**EGP 44 bn** In Funding**Green Products and Materials****3** Projects
EGP 1.7 bn**Water****9** Project
EGP 296.6 mn**Sustainable Transportation****5** Projects
EGP 1.5 bn**Environmental Protection****9** Projects
EGP 1.1 bn**Energy Efficiency****22** Projects
EGP 9.8 bn**2023 Corporate Social Lending Portfolio****87** Projects**Health****53** Projects
EGP 4.7 bn**Education****13** Projects
EGP 3.8 bn**Digital Services and
Communications****7** Projects
EGP 3.6 mn**Handicrafts****1** Projects
EGP 21.6 mn**Infrastructure****3** Projects
EGP 31.7 mn**Other Social-Related Projects****10** Projects
EGP 2.7 bn

NBE Sustainable Finance Portfolio

SME Environmental and Social Portfolio

NBE's SME portfolio supports a wide range of social and environmental projects. The health and education sectors are the largest financing recipients in the social sector, highlighting NBE's dedication to fostering societal well-being and development.

The environmental portfolio focuses heavily on waste management and water projects, reinforcing the Bank's role in addressing critical sustainability challenges, such as resource conservation and waste recycling.

2023 Total SME Environmental and Social Lending Portfolio

Environmental and Social SME Lending Portfolio

Projects: 2,578

EGP 12.2 bn

Environmental Lending

EGP 1.56 bn

Social Lending

EGP 10.6 bn



2023 SME Environmental Lending Portfolio

337 Projects

**Waste Management
(Reuse and Recycling)**257 Projects
EGP 459.9 mn**Sustainable Buildings**1 Projects
EGP 0.1 mn**Sustainable Infrastructure**3 Projects
EGP 127.7 mn**Climate-Smart Agriculture**4 Projects
EGP 5 mn**Clean and Renewable Energy**18 Projects
EGP 120.8 mn

EGP 1.56 bn In Funding

**Green Products and
Materials**2 Projects
EGP 23.2 mn**Water**24 Project
EGP 360.3 mn**Environmental Protection**6 Projects
EGP 127.7 mn**Energy Efficiency**22 Projects
EGP 333.4 mn

2023 SME Social Lending Portfolio

2,241 Projects

**Health**743 Projects
EGP 4.4 bn**Education**147 Projects
EGP 2.5 bn**Digital Services and
Communications**45 Projects
EGP 156.1 mn

EGP 10.6 bn In Funding

**Handicrafts**1239 Projects
EGP 1.3 bn**Infrastructure**27 Projects
EGP 211.7 mn**Other Social-Related Projects**40 Projects
EGP 2 bn

06

PILLAR 2 **DIGITAL FUTURE BANKING**

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PILLAR 2 Digital Future Banking

NBE made significant strides in shaping the future of banking through a strategic focus on digital transformation in 2023. As the financial landscape continues to evolve, NBE remains committed to redefining the banking experience by leveraging cutting-edge technology and innovative digital solutions.

Through a combination of enhanced digital services, automated processes, and a customer-centric approach, NBE aims to deliver seamless, efficient, and secure banking experiences that meet the needs of today's digital-focused customers.

Our Digital Banking Highlights



38

Electronic Service Branches



6

Bus Branches



101.9 k

AI Ahly Net Corporate Customers



1.61 mn

PhoneCash Customers



428 bn

InstaPay Total Volume



7.69 mn

AI Ahly Net Retail Customers

Digital Acceleration

As part of NBE's digital transformation efforts, the adoption of robotic process automation (RPA) plays a pivotal role in streamlining operational processes. Throughout 2023, cross-functional workshops were held to review and assess processes involving digital triggers, ranging from reports to emails, across various sectors, including branches, call centers, and IT departments. These workshops allowed NBE to map out its current operations, identify bottlenecks, and plan for automated solutions.

By deploying robots, NBE improved customer and employee experience and enhanced operational efficiency while mitigating cybersecurity risks.

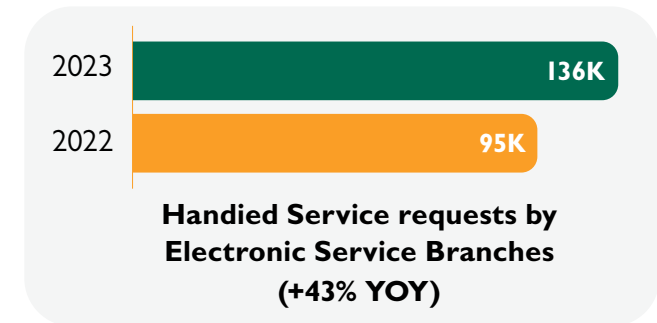
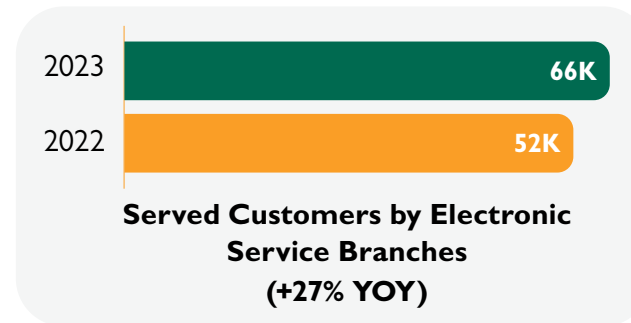
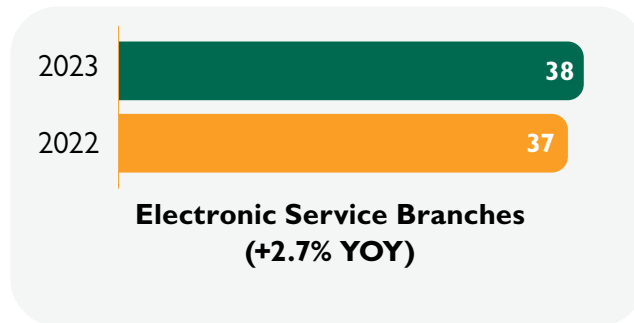
NBE has fully rolled out its Instant Card issuance service across its network of electronic service branches.

This service allows customers to open accounts and receive their debit cards instantly, significantly enhancing the convenience and speed of the account opening process.

The expansion of NBE's electronic service branches network continued in 2023, with the addition of new digital service points and offering customers comprehensive digital account management alongside instant card issuance.

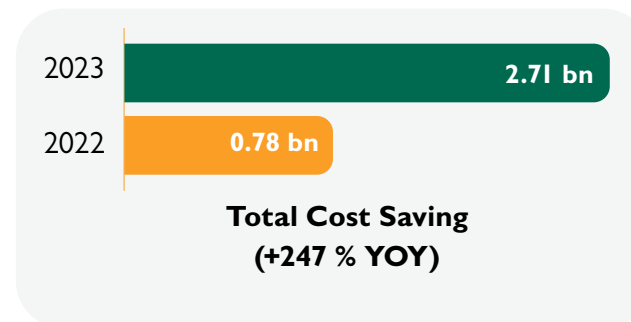
These electronic service branches served over 66,000 customers in 2023, marking a 27% increase from the previous year, while handling 136,000 service requests, a 43% increase compared to 2022.

This expansion not only streamlined account opening but also contributed to a more efficient customer experience, reducing reliance on traditional branch services. With cybersecurity being a key focus, NBE also incorporated advanced authentication protocols across these branches to ensure a safe and seamless digital banking experience.



Digital Channels Cost Optimization

In 2023, NBE's digital channels demonstrated exceptional cost efficiency by handling both financial and non-financial services. This digital transformation generated EGP 2.71 billion in total realized cost savings - a 247% increase from 2022 - by reducing reliance on traditional branch and contact center operations. The shift to digital transactions also delivered substantial environmental benefits, saving EGP 90 million in paper costs and eliminating the use of 204 million paper sheets.



Customer Centric Innovation

NBE strengthened its commitment to prioritizing customers within its innovation approach. By closely understanding customer needs and adapting to their evolving expectations, NBE has launched a variety of new services and solutions aimed at improving convenience, accessibility, and overall satisfaction, including personalized digital experiences and more efficient banking processes.

These efforts elevate customer experience and align with NBE's broader vision of building trust, loyalty, and lasting relationships with its customers. With a focus on continuous improvement and a forward-thinking approach, NBE is shaping a future where banking is simpler, more intuitive, and centered around the needs of each customer.

NBE Digital Banking Services

Self-Service Options on NBE Website

NBE's new self-service options on its website have significantly reduced the need for branch visits. Customers can now activate services like e-statement subscriptions and IBAN inquiries directly from the web, benefiting from a secure and user-friendly environment.

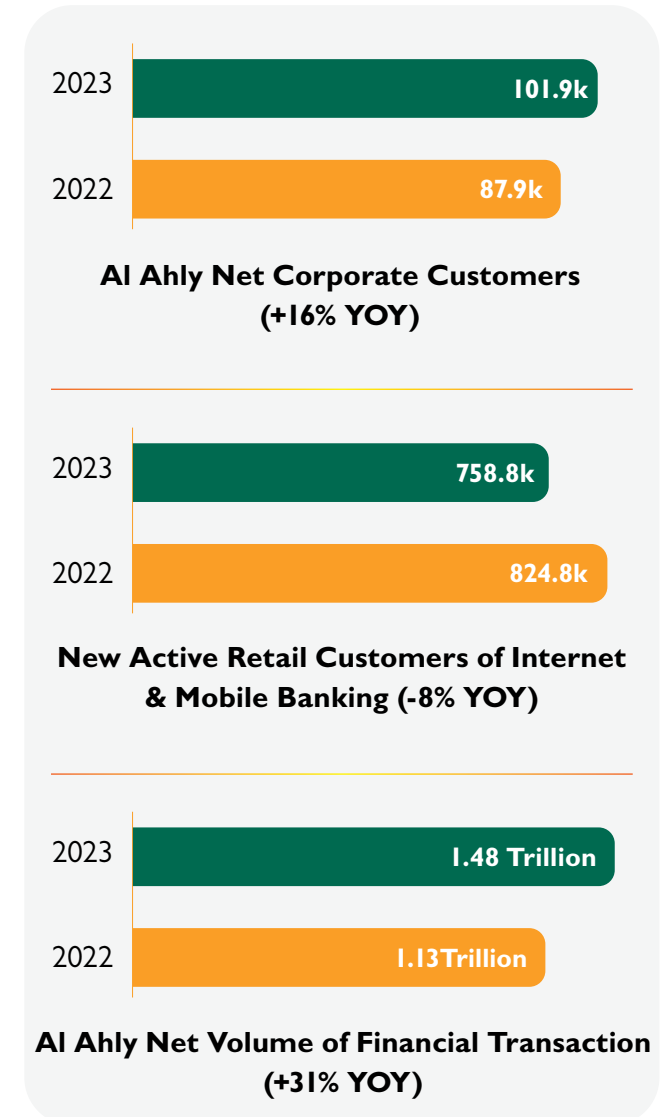
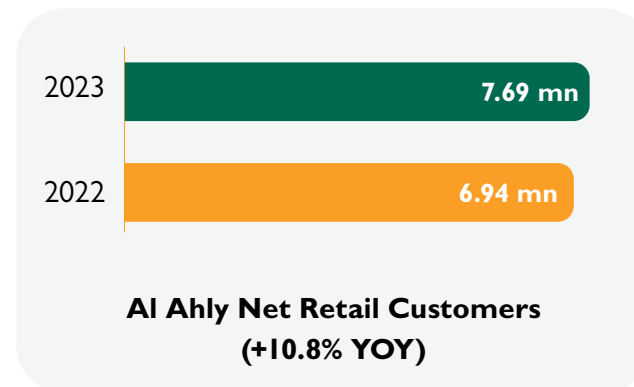
NBE has invested heavily in cybersecurity technologies to ensure that these web-based services are protected from data breaches and unauthorized access. The launch of these new digital services resulted in a significant increase in customer satisfaction

and engagement without compromising security standards.

Internet and Mobile Banking Services

The revamp of NBE's Internet and Mobile Banking platforms introduced various new features in 2023. Services like Personal Financial Management (PFM) tools, IBAN-based internal transfers, and real-time forex calculators have provided users with enhanced functionality. As NBE's digital footprint grew, the Bank's cybersecurity protocols were strengthened to handle a massive 31% increase in the volume of financial transactions, rising to EGP 1.48 trillion in 2023.

The implementation of a robust encryption and biometric logins further ensured that customers could transact securely across all platforms.



Customer Centric Innovation

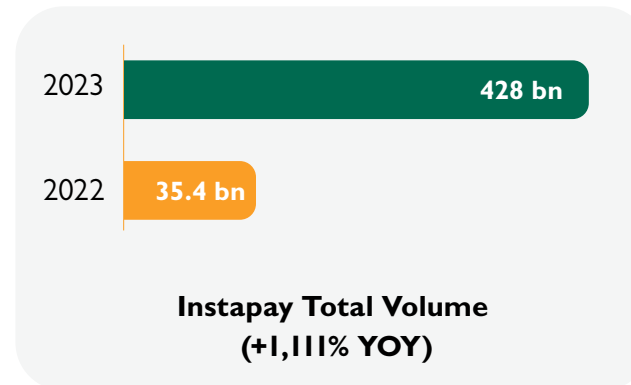
Digital Loyalty Program

NBE expanded its Digital Loyalty Program in February 2023, incentivizing customers to utilize digital platforms (Internet Banking, Mobile Banking, and Phone Cash) for their financial transactions. The program aims to increase digital channel adoption while reducing reliance on branches and call centers. Throughout 2023, the program achieved significant milestones with 1.03 mn digital accounts enrolled and 815.6 mn total points earned.



Instant Payment Network (IPN) and InstaPay App

NBE's leadership in the Instant Payment Network (IPN) continued to advance through Phase 2 of the project in 2023, further strengthening its collaboration with the Egyptian Banking Company (EBC) and the CBE. This phase expanded NBE's digital services, enabling customers to send transfers to all card types and facilitating secure payments. In 2023, the number of IPN transactions reached approximately 73 mn, with a total value of EGP 428 bn. This marks a remarkable increase compared to 2022, when there were 35.4 bn transactions worth EGP 35.8 bn, reflecting a significant growth in both transaction volume and value.



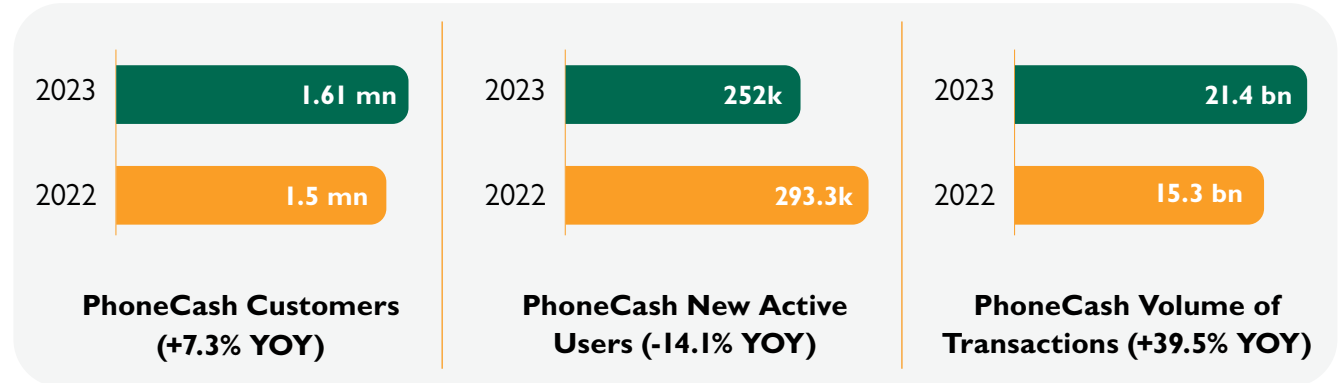
Easy Cash Wallet: Release 2

NBE launched the second iteration of the Easy Cash Wallet, adding features like e-finance services, microfinance options, and Regulatory mandated enhancements. It also introduced tools for service rating, complaint submission, updated fees, and self-un-registration, giving users more control over their digital banking interactions.

Customer Centric Innovation

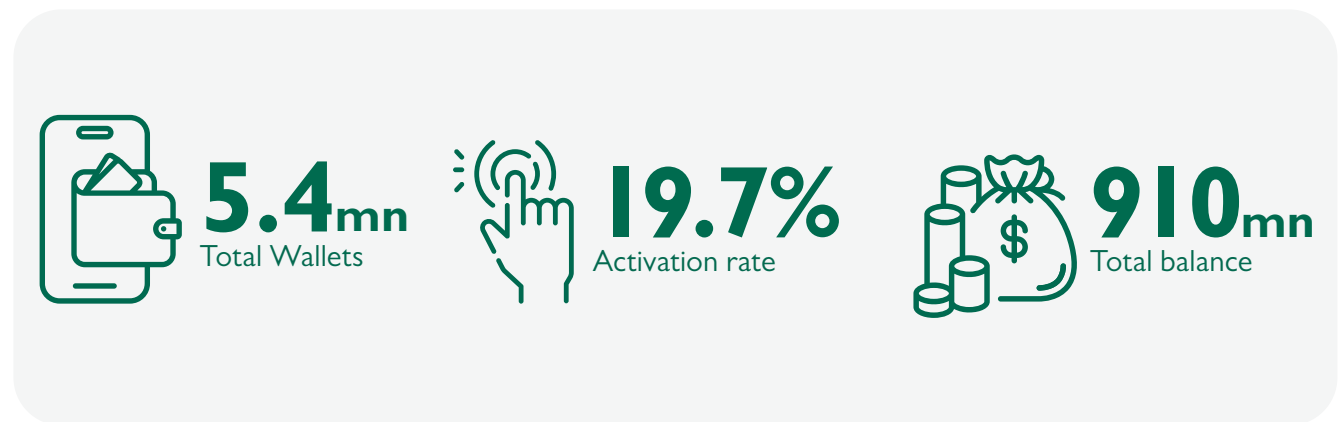
NBE Digital Wallet (NBE PhoneCash)

In 2023, NBE launched an upgraded version of its “PhoneCash” digital wallet, featuring an intuitive interface and reinforced cybersecurity protocols. The e-wallet served over 1.61 mn active users and recorded a 39.5% increase in transaction volume, totaling EGP 21.4 bn. The upgraded platform attracted 262.8k active transaction customers within 90 days, achieving a 16% registration-to-activation ratio that exceeded the CBE’s 10% mandate.



Orange Cash Wallet

NBE’s Orange Cash Wallet continued to advance mobile financial inclusion through innovative services. The platform processed over 10 mn transactions in 2023, supported by more than 700,000 active users, while strengthening its dual role as both issuer and acquirer to expand its market presence. Through the integration of international remittance capabilities and optimized cashback mechanisms, the service reached 5.4 mn total wallets with an activation rate of 19.7% and a total balance of EGP 910 mn.



07

PILLAR 3 NBE HUMAN CAPITAL

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PILLAR 3 NBE Human Capital

NBE's foundation rests on its human capital, with a dedication to fostering an inclusive, diverse, and respectful organizational culture. The Bank prioritizes employee development and wellness, creating an environment conducive to professional growth and collective success.

This pillar focuses on strategic human capital management through targeted initiatives that boost employee engagement, accelerate professional growth, and support well-being, aligning workforce capabilities with organizational values and objectives.



Our Human Capital Highlights



26,768
Total Workforce



5.5%
Growth in the Workforce



37.7%
Youth Representation in Our
Workforce



691
Employees with Disabilities



33%
Female Representation in Our
Workforce



94%
Of Employees Received Training

Diversity and Inclusion

NBE continues to build a dynamic and skilled workforce, achieving a 5.5% year-over-year growth in 2023.

As we expand, we focus on talent development, skill enhancement, and the cultivation of a supportive workplace environment, enabling employees to deliver superior service and drive institutional success.

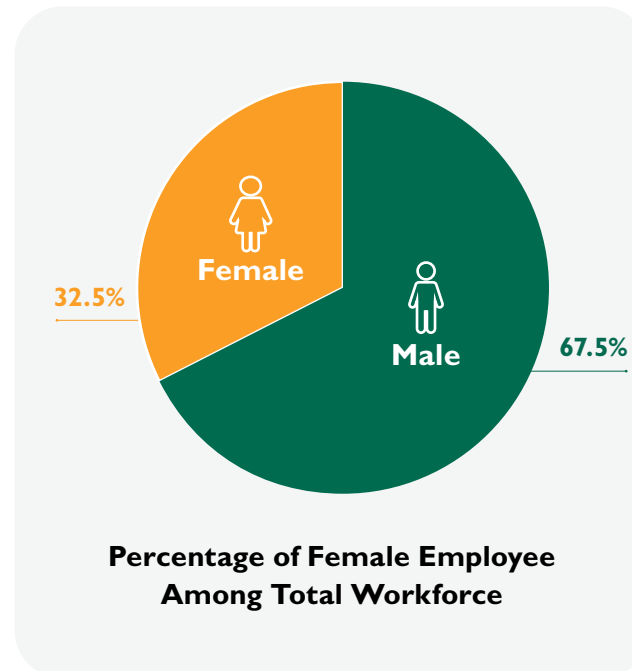


**Growth in Workforce
(+5.5% YOY)**



Empowering Women's Inclusion

Gender diversity at NBE remains fundamental to achieving workforce balance. Females made up 33% of our total staff in 2023, with female candidates representing 42% of new hires. Notably, 2,737 female now hold senior and executive management positions, reflecting our efforts to support gender diversity and promote female's advancement within the bank.



**Percentage of Female Employee
Among Total Workforce**



42% of New Hires are
Female Employees

Our commitment to increasing the representation of female in our workforce is reflected in the 9% rise in the overall percentage of female employees in 2023.



**Number of Female Employee
Among Total Workforce
(+9%YOY)**

Our commitment to advancing female in leadership is evidenced by a 13.2% rise in female occupying managerial positions.



**Number of Female Employee
among Managerial Positions
(+13.2%YOY)**

Diversity and Inclusion

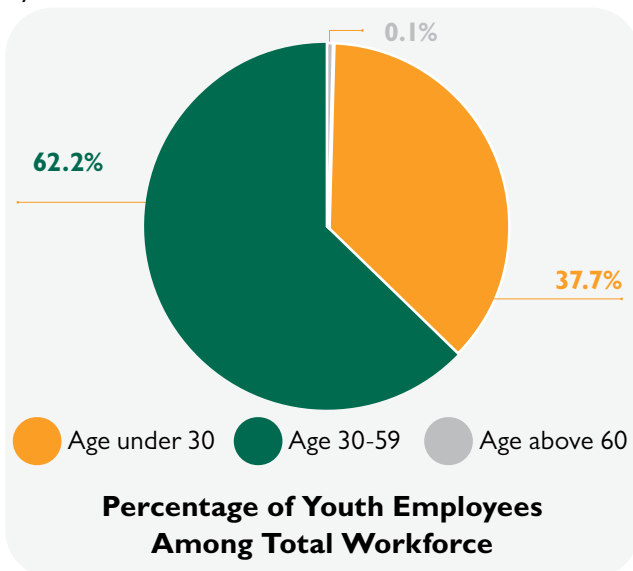
Valuing Multigenerational Perspectives



37.7% Youth Employees

13.3% of New Hires are Youth Employees

NBE creates an inclusive environment that supports young talent and values their contributions to driving innovation and bringing fresh perspectives. The 1.7% increase in employees under 30 during 2023 reflects our strategic commitment to age diversity, ensuring organizational agility and responsiveness to market dynamics.



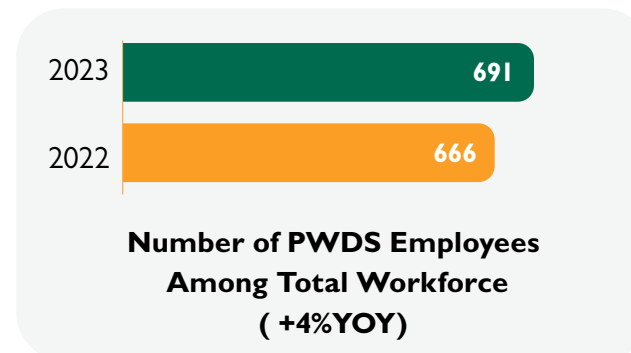
People with Disabilities (PWD)



691 PWD Employees

1.3% of New Hires are PWD Employees

NBE continues to strengthen its workplace inclusivity for people with disabilities (PWD). A 4% increase in PWD representation during 2023 demonstrates our ongoing efforts to ensure equitable opportunities and accessibility, as well as the value of diverse perspectives in driving innovation and enhancing service delivery.



Expanding Our Talent Horizons



2,114

New Hires

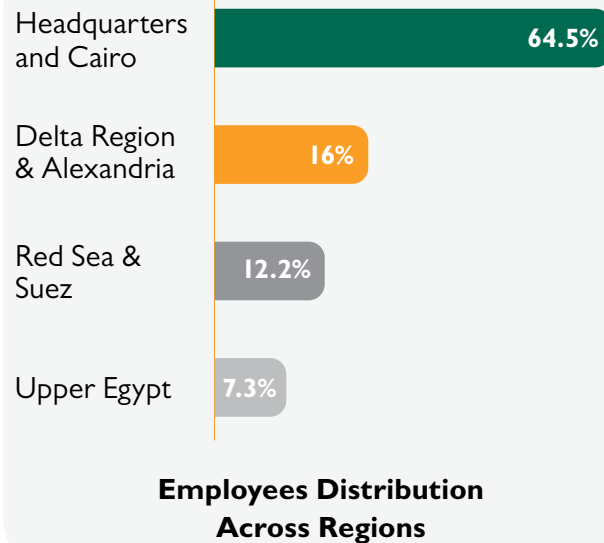
Our 2023 recruitment initiatives prioritized gender balance and disability inclusion, achieving a year-over-year 3.6% increase in new hires, aligning with our strategic objective of fostering an equitable workplace environment that embraces diverse perspectives and experiences.



Diversity and Inclusion

Expanding Our Reach

NBE maintains a workforce of over 26,700 employees, with primary operations concentrated in Egypt and a strategic presence in the UAE, Sudan, and other key markets. As Egypt's premier banking institution, we serve all governorates, with a significant staff concentration in Cairo. Our expansion strategy emphasizes geographic diversification, particularly in underserved regions. Notable progress in 2023 included workforce expansion across Upper Egypt and Red Sea governorates, reinforcing our commitment to enhanced banking accessibility and service delivery nationwide.



Employee Turnover

NBE has seen a positive trend in employee retention, with a 0.56% year-over-year reduction in turnover rates. This improvement reflects the Bank's ongoing efforts to create a supportive and engaging work environment, fostering a culture where employees feel valued and motivated to grow. The declining turnover rate validates our strategic investments in talent development, competitive compensation packages, and workplace enhancement programs.



Employees Turnover Rate



Learning and Development

25,249 Total Trainees



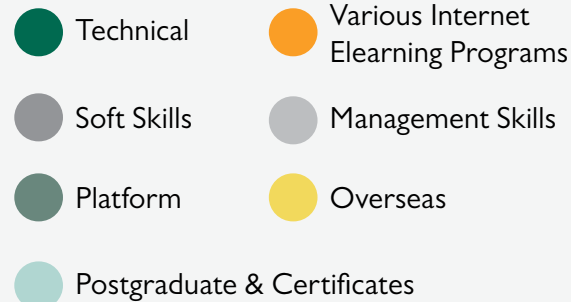
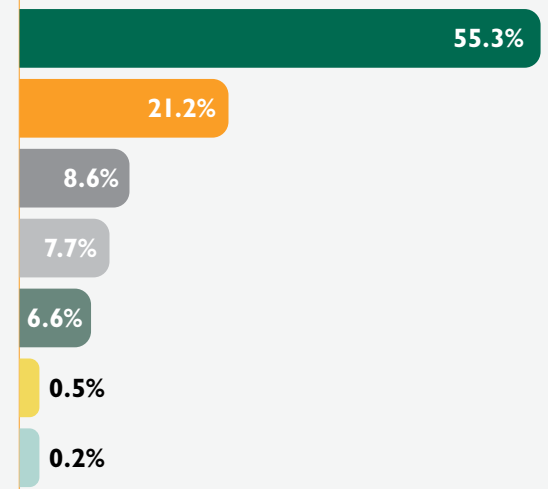
820,411 Total Training Hours

94% Employee Training Participation

NBE prioritizes the continuous development of its employees by offering diverse training programs to enhance skills and promote professional growth.

The 2023 training curriculum included management competencies, overseas programs, platform-specific training, postgraduate courses and certifications, interpersonal skills development, technical expertise, and innovative e-learning modules.

NBE allocated 55.3% of the total training hours to technical training, aiming to equip employees with essential industry knowledge. A total of 25,249 employees participated in training programs, with 94% of employees receiving training this year, reflecting the Bank's dedication to broadening skill sets and fostering a culture of continuous learning and professional excellence.



Diversity of Training Categories
(% of Total Hours)



Learning and Development

Other Capacity Building Programs

ESG Awareness and Capacity Building

NBE has launched ESG and sustainability-related awareness campaigns reaching 16,973 of our employees to help them understand the significance of our annual ESG reporting and strategy setting. Our approach incorporates digital learning to adapt to the current environment and growing industry advancements, ensuring our employees remain current and at the lead. As part of this initiative, dedicated capacity building was provided to our 100 sustainability champions, who are responsible for leading the data collection and monitoring process across their sectors and departments.



16,973
Participants

Advanced Security Training

This specialized program engaged 1,630 employees in extensive banking security measures to enhance their understanding of the Bank's operational protections and risk management strategies.



1,630
Participants

Student Summer Training 2023

Our Student Summer Training Program continued to advance youth development by providing hands-on banking industry exposure. This initiative equipped participants with practical experience and industry insights, laying the foundation for successful future careers in banking and finance.



979
Participants



Employee Engagement and Well-Being

NBE believes a motivated and healthy workforce is essential to long-term success. We embrace inclusive workplace practices, participatory decision-making processes, and diverse development opportunities. Through targeted programs and initiatives, we cultivate an environment where team members feel empowered, supported, and motivated to maximize their potential.

Employee Engagement Initiatives

NBE Champions League Football Tournament

This inclusive football competition engaged 1,053 male and female employees, promoting physical activity while fostering a sense of community. The event boosted employee engagement and institutional loyalty while supporting their physical and mental well-being.



1,053
Participants

NBE Football Cup

The Football Cup attracted 1,458 male and female participants, stimulating teamwork development and physical wellness while reinforcing organizational commitment.



1,458
Participants

NBE Padel Tournament

The Bank organized a padel tournament exclusively for NBE employees, with 789 participants. This event fostered team spirit and interpersonal connections while promoting physical fitness and active lifestyle choices among staff members.



789
Participants

Ahly fe Al-Ahly Initiative

A recreational sports event aimed at promoting the general health of NBE employees. Three rounds of “Ahly fe Al-Ahly” event was held in Luxor, Ismailia, and

New Mansoura, with 4,127 participants. This initiative aimed to increase employee loyalty and engagement.



4,127
Participants

WellSpring Camps

In partnership with WellSpring Egypt, NBE hosted family-centered camps, bringing together 125 employees and their children for meaningful experiences that blended learning with recreation through interactive activities, sports, workshops, and educational seminars. Parents received guidance on effective parenting and improving communication with their children.

The 2023 program featured a January father-child camp in Ain Sokhna, followed by a February family camp at the same location, and closing with another father-child camp in September.

These shared experiences deepened family bonds while building parenting skills, creating lasting positive impacts across our workforce community.



125
Participants

Employee Engagement and Well-Being

Health and Well-being Initiatives

NBE prioritizes the health and safety of its employees, recognizing their essential role in our operations. Accordingly, NBE has initiated wellness programs and campaigns, such as breast cancer, diabetes, and blood donation, through the “Your Health Matters” initiative to raise the level of health awareness among its staff. NBE also supports the healthcare sector through its Direct Investment Strategy, which was implemented via its two arms: Ahly Capital Holding (ACH) and Al Ahly Medical Company (AMC). These efforts ensure that NBE employees and their families have access to potent vital healthcare programs, fostering a healthier workforce and reinforcing our dedication to their well-being.

Smoking Cessation Program

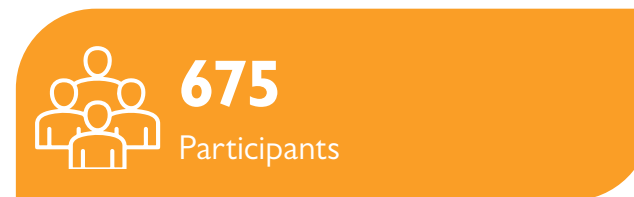
Recognizing the health risks associated with smoking, NBE implemented a Smoking Cessation Program to educate employees about the hazards of smoking. The program targeted all Bank members, encouraging them to take proactive steps toward a healthier lifestyle. This initiative further strengthened participation in the Bank’s wellness activities, contributing to a healthier workplace environment.

Blood Donation Campaign

NBE organized a Blood Donation Campaign to raise awareness about the importance of blood donation among employees.

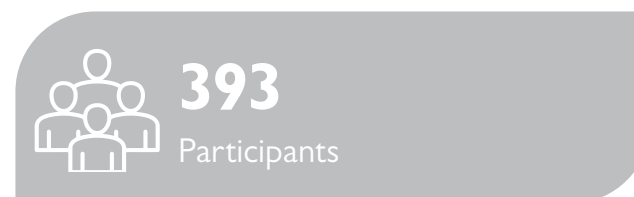
This initiative engaged 675 participants, reflecting a strong interest in contributing to the cause.

The campaign also enhanced employee engagement with the Bank’s broader corporate wellness program, fostering a sense of social responsibility and community involvement.



Your Health and Fast Initiative

NBE launched the “Your Health and Fast” initiative, offering valuable medical and nutritional information on fasting benefits through a structured medical framework. With 393 employees participating, this initiative aimed to promote health-conscious practices during fasting. The program’s focus on balanced nutrition and well-being led to increased engagement with the corporate wellness program, supporting the overall health of NBE employees.



Flu Vaccination Campaign

As part of its commitment to the well-being of its employees, NBE conducted a Flu Vaccination Campaign, providing flu vaccines at its premises free of charge or at a discounted rate, depending on employee categories. This campaign saw a significant response, with 33,390 participants contributing to the efforts to enhance the overall health status of employees and their families. The initiative demonstrated NBE’s dedication to preventive healthcare within its workforce.



Employee Engagement and Well-Being

Eye Health Campaign

NBE's Eye Health Campaign focused on raising awareness about early detection and care for eye health. The campaign included early screenings to detect potential eye issues, benefiting 4,223 employees. By emphasizing the value of early diagnosis and care, this initiative enhanced participation in NBE's corporate wellness program and highlighted the importance of proactive health measures for employees.

 **4,223**
Participants

Your Health During Fasting Campaign

This was a health awareness campaign designed to promote healthy habits during Ramadan. A total of 822 employees participated in the campaign's activities, helping them maintain good health throughout the fasting period. The initiative emphasized the importance of health and wellness among employees.

 **822**
Participants

Survey for the Second Phase of the Optional Medical Insurance Program

NBE conducted a survey to determine the number of employees interested in subscribing to the optional medical insurance program, offering coverage for family members not currently included in the existing medical insurance plan. A total of 2,396 employees participated, demonstrating the Bank's commitment to the health and well-being of employees and their families.

 **2,396**
Participants



Training for a Safe and Secure Workplace

NBE is dedicated to fostering a safe and supportive environment for its employees through targeted training programs. These initiatives equip staff with the necessary skills to handle emergencies, promote safety across operations, and ensure readiness in critical situations. The following training activities reflect NBE's ongoing efforts to prioritize the security and well-being of its workforce.

Health and Safety Training

A core focus area for NBE has been health and safety, with 2,411 employees trained in this domain. The training included critical safety measures, such as emergency evacuation procedures and ensuring preparedness for potential incidents.

 **2,411**
Participants

Employee Engagement and Well-Being

Emergency Response and Firefighting

NBE implemented comprehensive training on emergency response and firefighting strategies. This training reached 6,451 employees, including 1,100 staff members in central units and 5,351 employees across branches nationwide. The training was managed by the Safety and Health Department within the Security Sector and supported by the Learning and Development Division, demonstrating a coordinated approach to safety training.



6,451
Participants

First Aid and Cardiac Resuscitation Training

To improve emergency preparedness, NBE conducted first aid and cardiac resuscitation training, reaching 2,411 employees. This training ensured that staff members are equipped to respond effectively in critical health situations, reinforcing the Bank's commitment to employee well-being.



2,411
Participants

Safe Driving Training

The Central Services Department administered specialized safe driving training for employees operating the Bank's vehicles, focusing on risk mitigation and advanced vehicle handling techniques to ensure optimal transportation safety. The program trained 899 employees with a total investment of EGP 1.3 mn, emphasizing road safety and defensive driving techniques.



899
Participants

Security and Safety Training

NBE delivered specialized training to 673 employees, focusing on modern bank security technologies, shooting practices for armed guards, branch security, and camera control. These efforts were supported by a total investment of EGP 1.55 mn, ensuring a secure and safe working environment.



673
Participants

Fire Safety and Civil Defense

To enhance emergency response capabilities, NBE trained 2,830 employees in civil defense and fire safety measures, including facility-related fire safety. This training category was backed by a total investment of EGP 1.71 mn.



2,830
Participants

Hospitality and Occupational Safety

A total of 464 employees participated in training programs covering occupational health and safety, food safety (HACCP), workplace ethics, guest satisfaction, housekeeping skills, introduction to hospitality, and stewarding. These initiatives were implemented with a total investment of EGP 981,000, promoting safety and service excellence across the Bank.



464
Participants

08

PILLAR 4 SUSTAINABLE COMMUNITY DEVELOPMENT

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PILLAR 4 Sustainable Community Development

At NBE, our commitment to sustainable development is reflected through strategic investments that create lasting positive change in our communities.

The Bank continues to focus on key development pillars that align with global sustainability goals while addressing local priorities.

Our approach encompasses healthcare enhancement, educational advancement, economic empowerment, and improved access to basic services, ensuring a comprehensive contribution to society's well-being and sustainable progress.

In 2023, NBE's community investments reached EGP 1.353 bn, strategically distributed across vital sectors. Healthcare remained our primary focus, with EGP 881.775 mn directed toward medical infrastructure and services, while EGP 239.884 mn supported education and skills development initiatives.

We further strengthened community resilience through EGP 44.484 mn in economic empowerment programs and EGP 19.798 mn for basic services accessibility.

Additionally, EGP 167.992 mn was allocated to multiple-objective projects, addressing interconnected community needs and fostering sustainable development across various sectors.

Our Community Investment Highlights

Financial Performance - EGP



EGP 1.353 bn

Total Donations



EGP 44.484 mn

Economic Empowerment



EGP 881.775 mn

Access to Quality Healthcare



EGP 19.798 mn

Access to Basic Services



EGP 239.884 mn

Education and Skills Development



EGP 167.992 mn

Multiple Objectives Projects

Access to Quality Healthcare

Cairo University Hospitals

EGP 123.341 mn

The National Cancer Institute

NBE supported three major development projects within the institute: the completion of the breast hospital in the First Settlement branch and raising its efficiency for the treatment of oncology patients for free, as well as the enhancement of the southern building in Kasr Al-Aini branch with the provision of the necessary medical devices and the purchase of a surgical robot in the oncology department. These improvements strengthen the institute's capacity to deliver precise surgical interventions and comprehensive cancer care.



Cairo University hospitals – Abu El Reesh Specialized Children's Hospital (El Yabani)

NBE reinforced the development and renovation of four operating rooms, enabling approximately 6,000 annual operations across multiple surgical specialties. This enhancement covers the general surgery, orthopedics, urology, and eye surgery departments, providing free treatment for pediatric patients. The initiative significantly improves the hospital's surgical capacity and reduces waiting times for critical pediatric procedures.



Cairo University Hospitals – New Kasr Al Ainy Teaching Hospital (French)

NBE supported the provision of essential medical equipment for the emergency and intensive care unit on the ground floor and outpatient clinics. This initiative aims to increase the hospital's capacity to treat more patients and reduce waiting lists through enhanced medical facilities and services.



Cairo University Hospitals – King Fahd Unit of the Renal Insufficiency Center

NBE supported the completion of the unit by providing essential medical devices to enhance healthcare quality for patients requiring dialysis, kidney transplantation, and kidney stone treatment. This development strengthens the unit's capacity to provide advanced renal care services and shock wave fragmentation procedures, improving treatment accessibility and reducing waiting times.



Access to Quality Healthcare

Ain Shams University Hospitals

EGP 78.042 mn

Ain-Shams University Hospitals Brain Stroke Unit

NBE supported the establishment of an annex stroke unit to the Brain Stroke Unit, incorporating new patient accommodation facilities, rehabilitation rooms, and specialized laboratory areas for stroke patients. This development includes modern isolation rooms designed to prevent infection spread and updated catheter room facilities. The initiative enhances the hospital's stroke care capabilities while ensuring adherence to quality standards and infection control protocols effectively.

EGP 3.042 mn

Ain Shams University Hospitals – Ain Shams Specialized Hospital

NBE contributed to advancing surgical capabilities by introducing robotic surgery technology, benefiting 500 cases across various medical specialties. This investment enables complex operations in the urology, digestive system, and oncology departments, providing patients' access to minimally invasive procedures. The initiative results in shorter recovery periods and improved patient outcomes while reducing treatment costs for underprivileged patients.

EGP 25 mn

Ain Shams University Hospitals – Ain Shams Medical City

NBE contributed to the development of Ain shams Medical City, enabling it to offer its services with precision and speed for underprivileged patients and reduce waiting lists through enhanced medical facilities and services.

EGP 50 mn



Access to Quality Healthcare

Ministry of Health and Population

NBE supported the nationwide modernization of 251 healthcare facilities, implementing comprehensive primary care services to citizens in the neediest areas. This development encompasses preventive healthcare services, public health programs, family planning services, and early disease detection capabilities. The initiative aligns with national health objectives, including the Decent Life initiative and presidential health campaigns, aiming to improve healthcare accessibility across Egypt.



EGP 100 mn

Children's Cancer Hospital 57357

NBE contributed to provide comprehensive cancer care for approximately 1,000 children through free treatment programs. This investment supports the hospital's mission of delivering advanced diagnostic services, treatment protocols, and humanitarian care. The initiative focuses on improving recovery rates and ensuring continuous access to specialized pediatric oncology services, ultimately enhancing the quality of life of young cancer patients.



EGP 40 mn

Magdi Yacoub Heart Foundation

NBE facilitated the execution of 577 critical cardiac procedures, including open-heart surgeries and therapeutic catheterizations. This initiative addresses complex cardiac cases and reduces waiting lists, ensuring timely access to specialized cardiac care. The investment enhances the foundation's capability to deliver high-quality cardiac intervention, thus improving patient outcomes and survival rates.



EGP 75 mn

Al Joud Foundation

NBE supported Al Nas Hospital, which is affiliated with the Al-Joud Foundation. The Bank supported the implementation of a comprehensive digital transformation system for hospital management and operations. This initiative facilitates the integration and governance of all hospital departments according to international standards and specifications of Al-Joud "JCI" and Egyptian accreditation and Quality System "GAHAR". The digitization project enhances patient care coordination, streamlines medical file access, and improves healthcare delivery efficiency through modern technological solutions.



EGP 4.104 mn

Access to Quality Healthcare

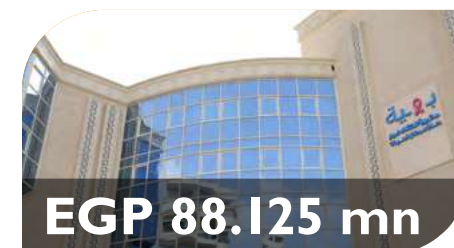
Nile of Hope Foundation

NBE supported the Nile of Hope Hospital for Pediatric Surgeries and Congenital Anomalies in Alexandria, affiliated with the foundation. The Bank facilitated specialized pediatric cardiac care, enabling 200 cardiac catheterizations and 100 open-heart surgeries for children. NBE's support extends to cases requiring cardiac device implantations and specialized blood connections or heart surgeries. The initiative strengthens the hospital's capacity to deliver critical cardiac interventions for pediatric patients, addressing complex congenital cardiac conditions and improving child healthcare outcomes.



Baheya Foundation for Early Detection and Treatment of Breast Cancer

NBE played a vital role in supporting the hospital affiliated with Baheya Foundation, which is the primary destination for women's health and safety. The bank supported the enhancement of treatment capabilities and options for breast cancer by acquiring advanced radiotherapy equipment such as a linear accelerator device for radiation therapy and a radiation simulation device. This investment enables the delivery of approximately 5,128 chemotherapy sessions with improved efficiency to achieve global cure rates and reduced waiting times. The initiative includes comprehensive patient care, incorporating psychological support and specialized medical attention for breast cancer patients.



Al-Orman Association

NBE supported Shefaa Al-Orman Hospital in Luxor governorate, affiliated with Al-Orman association to provide the Cyclotron device, a pioneering national project serving cancer patients in Upper Egypt. This advanced technology produces radioactive materials essential for PET CT examinations, enabling precise diagnostic imaging and treatment planning. The initiative represents a significant advancement in cancer care accessibility for Upper Egypt's population, contributing to improved diagnosis accuracy and enhanced treatment outcomes.



Nasr City Association for Development and Social Welfare

The project included the equipping of the departments such as operating rooms at Nasr City Specialized Hospital in Nasr City branch, as well as, completed the processing of the hospital departments in the third settlement branch, which serves all patients in various specialties, by purchasing the medical devices required to treat the largest number of patients and increasing the absorptive capacity of rooms and beds for patients. The initiative strengthens healthcare accessibility for middle-class and low-income populations, establishing a model for affordable, high-quality medical services.



Access to Quality Healthcare

NBE Charity Association

NBE Charity Association, in collaboration with the Nasser Bank Zakat Committee for Kidney Failure Patients, established a targeted initiative to support patients with kidney failure. This collaborative effort aims to alleviate the financial burden of Egyptian families by providing essential treatment support. The initiative represents a strategic partnership between two major financial institutions to enhance healthcare accessibility for patients requiring renal medical care.



EGP 12 mn

Children's Hospital – Mansoura University

NBE contributed to the purchase of essential medical equipment and devices for the cardiac surgery unit at the hospital to serve thousands of patients. The hospital is also working on establishing new units to conduct accurate diagnosis of cases and treat rare diseases in the pediatric field, such as the umbilical cord stem cell research unit and the unit for the diagnosis of genetic diseases and metabolism. This initiative aims to strengthen the center's capacity to deliver specialized care while maintaining its position as a premier institution for urological and nephrological treatment.



EGP 15 mn

Sherif Omar Foundation for Oncology

NBE contributed to the purchase of a mammogram unit and sonar device for the Women's Health Unit at Shagaret Al-Durr Hospital. This initiative aims to create a specialized breast cancer treatment center in Cairo that follows international quality standards. The project includes a hotline for health awareness, medical examinations, and tailored treatment plans, aiming to reduce patient waiting lists and enhance their quality of life.



EGP 5.510 mn

Misir Association Artery of Giving

NBE supported the Shoryan Misr project, establishing an integrated blood donor management system to ensure sustainable blood supply. This initiative particularly benefits children requiring regular transfusions in the pediatric hematology clinic and those with Mediterranean anemia. The project aims to build a base of regular volunteer blood donors and to cultivate a blood donation culture within the Egyptian community, potentially saving thousands of patients.



EGP 10 mn

Access to Quality Healthcare

Al-Mabarra Hospital, Old Cairo

NBE contributed to developing and upgrading the cardiac surgery and catheterization unit, including the addition of a new catheterization facility with cardiac electrocardiography services and pediatric catheterization operations to provide a distinguished free health service and eliminate waiting lists for heart patients. In addition, the cardiac surgery and the affiliated catheterization unit includes: two operating rooms equipped for adult and pediatric cardiac surgery, including heart-lung machines and other necessary equipment; 10 beds in a cardiac care unit that will have ventilators, monitors, infusion pumps, and other supportive equipment; an ECMO machine for critical care situations; a 3D mapping system for cardiac catheterization to address cardiac arrhythmias; and an intravascular ultrasound imaging device for examining blood vessels. This enhancement serves over 5,000 catheterization cases and over 10,000 heart care patients, providing free, high-quality cardiac care services.



Helwan University Hospitals – Badr University Hospital

NBE facilitated the development of the Cardiology and Chest Department at Badr University Hospital by providing and purchasing necessary medical equipment and devices. Given its strategic location near the New Administrative Capital, this enhancement also included increasing bed capacity, operating rooms, and intensive care facilities to serve a larger patient population in order to reduce waiting lists.



Wadi El-Neel Benta – WNB

NBE supported the training of 120 workers across various job levels at Wadi El Nil Benta Pharmaceuticals and Medical Supplies Company. This initiative aims to improve health services through enhancing local pharmaceutical manufacturing capabilities, and providing high-quality, competitively priced medical products to reduce the need to import raw materials and manufacturing requirements.



Baseera Foundation for People with Visual Impairment

NBE supported comprehensive eye care initiatives, enabling examinations for over 70,000 children from schools and nurseries, and more than 2,000 individuals through medical convoys in underserved villages. The project includes providing necessary treatments, glasses, and surgeries while rehabilitating 100 visually impaired individuals through specialized sessions promoting self-reliance.



Access to Quality Healthcare

Misr Al Kheir Foundation

The project included covering the cost of treatment for seven cases of open-heart surgeries and cardiac catheterization procedures for children, which will be conducted at the Air Force Specialized Hospital. The beneficiaries of this support are children from low-income families who are unable to afford the expenses of their treatment.



EGP 2.225 mn

Sona3 ElKhair development Foundation

The Foundation aims to help ensure the project efficiently and effectively fulfills its role through supporting the “Your Eyes in Our Eyes” initiative. The initiative aims to serve citizens in need, protecting them from causes of blindness, and to treat adult and pediatric patients with eye diseases.



EGP 20 mn



Redefining Education and Fostering Skills Development

Ministry of Education – Nile Egyptian International Schools (NEIS)

NBE is dedicated to expanding access to international education through supporting the presidential mandate for Nile Egyptian International Schools (NEIS). The project managed by Misr of Educational Management, included equipping 14 NEIS branches across multiple governorates (Cairo, Giza, Damietta, Menoufia, Aswan, Luxor, Assiut, Port Said, Qena, and Minya) with essential educational resources, including laptops, computers, school furniture, science and computer laboratory supplies, and library equipment. This initiative aims to make international education accessible to middle-class students, providing them with the opportunity to acquire an Egyptian certificate with international accreditation.



Ministry of Education – Hesas Masr Platform

The project included providing support and assistance to the Ministry of Education in the field of education development and providing educational resources to students. This initiative aims to assist students in their studies and exam preparation through television channels, such as “Madrasetna 1” and “Madrasetna 2,” as well as the platform “Hesas Misr”.



Zewail City of Science and Technology

NBE is dedicated to supporting Zewail City’s mission of providing advanced education opportunities for financially disadvantaged and distinguished students. NBE aims to contribute by offering a total of 214 partial and full scholarships to outstanding students from different governorates. This initiative enhances access to high-quality scientific education and helps these exceptional students by offering access to advanced learning facilities.



Nile University

NBE invests in higher education excellence by providing scholarships for 20 bachelor students across key faculties such as Engineering, Business Administration, Biotechnology, Computer and Information Technology studies. The Bank also supports the universities to purchase the needed equipment for scientific laboratories.



Redefining Education and Fostering Skills Development

El Sewedy Electric Foundation

NBE fostered technical and technological education through scholarship programs supporting 125 students at ELSevedy Technical Academy (STA) and 479 at ELSevedy University of Technology (SUT). This initiative aims to support educating young people and equipping them with the necessary technological and technical skills to prepare qualified professionals and technicians for the industrial sector.



Arab Academy for Science, Technology and Maritime Transport - Entrepreneurship Center

NBE fostered entrepreneurship by supporting Egyptian youth in universities and start-up companies through the launch of the “Rally” entrepreneurship competition, which is part of the Academy’s Entrepreneurship Center. It also includes adding more tracks dedicated to start-ups and expanding collaboration with around 30 Egyptian universities and supporting about 60 startup companies to attract local and international investment, as well as supporting members of the entrepreneurship centers in 20 Egyptian universities through the “Rally Ripple” program. NBE provided tailored non-financial services based on the needs of these young individuals to develop and implement their projects in reality. Additionally, the Bank created diverse training content about its role in supporting start-ups, small businesses, and entrepreneurs, as well as providing fundamentals of financing, benefiting over 4,000 students and 100 entrepreneurs through Rally.



Federation of Egyptian Industries

NBE supported the presidential initiative for technical education advancement by developing two applied technology schools. The project focuses on establishing specialized training in the field of mechanical, electrical, ready-made garments, and food industry sectors.



Economic Empowerment

El Osra El Motalfa Association

NBE is committed to empowering people with disabilities through specialized programs. The initiative includes the “Tawasul – Best Friend” program, focusing on enhancing communication skills, and the “Responsibility” program, dedicated to providing rehabilitation and employment opportunities. This comprehensive support serves more than 1,600 individuals, helping them integrate effectively into society and the workforce.



EGP 5 mn

Federal Egyptian Association for Intellectual Disabilities Association (Re3aya)

Through the “Work for All” training project, NBE supports workforce integration for individuals with intellectual disabilities across Egypt’s governorates. The project aims to enhance their skills and efficiency, targeting 1,000 participants, to create employment opportunities and promote inclusive workplace environments.



EGP 2 mn

Egyptian Advance Society for Persons with Autism and Other Disabilities (Advance)

NBE supports a multi-faceted approach to disability support through four strategic projects: developing and equipping an integrated vocational rehabilitation center for persons with autism and intellectual disabilities; providing financial support for disadvantaged students; conducting free assessment campaigns across Egypt, which aims to assess the capabilities and skills of children with intellectual disabilities and autism; and enhancing the Ministry of Social Solidarity’s rehabilitation services through specialist training and system development.



EGP 15.982 mn

Al Nour wal Amal Association – The Music Institute

NBE supports this distinguished institute’s mission of training and rehabilitating visually impaired girls. The program focuses on creating sustainable employment opportunities and income sources, ensuring participants can achieve financial independence and integrate effectively into society while pursuing their musical talents.



EGP 3.850 mn

Economic Empowerment

Village of Hope Association

NBE's support encompasses three vital projects: renovating the dormitory building for disabled youth in Burj Al Arab, which was established more than 20 years ago, implementing vocational training programs for people with intellectual disabilities, and supporting children with metabolic disorders (P.K.U). This initiative also includes raising community awareness and providing food security support for affected families.



EGP 2.652 mn

Tawasol for developing Istabl Antar

NBE empowers female across 10 governorates through traditional crafts and Bedouin products. The initiative supports 4,000 female directly and thousands of beneficiaries indirectly in different geographical areas, spanning regions from Bir al-Abd, Siwa Oasis in Marsa Matrouh, Shendwell Island and Akhmim in Sohag, Naqada in Luxor to Nubia in Aswan, preserving Egyptian heritage while creating sustainable income opportunities through environmentally friendly Bedouin products.



EGP 15 mn



Access to Basic Services

The Social Housing and Real Estate Finance Support Fund

NBE provides crucial financial support to urgent humanitarian cases, assisting individuals who face difficulties completing their housing unit payments. Following careful assessment conducted by NBE's retail banking risk sector, this initiative has supported 23 cases, ensuring stable housing solutions for vulnerable families. The program demonstrates NBE's commitment to providing adequate housing for those facing financial hardship.



The Northern Military Region

NBE supports social stability through facilitating mass weddings for underprivileged youth. This initiative directly benefits 500 young men and female from the neediest families, contributing to poverty alleviation and social support. By organizing and funding these mass weddings, NBE helps establish new households and reduces the financial burdens of young couples starting their lives together.



South Sinai Governorate

NBE enhances Sharm El-Sheikh's infrastructure and preparedness as a premier tourist destination. By providing essential equipments, such as graders and arena graders, NBE ensures that the city maintains high standards for hosting international conferences and tourism activities. This investment strengthens the city's capacity to handle unexpected events and activities while presenting a distinguished facade for tourists and conference delegates.



Ministry of Interior – Civil Status Sector

NBE supports the completion of establishment of a model service center for people with disabilities in Sheikh Zayed City, constructed according to international accessibility standards. The project includes providing two vehicles to deliver immediate civil status services across Greater Cairo, enhancing access to public services. This comprehensive approach ensures that all citizens, particularly those with disabilities, can access essential government services in a modern and dignified manner, demonstrating NBE's commitment to inclusive service delivery and technological advancement in public services.



Multiple Objectives Projects

Tahya Misr Fund

EGP 43 mn

Development of Needy Villages and Execute Social Protection Programs

NBE supports wide-ranging development initiatives targeting vulnerable families across Egypt. The program combines social protection measures with immediate relief through addressing the long-term development needs of financially disadvantaged communities.

EGP 20 mn

Distribution of Ramadan Boxes through Tahya Misr Fund

NBE has supported the assembly, packaging and distribution of Ramadan boxes in the neediest areas through Tahya Misr Fund through preparing, packing and distributing Ramadan boxes in the various governorates to alleviate the burden on residents of the neediest areas.

EGP 23 mn



Misr El Kheir Foundation

EGP 23 mn

Executing the Values and Life Projects (QEYM & HAYAH)

This initiative aims to reach approximately one mn beneficiaries through the Values and Life project (QEYM & HAYAH). The program focuses on developing youth cadres and promoting human and societal values through volunteer training, awareness campaigns, and the provision of essential resources for sustainable community development.

EGP 11 mn

Distribution of Ramadan Boxes and Sacrificial Meat through Misr El Kheir Foundation

NBE provides essential support through two main channels: Ramadan food package preparation and distribution and sacrificial meat distribution to the most vulnerable families across Egyptian villages, addressing immediate food security needs in underserved communities.

EGP 12 mn



Multiple Objectives Projects

Fahim Foundation for Mental Health Support

EGP 9.172 mn

Support and Enhance the Capacity Building of Psychologists in Schools

NBE enhanced educational support systems by supporting the capacity building and training of 1,100 psychologists in public and distinguished schools in different governorates



Raise the Awareness about Mental Health Support

NBE contributed to raising awareness about mental health support through different campaigns, aiming to help the families of psychiatric patients understand mental illness and how to cope with it.



Urology and Nephrology Center – Mansoura University

EGP 4.6 mn

Enhance the Center's Capacity

The Urology and nephrology Center in Mansura is among the leading and largest scientific and medical centers in the Middle East, specializing in renal diseases and operations and oncological surgeries in the field of urology. NBE supported the center through purchasing necessary medical equipment and devices. The center provides its services free of charge for the treatment of patients with kidney failure, urological disorders, cancerous diseases, and congenital abnormalities.



Support Scientific Researchers

NBE supported the development of medical research capabilities and resources, particularly on diabetes treatment solutions, by supporting stem cell diabetes research conducted at the Urology and Nephrology Center at Mansoura University.



Multiple Objectives Projects

Resalet Nour Ala Nour

NBE's support encompassed two vital projects: developing and raising the efficiency of the nursery "Atfal Al-Ghad", especially for kids with disabilities, by installing an elevator to help children climb and descend to and from classes on the upper floors and buying a microbus to transport around 200 students with disabilities from and to the nursery. In addition, contributing to the administrative cost by increasing the number of supervisors from 3 to 5 supervisors in the nursery.



EGP 1.220 mn

Fund for Honoring Martyrs, Victims, Missing Persons and Casualties of War, Terrorist and Security Operations, and Their Families

NBE provided support to the fund honoring the martyrs and victims of terror combat operations, as well as their families. The Fund aims to provide care and support in all aspects of life in coordination with relevant authorities, civil society organizations, and the private sector. The project is based on the belief in the necessity of solidarity and community participation in combatting terrorism and honoring the martyrs and victims.



EGP 20 mn

Gabr Tek Company for Marine and Environmental Activities

This environmental conservation project combines ecological protection with economic sustainability. It focuses on preserving coral reefs through concrete substrate cultivation to protect them from deterioration due to unsustainable fishing activities and plastic pollution. It also focuses on implementing awareness activities and training courses for preserving the marine environment and creating sustainable income sources through eco-friendly products across various governorates.



EGP 10 mn

African Development Bank Group Meetings

NBE supported this significant international initiative in Sharm El-Sheikh, focusing on mobilizing private sector finance for climate action and green growth in Africa. The project emphasizes sustainable development through clean and renewable energy investment across African nations.



EGP 35 mn

Golden Jubilee Celebration of the Glorious October War Victories

NBE celebrated the 50th anniversary of the October War victories, a pivotal moment that demonstrated Egypt's resilience and determination. This celebration represents the immortalization of the battle of pride and dignity for the Egyptian people, which includes rebuilding and developing Sinai – the eastern gate of Egypt and the first fortress of defense for its security and territory.



EGP 22 mn

09

PILLAR 5 **PLANET REGENERATION**

Nature-Centric Vision 114

Environmental Stewardship 115



PILLAR 5 Planet Regeneration

As Egypt moves toward a sustainable future, NBE, one of the nation's leading financial institutions, is committed to supporting Egypt's Vision 2030.

Recognizing our significant environmental and financial footprint, we focus on advancing green finance and promoting sustainable industries. Beyond financial success,

NBE aims to foster a balanced approach that strengthens the economy and the environment. We aim to build an economic model where financial institutions meet business objectives and contribute to resilient ecosystems, creating lasting synergy between economic growth and environmental well-being.

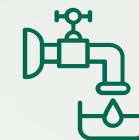


Our Environmental Performance Highlights



210 GWh

Energy Consumption across
NBE's Branches in 2023



2.067 million m³

NBE's Water Withdrawals
across all Branches in 2023



42 Branches

Have Solar Panels installed
(up from 38 branches in 2022)



7,068 Tons

of Non-Hazardous Waste

Nature-Centric Vision

NBE envisions a sustainable future where economic growth is harmonized with ecological preservation. Our nature-centric vision is rooted in integrating environmental responsibility into all facets of our operations, financing, and community engagements, aligning with Egypt's Vision 2030 and the global SDGs.

Reducing Our Environmental Footprint

In 2023, NBE made significant strides in reducing its operational footprint by implementing energy-efficient systems in branches, increasing digital services, and reducing paper usage. We improved our performance through energy-saving lighting systems, advanced energy monitoring, and promoting sustainable work arrangements, demonstrating our commitment to greener banking practices. Read more in [Environmental Stewardship](#).

Green Financing for a Resilient Future

Our role in advancing Egypt's green economy is exemplified through targeted financial products and green loan offerings. NBE has financed renewable energy projects, supported solar installations, energy-efficient manufacturing, and sustainable agricultural practices. By fostering partnerships with local and international environmental organizations, we aim to channel resources toward projects that mitigate environmental impact and strengthen economic resilience in the communities we serve. Read more in [NBE Sustainable Finance Portfolio](#). [Community Engagement and Awareness](#)

Community Engagement and Awareness

Environmental sustainability is a shared responsibility. In 2023, NBE conducted awareness programs to engage employees and customers in sustainable practices. These initiatives have empowered our stakeholders to make conscious environmental choices. Our campaigns strengthen our role as an advocate for sustainability. Read more in [Sustainable Community Development](#).

Looking Forward

As part of our commitment to a sustainable future, NBE sets ambitious goals for the coming years. We aim to expand our green financing portfolio, achieve a reduction in our carbon emissions, and expand our partnerships in nature-based solutions. Through these initiatives, NBE remains steadfast in fostering a future where economic progress supports a thriving natural environment, ensuring a legacy of sustainability for future generations. Read more in [Way Forward](#).

Environmental Stewardship

We remain dedicated to recognizing and actively managing our environmental footprint, ensuring our actions reflect our core values. Through regular assessments and impact measurements, we can continuously monitor and improve our environmental performance. A key focus is analyzing our resource consumption and waste generation, thus gaining insights that drive us to set ambitious targets and environmental objectives to reduce our impact steadily.

Green Building Index Implementation in NBE Branches

NBE has prioritized the principles of the Green Building Index (GBI) in more than 100 branches and buildings, emphasizing energy and water efficiency and innovative practices. This approach is enhanced by using recycled materials throughout the Bank's facilities, which aligns with NBE's commitment to sustainability and environmental stewardship. The GBI rating system enables flexible application across various branches. Additionally, GBI's framework incorporates lifecycle assessments and multi-attribute evaluations, offering a comprehensive approach to sustainability that allows NBE to continually refine and improve the environmental efficiency of its branches and operations.

Water Usage

NBE highly prioritizes water conservation, especially as a major investor in the agricultural sector, where water access poses critical challenges. Our commitment to implementing water-efficient practices and supporting conservation efforts is not just about reducing costs; it aligns with our CSR objectives, resonating with our environmentally mindful stakeholders. In 2023, NBE's total water consumption across all branches in Egypt reached 2.06 million m³.

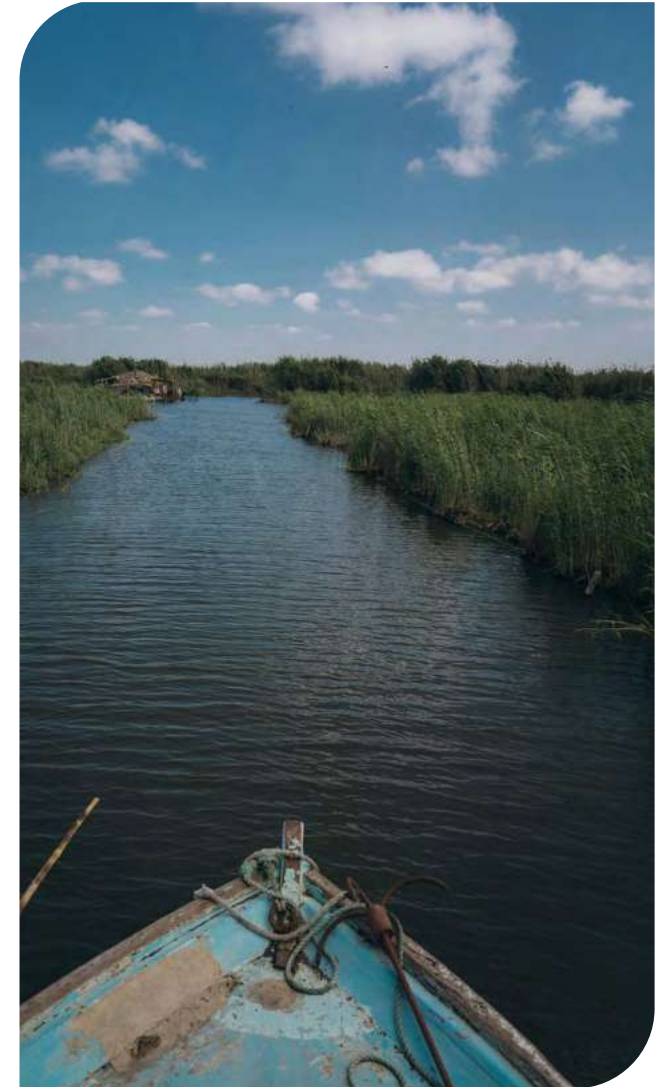
NBE's Water Conservation Measures

In over 500 branches, NBE has introduced effective water-saving practices that support responsible resource management. Water-saving filters with low-pressure settings have been installed on all faucets, reducing the water used in daily operations. Water mist pumps have also been integrated into



EGP 2.06
million m³

2023 Total Water Usage



Environmental Stewardship

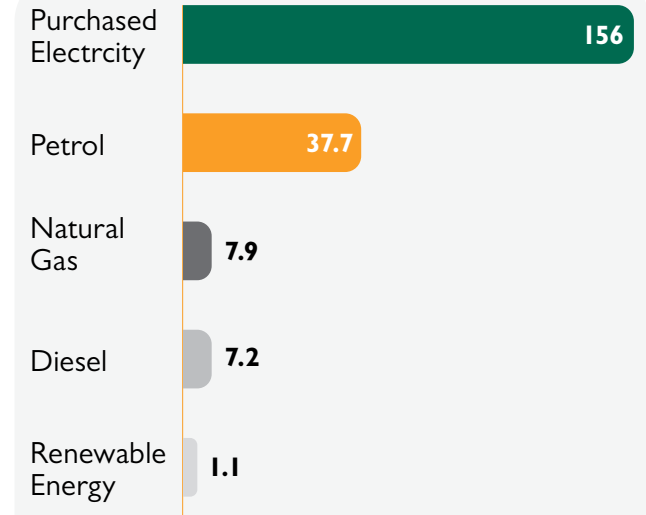
Energy Consumption

Energy conservation is a core priority for NBE as it supports Egypt Vision 2030, striving to decrease fossil fuel dependence and unlock financial advantages. NBE's dedication to energy-efficient practices and conservation initiatives generates cost savings, strengthens the Bank's leadership and appeals to environmentally conscious stakeholders. By focusing on energy conservation, NBE reaffirms its role as a responsible financial institution, promoting long-term resilience and positively impacting Egyptian communities.

In 2023, NBE's total energy consumption reached 210 GWh, derived primarily from purchased electricity, alongside petrol, diesel, natural gas, and renewable sources. We are intensifying efforts to reduce energy usage and fossil fuel reliance across all branches and head offices. This involves implementing ISO 50001-compliant energy management systems, enhancing energy monitoring, and refining data collection. By pinpointing major energy consumers, we can develop comprehensive action plans that integrate policies, procedures, and accountability measures. This strategic approach supports optimal energy-saving measures and the adoption of advanced solutions to help achieve our ambitious reduction targets.

NBE's Steps Toward Energy Efficiency

NBE has embraced various energy-saving initiatives across its branches, aligning with its sustainability goals and commitment to reducing environmental impact. The Bank has implemented advanced variable refrigerant volume (VRV) technology in 134 branches, which adjusts refrigerant flow to meet each building's cooling needs and switches off automatically when unoccupied. Over 100 branches feature designed windows that reduce heat flow, lessening the need for air conditioning, while 686 branches now rely on LED lighting to conserve energy. Motion sensors in more than 100 branches further cut electricity use by activating lighting only when needed. Additionally, electronic building management systems optimize energy efficiency in four locations by monitoring and adjusting operations in real-time. NBE also supports environmental goals by providing mass transportation for employees, reducing the use of Bank-owned vehicles, and minimizing air travel. To meet global standards, NBE updates its vehicle fleet every five years according to the Euro 5 standard, ensuring lower emissions. These initiatives collectively strengthen NBE's role as a responsible institution, contributing to long-term energy savings and positively impacting the environment and communities it serves.



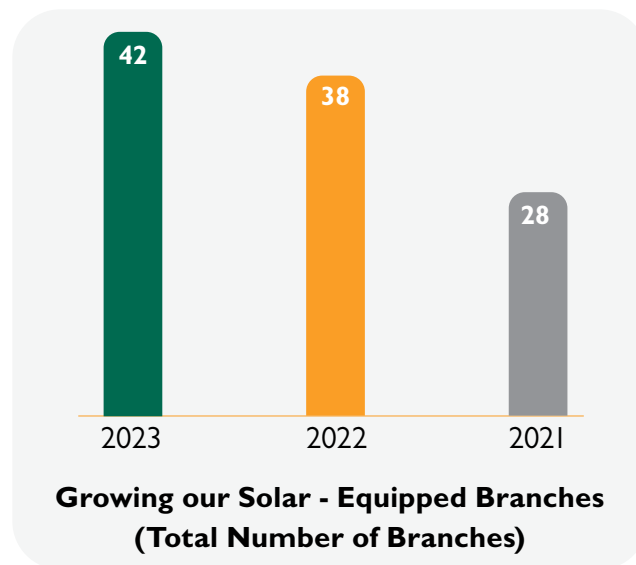
2023 Energy Consumption by Source (GWh)



Environmental Stewardship

Renewable Energy

We recognize the importance of adopting renewable energy to help reduce the burden on the national grid and lessen reliance on fossil fuels. Our choice to use solar PV panels at NBE is founded on their low maintenance needs and capacity to deliver a reliable energy source, contributing significantly to operational cost savings across our branches. This effort aligns with our goal of sourcing at least 10% of our total energy from renewables by 2025. We have already made strides in this direction, achieving a 10.5% increase in solar-equipped branches, growing from 38 in 2022 to 42 in 2023.



Waste Management

In 2023, NBE generated 7,068 tons of non-hazardous waste, including 5,301 tons of paper, which accounted for 75% of the total amount. Recognizing the environmental impact of waste generation, NBE is committed to managing and reducing waste across its branches. The Bank continuously seeks to implement more efficient waste management practices. Through ongoing efforts to reduce office waste and encourage recycling, NBE aims to decrease its environmental footprint, supporting a sustainable working environment that aligns with its corporate responsibility goals.



Paper Reduction Initiatives

NBE has implemented various strategies to reduce paper usage across the Bank. By canceling or consolidating various internal documents and forms, NBE has transitioned to electronic forms and digital archiving, eliminating the need for printed copies. Additionally, automated systems allow for electronic review and verification of audit reports, reducing paper dependency. To better align printing needs with actual business requirements, NBE has introduced a detailed dashboard from its IT department, monitoring print orders at every level, from individual employees to departments and branches, enabling the optimization of printing practices.

NBE has also set default double-sided printing across the Bank and issued frequent reminders to staff under the “Think Before You Print” and “A Gentle Reminder” campaigns. These initiatives raise awareness about reducing unnecessary printing and prioritizing digital documentation. As a result of these efforts, the Bank saved approximately 42 mn sheets of paper in 2023, with overall printing volume down by 24% in the last quarter compared to the first. Specifically, single-sided printing dropped by 50% in the fourth quarter, while double-sided printing surged by 92%, marking a significant shift toward more sustainable practices.

Digitizing Communication for a Sustainable Future






NBE has implemented QR code technology to modernize and streamline customer communication. By integrating QR codes into announcements, offers, and non-financial information, NBE reduces its reliance on paper-based communication, such as welcome letters and credit card statements. This digital approach enhances the customer experience, providing easy access to information while contributing to sustainability efforts by minimizing paper usage. The initiative marks a significant step toward more efficient, eco-friendly communication methods, aligning with NBE’s commitment to innovation and environmental responsibility.

↓ 24% Decrease in Printing Volume

Environmental Stewardship

Climate Safeguarding

At NBE, we acknowledge the critical role of identifying and managing environmental impacts, making it a priority to quantify our carbon footprint as a foundation for reducing emissions and promoting sustainable practices. By transparently assessing emissions across all operational areas, we reinforce our commitment to addressing this scope's associated risks, challenges, and opportunities. This focus on measuring our carbon footprint aligns closely with our broader sustainability objectives and our commitment to fostering a positive environmental impact.

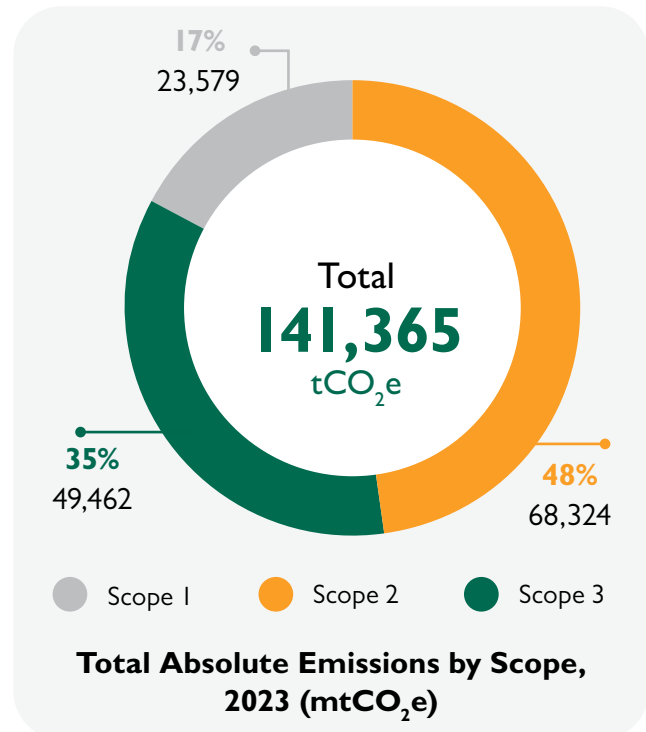
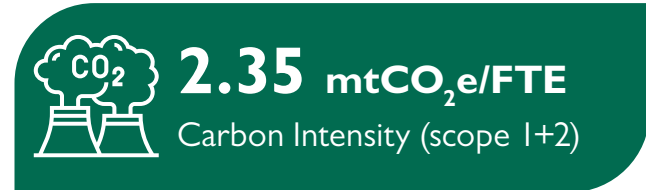
 141,365	Total Scope 1+2+3 Emissions (mtCO ₂ e)
 91,903	Total Scope 1+2 Emissions (mtCO ₂ e)
 49,462	Total Scope 3 Emissions (mtCO ₂ e)
 2.35	Scope 1+2 Emissions Intensity per FTE (mtCO ₂ e/FTE)
 113.24	Financed Emissions for 52% of NBE Investment Portfolio (million mtCO ₂ e)

Carbon Footprint

In 2023, NBE recorded 141,365 mtCO₂e across all three GHG emissions scopes. This total includes 23,579 mtCO₂e from scope 1, 68,324 mtCO₂e from scope 2, and 49,462 mtCO₂e from scope 3. Compared to 2022, NBE saw a reduction in scope 1 emissions, dropping from 24,768 to 23,579 mtCO₂e, indicating progress in minimizing direct emissions. Scope 3 emissions also declined from 52,244 to 49,462 mtCO₂e, reflecting efforts to control emissions across the supply chain and other indirect sources.

The emissions intensity (Scope 1 and 2) per full-time employee was reduced to 2.35 in 2023, down from 2.54 in 2022.

This decrease indicates improved operational efficiency, with lower emissions produced per employee. Overall, these reductions in emissions, particularly in direct and indirect categories, highlight NBE's continued efforts to manage its carbon footprint and contribute to a more sustainable future. Additionally, there were 113.24 million mtCO₂e of financed emissions, accounting for 52% of the NBE's investment portfolio.



Environmental Stewardship

Organizational and Operational Boundaries

To ensure accuracy and transparency in assessing its environmental footprint, NBE has carefully defined its scope through organizational and operational boundaries.

Organizational Boundaries



10

Head Offices



657

Branches



2

Clubs



13

Other Facilities

793,001 m² Total Area

The operational boundaries for carbon footprint assessments, as outlined by the Greenhouse Gas (GHG) Protocol, classify emissions into three specific scopes to provide a thorough accounting of all emission sources.

Scope 1	This includes direct emissions from activities that are owned or controlled by NBE, such as fuel combustion in company vehicles and on-site operations.
Scope 2	This accounts for indirect emissions resulting from the generation of purchased electricity, heating, cooling, and steam consumed by the organization.
Scope 3	This encompasses all other indirect emissions within NBE's supply chain, such as upstream and downstream activities that include supplier emissions, employee commuting, business travel, waste disposal, the production of procured goods (like bank cards), and the use of sold products.

By defining these boundaries, NBE ensures a structured approach to measuring and reducing its carbon footprint across its operations and financing activities.



Environmental Stewardship

Overview of 2023 Emissions

SCOPE 1 (Direct Emissions)

Total Scope 1 **23,579** **mtCO₂e**

SCOPE 2 (Indirect Emissions)

Total Scope 2 **68,324** **mtCO₂e**

SCOPE 3 (Other Indirect Emissions)

Fuel Consumption (WTT) 3,252 mtCO₂e

External Courier Shipment 8 mtCO₂e

Water Supply 703 mtCO₂e

Wastewater Treatment 884 mtCO₂e

Bank Issued Cards 598 mtCO₂e

ATM Transactions 5,047 mtCO₂e

Air Travel (+WTT) 587 mtCO₂e

Hotel Stay 602 mtCO₂e

Employee Commuting 28,302 mtCO₂e

Purchased Goods 3,039 mtCO₂e

Waste 6,441 mtCO₂e

Total Scope 3 **49,462** **mtCO₂e**

Avoided Emissions

Renewable Energy 512 mtCO₂e

Total Emissions (Scope 1+2+3) **141,365** **mtCO₂e**

Pathway to Decarbonization

NBE is actively developing internal strategies and policies to support its decarbonization efforts. By prioritizing sufficient data quality and focusing on measurable impact, NBE aims to establish a comprehensive framework that effectively reduces its carbon footprint while aligning with global sustainability goals.



10

WAY
FORWARD



Way Forward

Looking ahead, NBE stands prepared to strengthen its position as a leader in sustainable banking and responsible finance. Our roadmap reflects our unwavering commitment to driving meaningful change across Egypt's financial landscape while upholding our responsibility to future generations.

Our strategic focus for the upcoming year centers on three pillars: sustainable finance acceleration, digital excellence, and social impact enhancement. We are also expanding our green finance portfolio with innovative products to support Egypt's transition to a low-carbon economy. This includes structured financing solutions for renewable energy projects, sustainable infrastructure, and environmentally conscious businesses.

Digital transformation remains fundamental to our strategy as we work to create a more inclusive financial ecosystem. We are enhancing our digital platforms to ensure seamless banking experiences while prioritizing accessibility for all segments of society. Our commitment extends to developing specialized solutions for underserved communities, ensuring that technological advancement serves as a bridge rather than a barrier to financial inclusion.

To strengthen our ESG framework, we are implementing more sophisticated measurement and management systems. This includes developing

a comprehensive ESG scoring mechanism for corporate lending and enhancing our climate risk assessment capabilities. We understand that effective risk management requires robust tools and methodologies, and we are investing significantly in building these capabilities across our organization.

Our social impact strategy focuses on creating tangible benefits for communities across Egypt. Through targeted programs supporting female entrepreneurs, youth initiatives, and small businesses, we aim to foster economic resilience and social progress. We are expanding our financial literacy programs and developing innovative solutions that address the specific needs of various community segments.

Operational sustainability remains a key priority. We have established concrete targets for reducing our environmental footprint, including expanding solar power usage across our facilities and implementing more efficient resource management systems. These initiatives demonstrate our commitment to leading by example in environmental stewardship.

We recognize that achieving these ambitious goals requires continuous human capital development. Our comprehensive training programs will ensure our team possesses the expertise needed to drive sustainable banking forward, incorporating the latest developments in ESG practices and sustainable finance.

Partnership and collaboration will be crucial in maximizing our impact. We will continue to forge strategic alliances with international organizations, governmental entities, and private sector partners to amplify our contribution to Egypt's sustainable development goals.

As we move forward, NBE remains dedicated to its role as a catalyst for positive change in Egypt's financial sector. By balancing commercial objectives with environmental and social responsibilities, we will continue to create lasting value for our stakeholders while contributing to Egypt's sustainable development journey.

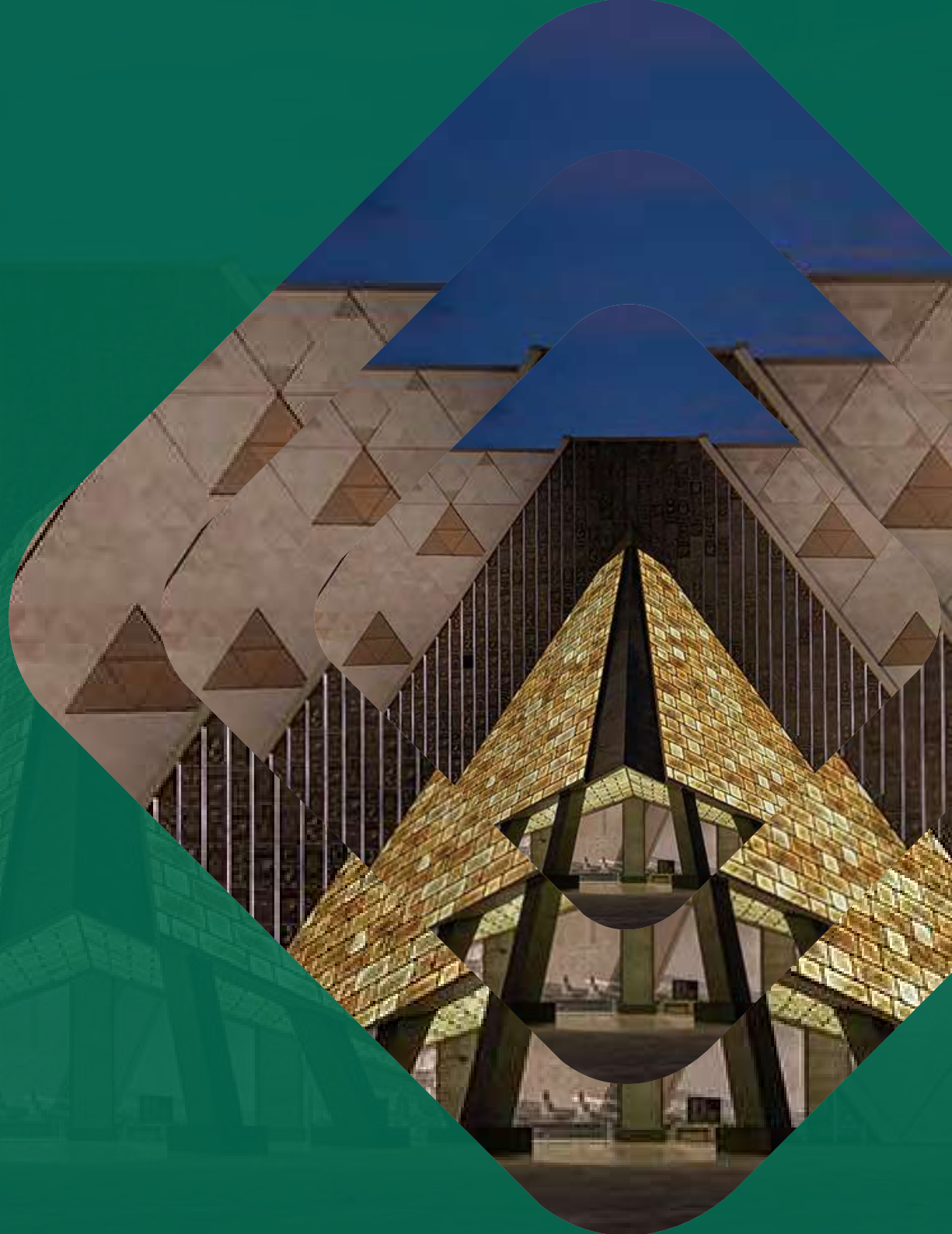
Our path forward is clear: to build on our achievements while setting new benchmarks for sustainable banking in Egypt and beyond. Together with our stakeholders, we are committed to creating a more sustainable, inclusive, and prosperous future for all Egyptians.





ESG **ANNEXES**

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Abbreviations and Acronyms

AAP	Accessibility Action Plan
ABC	Anti-Bribery and Anti-Corruption
AI	Artificial Intelligence
AML	Anti-money Laundering
ATM	Automated Teller Machine
B2B	Business-to-business
BB	Business Banking
BCP	Business Continuity Plan
bn	Billion
BOD	Board of Directors
CBE	Central Bank of Egypt
CDCP	Corporate Directors Certification Program
CEO	Chief Executive Officer
CFT	Counter Finance of Terrorism
CO₂	Carbon Dioxide Equivalent
COP	Conference of the Parties
CRM	Customer Relationship Management
CSR	Corporate Social Responsibility
EBRD	European Bank for Reconstruction and Development
ECAA	Egyptian Environmental Affairs Agency
EESG	Economic, Environmental, Social, and Governance

EGP	Egyptian Pound
ESG	Environmental, Social, and Governance
ESMS	Environmental and Social Management System
FATCA	Foreign Account Tax Compliance Act
FDI	Foreign Direct Investment
FY	Financial Year
GDP	Gross Domestic Product
GGF	Green for Growth Fund
GHG	Greenhouse Gas
GRI	Global Reporting Initiative
HSE	Health, Safety, and Environment
IDC	International Data Corporation
IFC	International Finance Corporation
IFRS	International Finance Reporting Standards
IMF	International Monetary Fund
ISO	International Standardization Organization
IT	Information Technology
KPIs	Key Performance Indicators
kWh	Kilowatt-hour
LOB	Line of Business
MENA	Middle East and North Africa

Abbreviations and Acronyms



MFIs	Microfinance Institutions
mn	Million
MSMEDA	Micro, Small and Medium Enterprises Development Agency
MSMEs	Micro, Small and Medium-sized Enterprises
mt	Metric Tons
mtCO2e	Metric Tons of Carbon Dioxide Equivalent
MWh	Megawatt-hour
NBE	National Bank of Egypt
NGO	Non-governmental Organization
OTP	One-Time Passcode
POS	Point of Sale
PPE	Personal Protective Equipment
R&D	Research and Development
SASB	Sustainability Accounting Standards Board
SDG	Sustainable Development Goal
SLA	Service-Level Agreement
SMEs	Small and Medium-sized Enterprises
STEM	Science, Technology, Engineering and Mathematics
TAT	Turnaround Time
TCFD	Task Force on Climate-Related Financial Disclosures
UAB	Union of Arab Banks

UNCTAD	United Nations Conference on Trade and Development
UNEP FI	United Nations Environment Program Finance Initiative
UNGC	United Nations Global Compact
UNIDO	United Nations Industrial Development Organization
USAID	United States Agency for International Development
WFP	World Food Programme



ESG Indicators

Environmental

Category	Unit	2020 ¹ (half year)	2021	2022 ²	2023
 Energy					
Total energy consumption	MWh	90,777	172,664	198,552	209,996
Purchased electricity	MWh	72,045	128,458	149,669	156,037
Diesel	MWh	6,169	8,924	7,081	7,207
Natural gas	MWh	1,548	4,898	8,161	7,993
Petrol	MWh	10,484	29,699	32,563	37,692
Renewable energy consumption (Solar PV)	MWh	531	685	1,078	1,067
% Renewable energy from total electricity consumption	%	0.73	0.53	0.72%	0.68%
% Renewable energy from total energy consumption	%	0.58	0.40	0.54%	0.51%
Energy intensity per full-time equivalent (FTE)	MWh/FTE	-	5.66	5.43	5.38
 Water					
Total water footprint	m³	2,045,782	4,238,393	2,702,665	2,646,977
Direct water usage	m ³	925,699	1,764,495	2,063,935	2,067,555
Indirect water usage	m ³	1,120,083	2,473,898	638,730	579,422

¹ Corresponds to the period from the July 1, 2020 to December 31, 2020.

² 2022 data figures have been restated from NBE's 2022 Sustainability Report.

ESG Indicators

Environmental

Category	Unit	2020 ¹ (half year)	2021	2022 ²	2023
Water footprint per FTE	m ³ /FTE	-	139.03	74	67.8
Waste					
Total non-hazardous waste generated	Tons	365	7,545	6,623	7,068
Office waste	Tons	-	6,664	4,967	5,301
Shredded paper	Tons	365	881	1,656	1,767
Waste per FTE	Tons/FTE	-	0.24	0.18	0.18

Waste


Total non-hazardous waste generated	Tons	365⁸	7,545	6,623	7,068
Office waste	Tons	-	6,664	4,967	5,301
Shredded paper	Tons	365	881	1,656	1,767
Waste per FTE	Tons/FTE	-	0.24	0.18	0.18

¹ Corresponds to the period from the July 1, 2020 to December 31, 2020.

² 2022 data figures have been restated from NBE's 2022 Sustainability Report.

ESG Indicators

Environmental

Category	Unit	2020 ¹ (half year)	2021	2022 ²	2023
 GHG Emissions					
Total Scope 1+2+3 Emissions	mtCO₂e	57,016	112,341	145,344	141,365
Scope 1 (direct emissions)	mtCO ₂ e	10,085	20,379	24,768	23,579
Scope 2 (indirect emissions)	mtCO ₂ e	32,420	54,769	68,332	68,324
Scope 3 (other indirect emissions)	mtCO ₂ e	14,512	37,194	52,244	49,462
Total Scope 1+2	mtCO ₂ e	42,505	75,147	93,100	91,903
Emissions Intensity (scope 1+2) per FTE	mtCO ₂ e/FTE	-	2.46	2.54	2.35
Scope 3 Categories					
Fuel Consumption (WTT)	mtCO ₂ e	1,239	3,444	2,916	3,252
External Courier Shipment	mtCO ₂ e	19	38	5	8
Water Supply	mtCO ₂ e	146	263	732	703
Wastewater Treatment	mtCO ₂ e	27	50	920	884

¹ Corresponds to the period from the July 1, 2020 to December 31, 2020.

² 2022 data figures have been restated from NBE's 2022 Sustainability Report.

ESG Indicators

Category	Unit	2020 ¹ (half year)	2021	2022 ²	2023
Bank Issued Cards	mtCO ₂ e	402	779	7,112	598
ATM Transactions	mtCO ₂ e	1,315	3,499	4,771	5,047
Air Travel (+WTT)	mtCO ₂ e	37	205	675	587
Hotel Stay	mtCO ₂ e	-	40	638	602
Employee Commuting	mtCO ₂ e	9,845	19,215	26,523	28,302
Purchased Goods	mtCO ₂ e	1,473	3,409	1,916	3,039
Waste	mtCO ₂ e	8	6,252	6,036	6,441
Avoided Emissions					
Total Avoided Emissions from Renewable Energy (Solar PV) Generation	mtCO₂e	1,433	3,505	517	512

¹ Corresponds to the period from the July 1, 2020 to December 31, 2020.

² 2022 data figures have been restated from NBE's 2022 Sustainability Report.

ESG Indicators

Social

NBE Employees at a Glance

	Headcount	FY 2020	FY 2021	FY 2022	FY 2023	
Employees	Total Employees	22,221	24,218	25,383	26,768	
	Total Full-Time Equivalents (FTE) (Active)	21,637 (97.4%)	23,553 (97.3%)	24,730 (97.4%)	26,014 (97.2%)	
	Permanent Employees	22,211	24,199	25,356	26,738	
	Male	15,667 (70.5%)	16,925 (69.9%)	17,371 (69%)	18,041 (67%)	
	Female	6,546 (29.5%)	7,274 (30.1%)	7,985 (31%)	8,697 (33%)	
	Temporary Employees	10	19	27	30	
	Male	8 (80%)	17 (89.5%)	24 (89%)	27 (90%)	
	Female	2 (20%)	2 (10.5%)	3 (11%)	3 (10%)	
	Breakdown by Gender	Male	15,675 (70.5%)	16,942 (70%)	17,395 (69%)	18,068 (67%)
		Female	6,546 (29.5%)	7,276 (30%)	7,988 (31%)	8,700 (33%)
Breakdown by Age	Age under 30	8,170 (36.77%)	9,632 (39.772%)	9,925 (39%)	10,094 (38%)	
	Age 30-59	14,020 (63.09%)	14,567 (60.149%)	15,432 (61%)	16,648 (62%)	
	Age above 60	31 (0.14%)	19 (0.078%)	26 (0.1%)	26 (0.1)	

ESG Indicators

	Headcount	FY 2020	FY 2021	FY 2022	FY 2023
Breakdown by Category	STEM Positions	805	846	902	1,067
	Male	624 (77.5%)	658 (77.8%)	681	788 (74%)
	Female	181 (22.5%)	188 (22.2%)	221	279 (26%)
	Total Management Positions	6117	2947	3620	4,121
	Male	5,310 (86.8%)	2,599 (88.2%)	3160 (87%)	3540 (86%)
	Female	807 (13.2%)	348 (11.8%)	460 (13%)	581 (14%)
	Top Management	270	408	337	413
	Male	243 (90%)	375 (91.9%)	299 (89%)	362 (87.5%)
	Female	27 (10%)	33 (8.1%)	38 (11%)	51 (12.5%)
	Board of Directors	9	9	9	9
	Male	7 (77.8%)	7 (77.8%)	7 (77.8%)	7 (77.8%)
	Female	2 (22.2%)	2 (22.2%)	2 (22.2%)	2 (22.2%)
	Supervisory Positions	2725	2925	2590	2,532
	Male	2,454 (90.1%)	2,371 (81.1%)	1986 (71%)	1,865 (74%)
	Female	271 (9.9%)	554 (18.9%)	604 (29%)	667 (26%)
	Expert Professionals Positions	3122	3634	3720	3887
	Male	2,613 (83.7%)	2,561 (70.5%)	2627 (71%)	2,730 (70%)
Female	509 (16.3%)	1,073 (29.5%)	1093(29%)	1,157 (30%)	
Employees with Disability	Total	559 (2.5%)	579 (2.4%)	666 (2.6%)	691 (2.6%)

ESG Indicators



NBE National Employees (Breakdown by Region)

Headcount	FY 2020	FY 2021	FY 2022	FY 2023
Total Egypt	22,221	24,218	25,383	26,737
Delta Region and Alexandria	3,611 (16.3%)	3,995 (16.5%)	4,181 (16.5%)	4,259 (15.9%)
Male	2,612 (72.3%)	2,894 (72.4%)	2,966 (71%)	2,993 (70.3%)
Female	999 (27.7%)	1,101 (27.6%)	1,215(29%)	1,266 (29.7%)
Headquarters and Cairo	14,302 (64.4%)	15,501 (64%)	16,166 (63.7%)	17,272 (64.6%)
Male	9,902 (69.2%)	10,566 (68.2%)	10,791 (66.8%)	11,275 (65.3%)
Female	4,400 (30.8%)	4,935 (31.8%)	5,375 (33.2%)	5,997 (34.7%)
Red Sea Suez	2,761 (12.4%)	2,968 (12.3%)	3,150 (12.4%)	3,257 (12.2%)
Male	2,043 (74%)	2,197 (74%)	2,271 (72.1%)	2,362 (72.5%)
Female	718 (26%)	771 (26%)	879 (27.9)	895 (27.5%)
Upper Egypt	1,547 (6.96%)	1,754 (7.2%)	1,886 (7.4%)	1,949 (7.3%)
Male	1,118 (72.3%)	1,285 (73.3%)	1,367 (72.5%)	1,409 (72.3%)
Female	429 (27.7%)	469 (26.7%)	519 (27.5%)	540 (27.7%)

ESG Indicators



NBE New Hires

	Headcount	FY 2020	FY 2021	FY 2022	FY 2023
New Hires	Total	1,676	2,724	2,040	2,114
Breakdown by Gender	Male	962 (57.4%)	1,873 (68.8%)	1,155 (56.6%)	1,229 (58%)
	Female	714 (42.6%)	851 (31.2%)	885 (43.4%)	885 (42%)
Breakdown by Age	Age under 30	1,518 (90.6%)	2,605 (95.6%)	1,693 (82.99%)	1,828 (86.47%)
	Age 30-50	154 (9.2%)	107 (3.9%)	330 (16.18%)	282 (13.34%)
	Age above 50	4 (0.24%)	12 (0.44%)	17 (0.83%)	4 (0.19%)
Breakdown by Region	Egypt Total	1,676	2724	2,039	2,114
	Alexandria and Delta Region	346 (20.6%)	524 (19.2%)	359 (17.61%)	313 (14.81%)
	Headquarters and Cairo	812(48.4%)	1,604 (58.9%)	1,166 (57.18%)	1,335 (63.15%)
	Red Sea and Suez	298 (17.8%)	332 (12.2%)	334 (16.38%)	316 (14.95%)
	Upper Egypt	220 (13.1%)	264 (9.7%)	180 (8.83%)	150 (7.09%)
	UAE	0	0	1	0
	China	0	0	0	0
	UK	0	0	0	0
	USA	0	0	0	0
	Ethiopia	0	0	0	0
New Hires with Disability	South Cairo	0	0	0	0
	Total	347 (20.7%)	32 (1.2%)	93 (4.5%)	27 (1.28%)

ESG Indicators

NBE Employee Turnover

	Headcount	FY 2020	FY 2021	FY 2022	FY 2023
	Total	599	740	834	733
Employee Turnover	Voluntary Turnover %	0.6%	0.8%	1.21%	1.02%
	Turnover for Cause %	2.1%	2.3%	2.1%	1.7%
Breakdown by Gender	Male	446 (74.5%)	609 (82.3%)	663 (79.50%)	563 (76.81%)
	Female	153 (25.5%)	131 (17.7%)	171 (20.50%)	170 (23.19%)
Breakdown by Age	Age under 30	83 (13.9%)	133 (18%)	180 (21.58%)	207 (28.24%)
	Age 30-50	146 (24.4%)	158 (21.4)	134 (16.07%)	127 (17.33%)
	Age above 50	370 (61.8%)	449 (60.7%)	520 (62.35%)	399 (54.43%)
Breakdown by Region	Egypt Total	599	740	834	732
	Alex and Delta	94 (15.7%)	107 (14.5%)	124 (14.87%)	117 (15.98%)
	Headquarters and Cairo	412 (68.8%)	505 (68%)	582 (69.78%)	494 (67.49%)
	Red Sea and Suez	60 (10%)	94 (12.7%)	96 (11.51%)	83 (11.34%)
	Upper Egypt	33 (5.5%)	34 (4.6%)	31 (3.72%)	39 (5.33%)
	UAE	0	0	1	0

ESG Indicators



NBE Employee Turnover

Breakdown by Region	China	0	0	0	0
	UK	0	0	0	0
	USA	0	0	0	1
	South Africa	0	0	0	0
Employees with Disability	Total	15 (2.5%)	13 (1.8%)	10 (1.5%)	5 (0.7%)
%Y-O-Y change for full-time employees	%	2.7%	3.1%	3.29%	2.73%



NBE Parental Leave

	FY 2020		FY 2021		FY 2022		FY 2023	
	Male	Female	Male	Female	Male	Female	Male	Female
Employees entitled to parental leave	All NBE Employees							
Employees who took parental leave during the reporting period	235 (23%)	788 (77%)	409 (32%)	870 (68%)	389 (30%)	928 (70%)	536 (40%)	819 (60%)
Employees who returned to work after parental leave ended	234 (42.5%)	316 (57.5%)	409 (51.5%)	385 (48.5%)	389 (48.5%)	443 (53%)	536 (60%)	356 (40%)

ESG Indicators



Governance, Compliance, and Risk

Indicator	FY 2021	FY 2022	FY 2023
Board of Directors			
Number of members	9	9	9
Executive members of the Board of Directors	3	3	3
Non-executive/independent members of the Board of Directors	6	6	6
% of female members	22%	22%	22%
Compliance			
Total number of hours of completed NBE compliance-related training	19,091 (84%)	21,173 (91%)	23,565 (91%)
Total number of hours of completed NBE code of conduct and governance principles	68,658 hours	55,872 hours	84,206 hours

GRI Content Index

Statement of use	The National Bank of Egypt (NBE) has reported in accordance with the GRI Standards for the period from January 1, 2023, to December 31, 2023.
GRI I used	GRI I: Foundation 2021
Applicable GRI Sector Standard	None

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
GRI 2: General Disclosures 2021							
The organization and its reporting practices							
2-1	Organizational details		About the Bank (p.13-16)				
2-2	Entities included in the organization's sustainability reporting		About this Report (p.5)				
2-3	Reporting period, frequency, and contact point		About this Report (p.5-6)				
2-4	Restatement of information		About this Report (p.5)				
2-5	External assurance		Limited Assurance Statement (p.159)				

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
Activities and workers							
2-6	Activities, value chain, and other business relationships		Our Subsidiaries (p.16) NBE's Business Lines (p.15)				
2-7	Employees		Pillar 3: NBE Human Capital (p.85), ESG Indicators (p.130-135)				8.5, 10.3
2-8	Workers who are not employees			a, b, c	Not Applicable	NBE doesn't have workers who are not employees.	8.5
Governance							
2-9	Governance structure and composition		Board Composition (p.24) Board Committees (p.26) ESG Indicators (p.136)				
2-10	Nomination and selection of the highest governance body		Board Composition (p.24) Board Committees (p.26)				
2-11	Chair of the highest governance body		Board Composition (p.24)				
2-12	Role of the highest governance body in overseeing the management of impacts		Compliance Culture (p.31)				
2-13	Delegation of responsibility for managing impacts		Board Composition (p.26)				
2-14	Role of the highest governance body in sustainability reporting		Board Committees (p.26)				

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
2-15	Conflicts of interest		Code of Conduct (p.29)				
2-16	Communication of critical concerns			b	Information Unavailable	NBE is developing a grievance mechanism which will enhance its ability to track, monitor, and report relevant data in future disclosures.	
2-17	Collective knowledge of the highest governance body		Board Composition (p.24) Board Committees (p.26)				
2-18	Evaluation of the performance of the highest governance body		Board Composition (p.24) Compliance Culture (p.31) NBE Annual Corporate Governance Report 2023				
2-19	Remuneration policies		Governance Framework (p.22-23) Board Committees (p.26) NBE Annual Corporate Governance Report 2023				
2-20	Process to determine remuneration		Governance Framework (p.22-23) Board Committees (p.26) NBE Annual Corporate Governance Report 2023				16.7

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
2-21	Annual total compensation ratio			a, b, c	Confidential Information	This information is confidential and can't be disclosed publicly.	
Strategy, Policy, and Practices							
2-22	Statement on sustainable development strategy		Chairman's Message (p.7)				
2-23	Policy commitments		Transparency and Trust (p.29-34)				16.3
2-24	Embedding policy commitments		Transparency and Trust (p.29-34)				
2-25	Processes to remediate negative impacts		Commitment to Stakeholders: Reporting on Progress and Future Goals (p.40)				
2-26	Mechanisms for seeking advice and raising concerns		Code of Conduct (p.29)				16.3
2-27	Compliance with laws and regulations		Code of Conduct (p.29) Compliance Culture (p.31)				

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
2-28	Membership associations	NBE became a signatory to the UN Principles for Responsible Banking in February 2022.					
Stakeholder Engagement							
2-29	Approach to stakeholder engagement		Connecting to Our Stakeholders (p.36-37)				
2-30	Collective bargaining agreements	NBE does not engage in any collective bargaining agreements; however, it provides room for communicating all types of feedback through its grievance mechanism.					8.8
GRI 3: Material Topics 2021							
3-1	The process of determining material topics		Materiality Assessment (p.38-40)				
3-2	List of material topics		Materiality Assessment (p.41-50)				
GRI 201: Economic Performance 2016							
3-3	Management of material topic		Pillar I Building Inclusive Prosperity (p.52-77)				

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
201-1	Direct economic value generated and distributed		Pillar I Building Inclusive Prosperity (p.52-77)				8.1, 8.2, 9.1, 9.4, 9.5,
201-2	Financial implications and other risks and opportunities due to climate change		Materiality Assessment - Climate Change and Energy (p.49) Materiality Assessment - Climate-Related Financial Risks and Opportunity (p.50)				13.1
201-3	Defined benefit plan obligations and other retirement plans			a, b, c, d, e	Confidential Information	This information is confidential and can't be disclosed publicly.	
GRI 202: Market Presence 2016							
3-3	Management of material topic		Learning and Development (p.89-90)				
202-1	Ratios of standard entry-level wage by gender compared to local minimum wage	NBE align it's wages with the minimum wages policy in Egypt.		a, b, c, d	Confidential Information	This information is confidential and can't be disclosed publicly.	1.2, 5.1, 8.5
202-2	Proportion of senior management hired from the local community	100% (All Egyptians)					8.5

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
GRI 203: Indirect Economic Impacts 2016							
3-3	Management of material topic		Pillar I Building Inclusive Prosperity (p.52-77)				
203-1	Infrastructure investments and services supported		NBE's Investments and Investment Trustees Portfolio Across Key Sectors (p.15, p.68)				5.4, 9.1, 9.4, 11.2
203-2	Significant indirect economic impacts		NBE Sustainable Finance Portfolio (p.74-77)				1.2, 1.4, 3.8, 8.2, 8.3, 8.5
GRI 205: Anti-corruption 2016							
3-3	Management of material topic		Our Governance (p.22-34) Compliance Culture (p.31)				
205-1	Operations assessed for risks related to corruption			a, b	Information Unavailable	These requirements are being integrated into NBE's data management system and shall be considered in future reports.	16.5
205-2	Communication and training about anti-corruption policies and procedures		Supporting Policies (p.29)				16.5
205-3	Confirmed incidents of corruption and actions taken	There have been no confirmed incidents of corruption during the reporting period.					16.5

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
GRI 302: Energy 2016							
3-3	Management of material topic		Environmental Stewardship (p.116-117)				
302-1	Energy consumption within the organization		Environmental Stewardship (p.116-117) ESG Indicators (p.126)				7.2, 7.3, 8.4, 12.2, 13.1
302-2	Energy consumption outside of the organization		Environmental Stewardship (p.116-117) ESG Indicators (p.126)				7.2, 7.3, 8.4, 12.2, 13.1
GRI 303: Water and Effluents 2018							
3-3	Management of material topic		Environmental Stewardship (p.115)				
303-1	Interactions with water as a shared resource		Environmental Stewardship (p.115)				6.3, 6.4, 6.A, 6.B, 12.4
303-2	Management of water discharge-related impacts		Environmental Stewardship (p.115)				6.3
303-3	Water withdrawal		Environmental Stewardship (p.115) ESG Indicators (p.126-127)				6.4

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
GRI 305: Emissions 2016							
3-3	Management of material topic		Climate Safeguarding (p.118)				
305-1	Direct (Scope 1) GHG emissions		Environmental Stewardship (p.118-120)				3.9, 12.4, 13.1, 14.3, 15.2
305-2	Energy indirect (Scope 2) GHG emissions		Environmental Stewardship (p.118-120)				3.9, 12.4, 13.1, 14.3, 15.2
305-3	Other indirect (Scope 3) GHG emissions		Environmental Stewardship (p.118-120)				3.9, 12.4, 13.1, 14.3, 15.2
305-4	GHG emissions intensity		Environmental Stewardship (p.118-120)				13.1, 14.3, 15.2
305-5	Reduction of GHG emissions		Environmental Stewardship (p.118-120)				13.1, 14.3, 15.2
GRI 306: Waste 2020							
3-3	Management of material topic		Environmental Stewardship (p.117)				
306-1	Waste generation and significant waste-related impacts		Environmental Stewardship (p.117)				3.9, 6.3, 6.6, 11.6, 12.4, 12.5

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
306-2	Management of significant waste-related impacts		Environmental Stewardship (p.117)				3.9, 6.3, 8.4, 11.6, 12.4, 12.5
306-3	Waste generated		Environmental Stewardship (p.117) ESG Indicators (p.127)				3.9, 6.6, 11.6, 12.5, 12.4, 15.1
306-4	Waste diverted from disposal				Information Unavailable/ Incomplete	This requirement is being integrated into NBE's data management system and shall be considered in future reports.	3.9, 11.6, 12.4, 12.5
306-5	Waste directed to disposal		Environmental Stewardship (p.117)				3.9, 6.6, 11.6, 12.4, 12.5, 15.1
GRI 401: Employment 2016							
3-3	Management of material topic		Pillar 3: NBE Human Capital (p.85-94) Learning and Development (p.89-90)				
401-1	New employee hires and employee turnover		Learning and Development (p.89-90) ESG Indicators (p.133)				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		Pillar 3: NBE Human Capital (p.85-94)				3.2, 5.4, 8.5

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
401-3	Parental leave		Pillar 3: NBE Human Capital (p.85-94) ESG Indicators (p.135)				5.1, 5.4, 8.5
GRI 403: Occupational Health and Safety 2018							
3-3	Management of material topic		Employee Engagement and Well-being (p.91-94)				
403-1	Occupational health and safety management system		Employee Engagement and Well-being (p.92-94)				3.3, 3.4, 3.9, 8.8, 16.1
403-2	Hazard identification, risk assessment, and incident investigation		Employee Engagement and Well-being (p.92-94)				8.8
403-3	Occupational health services		Employee Engagement and Well-being (p.92-94)				8.8
403-5	Worker training on occupational health and safety		Employee Engagement and Well-being (p.92-94)				8.8
403-6	Promotion of worker health		Employee Engagement and Well-being (p.92-94)				3.3, 3.5, 3.7, 3.8
403-8	Workers covered by an occupational health and safety management system	An OHS management system covers all employees and workers at the Bank.					8.8
403-9	Work-related injuries		Employee Engagement and Well-being (p.92-94)				3.6, 3.9, 8.8, 16.1

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
403-10	Work-related ill health		Employee Engagement and Well-being (p.92-94)				3.3, 3.4, 3.9, 8.8, 16.1
GRI 404: Training and Education 2016							
3-3	Management of material topic		Learning and Development (p.89-90)				
404-1	Average hours of training per year per employee		Learning and Development (p.89-90)				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.89-90)				8.2, 8.5
404-3	Percentage of employees receiving regular performance and career development reviews	All NBE employees are subject to a regular performance and career development on annual basis (100% of employees).					5.1, 8.5, 10.3
GRI 405: Diversity and Equal Opportunity 2016							
3-3	Management of material topic		Diversity and Inclusion (p.86-88)				
405-1	Diversity of governance bodies and employees		Diversity and Inclusion (p.86-88) ESG Indicators (p.130-134)				5.1, 5.5, 8.5

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
405-2	Ratio of basic salary and remuneration of female to men			a, b	Confidential Information	This information is confidential and can't be disclosed publicly.	5.1, 8.5, 10.3
GRI 406: Non-discrimination 2016							
3-3	Management of material topic		Code of Conduct (p.29)				
406-1	Incidents of discrimination and corrective actions taken	No incidents of discrimination were recorded during the reporting period.					5.1, 8.8
GRI 408: Child Labor 2016							
3-3	Management of material topic			1.1	Information Unavailable	NBE is currently working on developing a corporate-wide environmental and social management system (ESMS), and as part of the ESMS, any critical data related to child labor across the supply chain shall be disclosed.	

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
408-1	Operations and suppliers at significant risk for incidents of child labor			a, b, c	Information Unavailable	NBE is currently working on developing a corporate-wide environmental and social management system (ESMS), and as part of the ESMS, any critical data related to child labor across the supply chain shall be disclosed.	5.2, 8.7, 16.2
GRI 409: Forced or Compulsory Labor 2016							
3-3	Management of material topic			1.1	Information Unavailable	NBE is currently developing a corporate-wide environmental and social management system (ESMS), and as part of the ESMS, any critical data related to forced or compulsory labor across the supply chain shall be disclosed.	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor			a, b	Information Unavailable	NBE is currently working on developing a corporate-wide environmental and social management system (ESMS), and as part of the ESMS, any critical data related to forced or compulsory labor across the supply chain shall be disclosed.	5.2, 8.7

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
GRI 413: Local Communities 2016							
3-3	Management of material topic		Pillar 4: Sustainable Community Development (p.96-111)				
413-1	Operations with local community engagement, impact assessments, and development programs		Pillar 4: Sustainable Community Development (p.96-111)				
413-2	Operations with significant actual and potential negative impacts on local communities		Pillar 4: Sustainable Community Development (p.96-111)				1.4, 2.3
GRI 414: Supplier Social Assessment 2016							
3-3	Management of material topic				Information Unavailable	NBE is currently developing a corporate-wide environmental and social management system (ESMS), and as part of the ESMS, the Bank shall enhance its supplier social assessments and disclose related data in upcoming reports.	

Disclosure No.	Description	Direct Response	Location	Omissions		Explanation	SDG Mapping
				Requirement Omitted	Reason		
414-1	New suppliers that were screened using social criteria			a	Information Unavailable		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		5.2, 8.8, 16.1
GRI 418: Customer Privacy 2016							
3-3	Management of material topic		Cybersecurity Focus (p.34)				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		Cybersecurity Focus – Fortifying Governance Trust (p.34)				16.3, 16.10

SASB Content Index



SASB Standard – Commercial Banks

Accounting Metric	Category	Unit of Measure	Code	Report Section(s) or Direct Response
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	Information is unavailable. These requirements are being integrated into NBE's data management system and shall be considered in future reports.
Description of approach to identifying and addressing data security risks	Discussion and Analysis	N/A	FN-CB-230a.2	Cybersecurity Focus - Fortifying Governance Trust (p.34)
Financial Inclusion and Capacity Building				
(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	Quantitative	EGP	FN-CB-240a.1	NBE Sustainable Finance Portfolio (p.74-77)
(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	Quantitative	EGP	FN-CB-240a.2	
Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Quantitative	Number	FN-CB-240a.3	
Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Quantitative	Number	FN-CB-240a.4	Fostering Financial Inclusion (p.71-72)
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis				
Commercial and industrial credit exposure by industry	Quantitative	EGP	FN-CB-410a.1	NBE Sustainable Finance Portfolio (p.74-77)
Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	Discussion and Analysis	N/A	FN-CB-410a.2	Climate Risk Management (p.33)





SASB Content Index





SASB Standard – Commercial Banks

Accounting Metric	Category	Unit of Measure	Code	Report Section(s) or Direct Response
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	Data cannot be disclosed due to confidentiality constraints.
Description of whistleblower policies and procedures	Discussion and Analysis	N/A	FN-CB-510a.2	Whistleblowing and Whistleblower Protection Policy
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	Risk Management (p.31)
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	NBE Sustainable Finance Portfolio (p.74-77) Advancing Inclusive Banking (p.53)
(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	Quantitative	EGP	FN-CB-000.B	NBE Sustainable Finance Portfolio (p.74-77) Advancing Inclusive Banking (p.53)


UNGC Content Index

Principle	Description	Report Section(s) (or direct answer)
 Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	Code of Conduct (p.29)
Principle 2	Businesses should make sure they are not complicit in human rights abuses.	Code of Conduct (p.29)
 Labor		
Principle 3	Businesses should uphold the freedom of association and effectively recognize the right to collective bargaining.	NBE does not engage in any collective bargaining agreements; however, it provides room for communicating all types of feedback through its grievance mechanism.
Principle 4	Businesses should uphold the elimination of all forms of forced and compulsory labor.	Environmental and Social Management System (ESMS) (p.33)
Principle 5	Businesses should uphold the effective abolition of child labor.	
Principle 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	
 Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	Pillar 5: Planet Regeneration (p.113 - 120)
Principle 8	Businesses should undertake initiatives to promote greater environmental responsibility.	Pillar 5: Planet Regeneration (p.113 - 120)
Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies.	Pillar 5: Planet Regeneration (p.113 - 120)
 Anti-corruption		
Principle 10	Businesses should work against corruption in all forms, including extortion and bribery.	Our Governance (p.22-34)


TCFD Content Index

TCFD Recommendation	Report Section(s)	Progress / Gap / Forward Actions
 Governance		
a. Describe the board's oversight of climate-related risks and opportunities.	Governance Framework (p.23)	<p>Progress:</p> <ul style="list-style-type: none"> Sustainability committee established as per CBE requirements headed by the board Sustainable risk specialized unit within the bank <p>Gaps:</p> <ul style="list-style-type: none"> Climate related capacity building & increases awareness required No specific roles and responsibilities set for the members of the sustainability committee <p>Forward Actions:</p> <ul style="list-style-type: none"> Series of climate awareness sessions for the board and all senior manager Peer benchmarking to identify gaps in climate governance practices
b. Describe management's role in assessing and managing climate-related risks and opportunities.	Accountable Leadership and Governance (p.24-28) Climate Risk Management (p.33)	
 Strategy		
a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Climate Risk Management (p.33)	<p>Progress:</p> <ul style="list-style-type: none"> Initial steps to develop our first climate finance strategy Large portion of SME and Corporate financed emissions estimated Assessment of SME and Corporate sustainable finance portfolio <p>Gaps:</p> <ul style="list-style-type: none"> No standalone climate finance strategy Limited analysis of how different climate scenarios could impact NBE's portfolio and business model No structured approach for setting decarbonization targets and engaging with high-emitting counterparties Lack of counterparty engagement regarding climate impact <p>Forward Actions:</p> <ul style="list-style-type: none"> Improved capacity to identify climate mitigation and adaptation financed projects in NBE portfolio Initial steps to assess climate risk for NBE portfolio Scenario-based risk analysis
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, considering different climate-related scenarios, including a 2°C or lower scenario.		

TCFD Content Index

TCFD Recommendation	Report Section(s)	Progress / Gap / Forward Actions
 Risk Management		
<p>a. Describe the organization's processes for identifying and assessing climate-related risks.</p>		<p>Progress:</p> <ul style="list-style-type: none"> • Quantification of SME and corporate transitional climate risk exposure by estimating financed emissions for a large portion of SME and Corporate portfolio • Start implementing tools to assess portfolio climate risk exposure • Starting to develop ESRM policy
<p>b. Describe the organization's processes for managing climate-related risks.</p>	<p>Climate Risk Management (p.33)</p>	<p>Gaps:</p> <ul style="list-style-type: none"> • No integration of climate-related financial risks (physical and transition risks) into the overall risk management framework. • Absence of a structured approach to assessing portfolio exposure to climate risks • No established methodologies for scenario-based stress testing and risk quantification
<p>c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.</p>		<p>Forward Actions:</p> <ul style="list-style-type: none"> • Finalizing ESRM policy as a critical stepping stone towards climate risk management • Transitional risk exposure (e.g. CBAM) • Climate risk mapping • Climate risk management capacity building for relevant staff • Scenario-based risk analysis

TCFD Content Index

TCFD Recommendation	Report Section(s)	Progress / Gap / Forward Actions
 Metrics and Targets		
<p>a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.</p>		<p>Progress:</p> <ul style="list-style-type: none"> • Finance emissions reported for a portion of NBE business lines loan portfolio identifying top emitting sectors • NBE set a quantifiable target to increase its sustainable finance portfolio <p>Gaps:</p> <ul style="list-style-type: none"> • Limited data availability on client emissions, making portfolio-level emissions tracking challenging • No defined climate-related targets for reducing financed emissions <p>Forward Actions:</p> <ul style="list-style-type: none"> • Measure finance emissions for all SME and corporate portfolio • Climate finance opportunities to be identified through internal taxonomy
<p>b. Disclose Scope 1, 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.</p>	<p>Climate Risk Management (p.33) Climate Safeguarding (p.118) GHG Emissions ESG Indicators (p.128-129)</p>	
<p>c. Describe the targets the organization uses to manage climate-related risks, opportunities, and performance against those targets.</p>		

Limited Assurance Statement

Introduction and Objectives of the Engagement

Masader Environmental and Energy Services S.A.E (the 'Assurance Provider') has been engaged by NBE (the 'Reporting Organization') to provide Moderate Assurance Type I (the 'Assurance') regarding adherence to the AA1000AS v3 (2020) over the Bank'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 December 31, 2023. The scope of assurance is limited to a review of the Selected Information listed below:

- NBE'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 NBE stated in the Introduction section, and NBE's Chairman letter.
- Appropriateness of definitions and any internal reporting criteria adopted by NBE for its disclosures.

- Appropriateness of any new commitments and objectives established and communicated by NBE.
- Content of external websites or documents linked from the Report and NBE.

We have not been engaged to:

- Verify any statement indicating the intention, opinion, belief, and/or aspiration of NBE.
- 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 NBE. The Reporting Organization is responsible for preparing the Report in line with the reporting criteria and in accordance with the GRI 2021 Universal Standards.

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 I) assurance as per AA1000AS v3 over the accuracy, reliability, and objectivity of the information contained within the Report and
- Form an independent conclusion based on the procedures performed and evidence obtained.



Limited Assurance Statement

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 NBE ;
- 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 NBE 's GHG Metrics;
- Reviewed the selected KPIs to NBE 's internal calculations and supporting documentation and
- 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 AAI000AS v3- Licensed Assurance Provider as per the license agreement (ID: 000-882) with Accountability AAI000 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 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 and
- Ensure consistent and complete disclosure of stakeholder engagements conducted for the purpose of the Report prepared in case such actions have been undertaken.



Limited Assurance Statement

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 inclusivity regarding its stakeholder relations, including understanding and representation of stakeholder interests in the Report.
Materiality	The Reporting Organization has described its material topics and the materiality assessment process. Based on the conducted engagement, we believe the material topics accurately reflect the Reporting Organization's ESG impacts and disclosures. The disclosures presented in the Report have been organized to present performance on each material topic. The Report would benefit from a more straightforward representation of the connection between the Reporting Organization's targets and reported disclosures.
Responsiveness	The obtained evidence has been sufficient to conclude that the Reporting Organization is responsive to the issues raised by its stakeholder groups by collecting regular feedback via tailored communication channels and appropriate procedures to handle grievances, feedback, and other types of stakeholder inputs.
Impact	The Reporting Organization has provided evidence of the procedures and systems used 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 NBE for the year ended December 31, 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 NBE 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, May, 01, 2025



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