



CHAIRMAN'S MESSAGE

Dear Stakeholders,

National Bank of Egypt (NBE)'s first Social Impact Report is a transcending story, measuring the bank's direct and indirect socio-economic impact on a wide stakeholders' spectrum. It further frames the "Social" pillar in our Environmental, Social, and Governance (ESG) frameworks, which is reflected in our inclusive business and digital growth strategy. The report is a step towards stimulating "stakeholders' capitalism" and materializing our Bank's social equity.

NBE reshapes the social role of banking by mitigating the rising effects of global social risks

Over the upcoming ten years, the erosion of social cohesion, livelihood crises, and infectious diseases are identified to be among the most severe social risks on a global scale. COVID-19 spotlighted deep-rooted systemic inequalities due to the differentiated and intensified impact on mostly marginalized segments. NBE's response to the pandemic was promptly prudent, prioritizing the wellbeing of its social and human capital. Mitigation measures were highly focused on healthcare, education, adequate housing, and access to basic services.

NBE's inclusive business growth strategy is guided by the social principles of inclusion, diversity, and accessibility, and enabled by customer rights protection through digitalization and cybersecurity

Our client portfolio is segmented not merely by net worth, but also by age, gender, and geography in order to meet the needs of our customers at various life stages and transitions. Additionally, NBE introduced digital products to encourage the transition to a cashless economy.

In line with Egypt's Vision 2030, our inclusive growth strategy is built on seven pillars: Education and skills, basic services and infrastructure, corruption and rents, financial intermediation of real economy investment, asset building and entrepreneurship, employment and labor compensation, and fiscal transfer. It is enabled through a three-layered approach: digitization, customer protection, and regulations.

With the ambition to become the largest player in Fintech, NBE launched a EGP I bn fund to support youth innovation, with the aim to transform Egypt into a regional hub for the Arab and African financial technology industry. We promoted a national startup initiative (**NilePreneurs**) that provides non-financial services to young MSMEs ranging from idea incubation to materialization.

NBE's social responsibility strategy is driven by promoting a wellbeing and a better quality of life, and is deeply interconnected to our heritage, culture, and arts

With contributions reaching EGP 2.8 bn in 2021, NBE's social responsibility strategy is based on five key human development dimensions: health, education, poverty elimination, women empowerment, and integration of people with special abilities. Our strategy is aligned with the second pillar of Egypt's Vision 2030, namely "Social Integration and Social Cohesion". Strategic partnerships with diverse NGOs, national entities, and governmental bodies complete our equation to grow inclusively.

On the other hand, with a strong brand equity, our heritage carries over 122 years of strategic historical milestones, inherited through generations, and that contributed to who we are today. That's where art and culture played a key role in bringing back this history to our Wall of Fame in NBE's Museum. Through NBE's "Portrait" art competition, talented Egyptian painters were invited to draw our Bank's former Chairmen along with key top managerial figures and board members, to archive the bank's legacy. Moreover, internally, our talent management incorporates a cultural perspective and, discovering among its employees ones talented in acting, became the first bank to establish a theater. Additionally, NBE provided support for the Arts Academy and the City of Arts and Culture in the New Capital.

Our sponsorships further promote arts, tourism, sports, and Egyptian cultural heritage. NBE sponsors many sports federations and missionary athletes in various games. We also sponsored specially-abled Egyptian sports champions in the Tokyo Paralympics. Playing a role in promoting gender equity within production and industrialization is another key dimension to our social development roadmap, developing the skills of Egyptian female labor force from marginalized groups in rural Upper Egypt within the **handicraft sector**. NBE has further directed its procurement of corporate gifts to be purchased from resilient local women, which helped 9,100 women.

In recognition of its impact, NBE was awarded and recognized internationally as the best and most innovative CSR Bank in the Egyptian market by reputable global institutions.

NBE, An Employer of Choice

NBE is laying the foundation for **employees'** wellbeing through five pillars: physical, financial, emotional, social, and intellectual. We embed technological advancement in our culture, thereby promoting a smooth HR operation. NBE is able to attract and retain the best talents in the market. Diversity, inclusivity, and equal opportunities are our core values. NBE invested EGP 64 mn in training to develop the skills of more than 22,000 employees. We expanded our employment over the reporting period to be more gender diverse and more inclusive of people with special abilities.

Our workforce has 30% women, and 2.4% are differently-abled employees. This represents a 20% growth over last year and we have a target to exceed the national context of 5% in the coming two years. Despite the unprecedented impact of COVID-19 causing massive disruption to businesses and communities, we managed to preserve our workforce without lay-offs.

This report is an acknowledgment to all our internal and external stakeholders' collective efforts to reach prosperity with equality, diversity, and inclusivity. Our social archetype is a continuously evolving concept, reflecting our ambition to build a new banking social taxonomy that safeguards our human capital, customers, social and business enterprises, and communities at large, thereby promoting a better quality of life and creating long and sustainable value.

Hisham Okasha

Chairman, National Bank of Egypt

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Chairman, National Bank of Egypt



Our Collective Commitment to Create Social Impact

- 2.1. National Bank of Egypt
- 2.2. Creating Social Impact Across Our Value creation model
- 2.3. NBE's Alignment with National and International Frameworks
- 2.4. NBE's Efforts to Mitigate Social Risks



Michael Makkar

Head of Strategic Planning, Strategic Sustainability and Financial Inclusion, NBE

A core element of our business strategy is to make a difference across our networks. We strive towards positively impacting the communities in which we operate by creating positive change through innovative banking solutions that accelerate financial inclusion and improve customers' quality of life. Moreover, we strive to have sustainable impact on our communities by providing sustainable solutions that are aligned with United Nations sustainable Development Goals and Environmental, Social and Governance (ESG) framework. At NBE, we have set ambitious goals to guide the Bank to lead in the Sustainability era through building an inclusive society by identifying, financing and promoting projects that have a positive social return.



2.1. NATIONAL BANK OF EGYPT

The National Bank of Egypt is one of the oldest commercial Banks in Egypt and considered the biggest supporter of the Egyptian economy. With a long and rich history and heritage. NBE is positioned as the largest national and public sector Bank, it has a tremendous responsibility in terms of fueling the growth of the Egyptian economy while supporting the country's social fabric and improving the lives of millions of citizens.

Learning from our past, we are oriented toward the future. Throughout the years, we have been instrumental in supporting the national development agenda, striving to create positive social impact, promoting economic prosperity and social justice, creating a sustainable and inclusive future for all, leaving no one behind.

Nowadays, in line with the Sustainable Development Goals, the Egypt Vision 2030, and Africa's Agenda 2063, NBE aspires to contribute to Egypt's national vision for a more prosperous, inclusive, and sustainable future. Towards that end, we are developing initiatives, policies, and actions that create positive social impact, fueling sustainable growth and empowering local communities.

2.2. CREATING SOCIAL IMPACT ACROSS **OUR VALUE CREATION MODEL**

Sustainability is an integral component of NBE's business strategy and operations. Through our unique business model, we strive to create value for all our stakeholders, such as shareholders, customers, employees, and partners, but also value for the national economy, the wider society, and the environment. When making decisions on how to manage and grow our business, we always take into consideration the resources and relationships that determine our ability to create value, incorporated in the financial, human, intellectual, natural, manufactures, and social capital. To develop and deliver our products and services, we utilize all our inputs, thereby generating value for all our stakeholders.

OUR VALUE CREATION MODEL:

INPUTS

24.218

employees in Egypt and learning opportunities seven Other Countries

EGP 64 mn

total budget of Employees training and development

More than **235.000**

 36% online training 6% in training halls

EGP 2.3 Trillion

588 bank branches

total deposits

More than 8 mn users of NBE digital Banking

EGP 99 bn net interest income

EGP 12.5 bn

corporate and commercial lending (corporate loans)

years "EGP 2.8 bn during 2021"



internal processes and our services to clients. 10,966 training hours

Financing of Terrorism (CFT).

NBE has installed solar PV stations across **28 branches** in Egypt



VALUE CREATION

"To remain the leading entity in the Egyptian panking sector. It aims to maximize the efficiency of financial intermediation and promote financia inclusion, while safeguarding depositors' funds and maximizing returns to shareholders. This in return supports the development of the national economy and enhances the stability of the financial system."

Our Values

Responsibility and Commitment: acknowledge that we are responsible for our words and actions and committed to comply with all NBE regulations.

Collaborate and cooperate in order to achieve our goals.

Professionalism

Always act professionally and adeptly in order to serve our customers and the society

Integrity

Always work according to our values even if they are against our own self-interest.

Other Administrative

OUTPUTS

expenses: **EGP 25.5** bn

Salaries and wages: EGP 12 bn

Social insurances:

EGP 543 mn

EGP II.5 bn total of mortgage initiatives granted with 105,067 customers

87,155 customers

EGP 74 bn Total SMEs Initiative with

EGP 2.5 bn

Pension cost:

EGP 1.186 bn

Absentee rate:

2.5% Head office

1.7% Branches

56 ATMs per 100,000

depreciation of tangible

EGP 253.5 bn

interest expense on deposits and similar

EGP 36.3 bn

corporate tax paid.



More than 8 mn users of NBE digital Banking (Internet banking, NBE Mobile, and e-wallet)



41,765 branches complaints follow up



The total renewable energy generated by solar PV panels amounted to 531 MWh and 685 MWh in 2020 (6 months) and 2021, respectively Total estimated 4,938 mtCO2e of GHG emissions were avoided during the entire reporting period "2020 (6 months) and 2021"

5.392 ATMs

EGP one Trillion

net fees and commissions

EGP 182 bn total equity

EGP 8.5 bn community investment over the last six

Each year, we invest in technology and improve both

on Anti-Money Laundering (AML)/Combating the





2.3. NBE'S ALIGNMENT WITH NATIONAL AND INTERNATIONAL FRAMEWORKS

SUSTAINABLE DEVELOPMENT GALS

Global Sustainable Development Goals (SDGs)

The I7 UN Sustainable Development Goals known as SDGs or Agenda 2030, constitute a holistic international agenda and a universal call to action to end poverty, protect the planet, and ensure that all people enjoy peace and prosperity and that no one is left behind. NBE's sustainability model of "Shared Value" reflects the interconnected nature of the SDGs that is incorporated in all three main sustainability strategic pillars (economic, social, and environmental) and across all our business functions.



Agend 2063

Regional Africa's Agenda 2063

The Africa's Agenda 2063 is Africa's blueprint and master plan for transforming Africa into the global powerhouse of the future. It is the continent's strategic framework that aims to deliver on its goal for inclusive and sustainable development. It is based upon 7 overall aspirations, that includes concrete targets and goals as well as a set of emblematic "Flagship" projects that aim to transform and unite the continent. Egypt as a regional power sharing long historical and cultural ties with the African's continent, is promoting an ambitious national reform program with the view to leading the country to a more just, prosperous and sustainable future for all, in line with the Africa's Agenda 2063 and the UN SDGs.





Egypt Vision 2030

Egypt Vision 2030 is a national agenda consisting of eight main national goals that reflect the country's long-term strategic plan to achieve the principles and goals of sustainable development in all areas. By 2030, the new Egypt will achieve a competitive, balanced, diversified, and knowledge-based economy, characterized by justice, social integration, and participation, with a balanced and diversified ecosystem, benefiting from its strategic location and human capital to achieve sustainable development for a better life to all Egyptians. NBE is aware of its important role as an active national stakeholder in supporting the role of the Egyptian government toward the promotion of this ambitious agenda. We work hand closely with all stakeholders to ensure that this visionary national agenda is fully incorporated into our business and subsequently our overall sustainability strategy while capital and funding are shifted towards its implementation.



National Bank of Egypt has incorporated the main strategic priorities outlined in the Egypt Vision 2030, the Africa's Agenda 2063, and the UN SDGs into its overall sustainability strategy. Thus, being the largest financial institution in Egypt, we develop initiatives that are complying with the overall vision pushed forward by all national and regional agendas while ensuring that sufficient funding is channelled for implementing emblematic projects that intend to transform not only the country, but the entire continent.



2.4. NBE'S EFFORTS TO MITIGATE SOCIAL RISKS

The practice of risk and crisis management has become one of the fundamentals that NBE works on. Social risks were already on the rise in a number of countries and regions well before the outbreak of the Covid-19 pandemic & International disputes. Over the time, we have become quite comfortable with and capable of managing the new risks, whether they are financial, governance, reputational or operational.

NBE generate social impact through internal and external stakeholders who manage impacts of their operations that may pose risks.

NBE categorize social risks as follows:



I. Healthcare

risks





risks (accessibility and quality)



4. Access

to basic

services risks

(transportation

and financial

services)

2. Education 3. Housing and infrastructure

I. Healthcare

Internal



EGP 445 mn budget of Employees Medical **Expenses and Health Insurance**

48,354 hours in Occupational Health and Safety attendance

Internal Awareness Campaigns

Eight health & nutrition internal awareness campaigns

Employee Resilience During Covid-19

- Vaccination sessions for employees across NBE
- 21,192 Vaccinated employees, 90% of employees: exceptional paid leave for pregnant women from the 28th week of pregnancy up till child delivery, for dependents of children under 12 years' old

External





To help Egyptian society fight the Coronavirus, the Bank has donated to various channels with total budget: **EGP 733 mn**

Women Access and Use of Health Services

21,000 women treated and 1300 early detected with total budget 40 mn

Children Access and Use of Health Services

10 projects served Over 64,000 children with total budget 266 mn

Clients

Corporate Financing

An Orthopedic and Surgical Hospital

EGP 291 mn to establish and equip the hospital operating about 100 beds

Health Inclusion Protocols

4 health protocols to provide all the financial solutions to hospitals and medical centers.

Program lending Protocols

395 pharmacies total facilities EGP 338 mn 152 financed medical equipment with a total facility EGP 224 mn

2. Education and Skills Development

Internal



Notable Training highlights in the reporting period (July 2020 - December 2021)

- EGP 67,2 mn invested in training
- 22,633 of our employees participated in at least one training.
- Women: 6,852 (30%),
- Men: 15,781 (70%)
- 14,423 hours in Digital Learning

External



Community

Children access to education

 154 schools were served with total budget EGP 54 mn and total beneficiaries: 13 mn

Youth access to education

- More than 80 full scholarships to talented
- More than 41,000 University students were supported
- More than 15,500 youth were trained Total budget: EGP 13 mn

Specially abled people access to education

- 27,300: Visually impaired were supported by **Baseera Foundation**
- 1200: Person were supported by Al-Hassan Foundation
- 6,000: Person were supported by The Egyptian Association for the Advancement of Persons with Disabilities and Autism

Clients

Financial literacy

- Financial awareness Initiatives of the NBE have as a goal to inform, train, and raise awareness on financial management topics at the societal level
- "Sabek Helmk" is an awareness initiative for Total beneficiaries 7,000 youth

Skills in Business (SIB) Program

 In cooperation with the European Bank for Reconstruction and Development (EBRD to support SMEs in their daily operation.

Entrepreneurship Rally Competition 2021:

 In partnership with the Arab Academy for Science Technology and Maritime Transport (AAST). NBE with total budget EGP 5 mn

Corporate Financing

- EGP 400 mn to an educational company with the aim of establishing a branch of an international university in Egypt.
- EGP 113 mn, 41% of the the construction of the first phase of an international school complex project in Sixth of October City.

literacy & Adult education

As NBE donated total amount of EGP 4 mn to support 10,000 adult education programs

3. Housing and Infrastructure (accessibility and quality)

Internal



 NBE provides housing facilities with discounted rates and long term payment plan in order to enhance NBE employees quality of life

4. Access to Basic Services

I. Transportation

Internal



 NBE's Benefits to employees: Coverage of transportation and travel costs

External



Community

 NBE villages: project that is serving 17 of the poorest villages and more than 63,080 citizens with total budget of EGP 100 mn

- New Valley Governorate: Total budget: EGP 15 mn The outcome: developing 100 houses.
- Northern Military Region: Developing Bashayer Alkhair 2 project in Gheit Alenab area in Alexandria.

The project includes 2,000 housing units. The outcome: serving 10,000 citizen

Clients

• In 2014 the CBE has launched a mortgage finance initiative NBE beneficiaries: 105,067 Budget: EGP 11.5 bn

Gas loans:

A project to finance gas meters with a portfolio of around EGP 362 mn as of December 2021, in co-operation with top national gas companies and support the government plans to provide citizens with a better life.

External



Community and clients

Corporate Financing

Loans to 3 companies to develop resilient transportation system with a total financing of 3 bn.

II. Financial Services

Internal



• NBE's Benefits to employees: : more than EGP 2 bn was invested in life and medical insurance, Preferential Personal Loans, Retirement Funds, and other employee benefits Health and Life Insurance

External

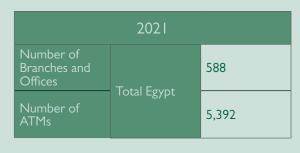


Community

• Financial literacy Hayah Karima: Financial literacy in 54 villages for 6,500 citizens.

Clients

NBE Presence



NBE Bus Branch : I branch

NBE Digital products and channels

- Al Ahly Net
- NBE Mobile
- NBE PhoneCash
- Digital branches



Living Through COVID-19 Times: Our Response and **Moving Forward**

During this critical period, we leveraged all our resources and processes to manage COVID-19 related risks, while investing in the support of our people and local communities to handle the repercussions of the crisis. NBE have been in close contact with the government authorities and followed all official guidelines of the World Health Organization (WHO) and the Egyptian Ministry of Health and Population.

HIGHLIGHTS



NBE **HUMAN CAPITAL**

- Encouraged remote working or work rotation (approximately 50%)
- Assigned an emergency **medical team** to manage COVID-19 emergencies
- Vaccination sessions for NBE employees Outcomes: 21,192 vaccinated employees (90% of NBE
- Support **NBE** chronic patients and pregnant females through grant exceptional paid leave for pregnant women from the 28th week of pregnancy up till child delivery, for dependents of children under 12 years old, and for working parents.



NBE **CLIENTS**

- Deferring **all customers' credit dues** (corporates, individuals, and SMEs) for a period of six months as well as exempting them from any late interest fees for late payment for 925,000 beneficiaries
- Setting a daily cash withdrawal / deposit limit at **EGP 50,000** from branches for individuals, and **EGP 20,000** from **ATMs**
- Tourism sector initiatives: granting credit facilities for 122,000 beneficiaries
- Initiative for non-performing companies and individuals for **1,353 beneficiaries**
- Mortgage finance initiative: **105,067 beneficiaries**
- NBE Mobile: **128% growth** in registration since June 2020 and **123,000** (activated hard token)
- **NBE wallets: 7.5% growth** in registrations since June 2020 and limit increased from **EGP 10,000 to 30,000** then to 50,000



NBE donated a total of EGP 736.3 mn to various channels including:

- **EGPI0** mn to mitigate the economic repercussions of the virus outbreak on citizens.
- **EGP 80 mn** through the Federation of Egyptian Banks
- **EGP 50 mn** for the Ministry of Health for hospital equipment
- **EGP 80 mn** to support Tahya Misr Fund
- **EGP 16.3 mn** for hospitals in Ain Shams, in Obour City, and Ahl Masr Hospital to support doctors and nurses
- EGP 500 mn to support the governorates of Egypt directly support to the Egyptian university hospitals, the White Army of Egypt, such as the Al Kasr Al Einy Specialized Hospital, through several protocols with the Ministry of health





04 Creating Social Value

- 4.1. Our Sustainability Approach
- 4.2. Our Stakeholders
- 4.3. Social Materiality: Priorities and Impact Pillars



Maha Hasebou

Head of Strategic Sustainability, Deputy General Manager, NRF

Our report is considered a new prototype that articulates social capital and equity within the Bank's inclusive business growth strategy. It was developed based on international social taxonomy, frameworks and standards; reflected in NBE's social materiality. It's a call for partnerships to build together a new benchmark for social sustainability in banking. We believe it's a continuous learning experience, towards achieving just transitions within global economic transformations.

4.1. OUR SUSTAINABILITY APPROACH

NBE, as a national financial institution, has acquired over the years a special role that goes beyond and above economic profit alone. For more than 120 years, NBE has been operating as financial engines for national growth, supporting communities and investing in the country's economic and social development. Therefore, our sustainability approach reflects our constant effort to improve the lives of the Egyptian people, in terms of investing in projects and initiatives that support and promote their economic, social, educational, and cultural development. With regards to the Bank's Sustainability Strategy, a dedicated NBE Unit is responsible for briefing the Board on a regular basis of its outcomes and of all subsequent social and environmental activities, ensuring alignment with emerging risks, regulatory guidelines, national needs, and business priorities.

4.2. OUR STAKEHOLDERS

NBE has a wide range of different internal and external stakeholders identified as important to its operations and processes, with whom the Bank engages regularly with the view to creating shared social value. We remain in constant dialogue with them, we listen to their concerns, issues, and interests and we strive to respond to their changing needs and expectations.



Stakeholders



Employees



of Egypt and Regulatory Bodies

Central Bank



Shareholders (State-Owned)





Customers and clients



Local Communities and the public



Government & **Local Authorities** &Public Institutions



Academic and Research Bodies. NGO's



How we work with our stakeholders to ensure social impact

worthwhile causes

management mechanisms do not pose any risk or cause any harm in the

By being an institution that supports the agents of the Egyptian economy,

Through our solid processes in place, we ensure that our approved performance, this improving the Egyptian marketplace

- We ensure access to Banking for Underbanked and vulnerable
- Protection of customer rights

We work to uplift communities and support the Egyptian economy and

We partner with a wide range of institutions and organisations, to ensure we address the full spectrum of social and environmental challenges

Engagement practices

- Meetings between employees and

· Official meetings with

Email communication

- Newsletters Personal communication

 Initiatives enhancing synergies and teamwork Annual performance evaluation

Official policies and procedures

- Training courses
- Participation in charitable, recreation and sports activities.
- Official visits Personal communication
- Periodic reports
- Official meetings with representatives
 Personal communication & constant Email communication
- Official visits
- Ongoing communication with partners
 Personal communication
- in the implementation of projects Business meetings
- Invitations to submit financial
- Meetings with representatives of Agreements monitoring Email communication
- Corporate website
- Press Releases Advertisements

- Press Releases
- Corporate website Sustainable Development Report
- Awareness campaigns Social, cultural and environmental
- Official meetings with representatives
 Personal communication
- Email communication Official visits
- Direct communication with

- Conferences Academic/ scientific events
- Email communication Personal communication
- Training programs and events
- Press Releases Promotional campaigns.
- Press conferences / Events Official meetings with representatives Email communication
- Personal communication

Frequency

At least quarterly

As required

As required

As required

 Customer Service call center Offers and discount schemes

Corporate responsibility programs

As required

 Conferences Meetings with representatives of

associations

At least quarterly

As required

As required





4.3. SOCIAL MATERIALITY: PRIORITIES AND IMPACT PILLARS

Just Economic Transitions through

- Social Dialogue and Advocacy
- Social Protection and human rights
- Community renewal
- Innovation and shared technology
- Workers involvement in sectoral planning
- lobs formalization









Social Governance, Compliance & Risk

- Social Sustainability skills matrix across bank-wide layer
- Social Sustainability Transparency, Targets and Incentives
- Social Risks such as Lack of livelihood, social cohesion, Labour & Payment standards; Youth Disillusionment, Infectious diseases, Product safety assurance, industrial safety standards and health protection for employees.
- Reputation Risks
- Strategic Partnerships, standards and certifications







Diversity, Equality & Inclusion

- Access to Finance
- Access to Economic opportunities
- Affordable & Adequate (products & services) eg. Housing
- Socio-Economic: Employability (Decent Jobs Creation & Preservation of Decent lob)













Identity, Heritage and Culture

- Arts and Sports
- Learning and knowledge
- Gender equality and empowerment
- Sustainable tourism
- Environment and biodiversity
- Social inclusion and Youth empowerment Peace-building and dialogue









- Sustainable Branding, Sustainable (product) Labeling
- Customer Value Marketing Innovative Digital Marketing
- Sense of mission Marketing • Stakeholder Engagement & Satisfaction











Sustainable Marketing and Stakeholders Centricity



Social

Materiality

البنك الأهلِيُ المِصِيُّ

NATIONAL BANK OF EGYPT

SUSTAINABLE

GOALS

Sustainable and Inclusive Communities, Regions and Sectors

- Education, training, and skills development

 Poverty eradication and human development
- Social care (women empowerment and people

 Healthcare and scientific research with special needs)



















Utilizing big data effectively

Green Skills

Data Analysis

- Financial Literacy
- Digitalization and Innovation

Skills for The Future

 Holistic Center of Excellence Build a scalable learning infrastructure







Quality of Life & Wellbeing

- Mental and emotional wellbeing
- Financial wellbeing
- Physical wellbeing
- Social isolation and resilience Health and Safety









Responsible Sourcing

- Fairness & Transparency Business Integrity & Ethics
- Mutual Dependence & Use of Mediation Confidentiality and Intellectual property
- Sustainable Digital Supply (Value) Chain Health & Safety
- Human Rights Environmental Sustainability











05

Implementing Sound Governance and Strategy

- 5.1. How we create positive impact
- 5.2. Our Structure
- 5.3. Creating a Culture of Compliance and Ethics
- 5.4. A Business Strategy with a Social Footprint
- 5.5. Initiatives of the Compliance Department
- 5.6. Standards and Certifications
- 5.7. Memberships
- 5.8. Our Joint Cooperations
- 5.9. Awards and Recognitions
- 5.10. Conferences and Summits
- 5.11. Promoting Cyber Security and Data Protection

5.1. HOW WE CREATE POSITIVE IMPACT

Corporate Governance broadly refers to the way a company is controlled and directed. Due to the nature and the complexity of the banking business, promoting good corporate governance is particularly vital for the organization but also for the wider society. Difficulties in the Bank's operations could disrupt and have historically disrupted entire economies. Furthermore, banks are placed in a unique position to be able to influence positively the governance practices of their corporate borrowers. Therefore, good governance standards and practices not only contribute to the financial and operational performance of the Bank's clients, but also play an important part in ensuring responsible business conduct in the business communities and economies at large.

In line with the SDGs, the Egypt Vision 2030, and the Africa's Agenda 2063, NBE is operating under strict corporate governance rules, supporting not only its customers and partners but also the national efforts for the promotion of effective institutions, respect for human rights, the rule of law and justice. In more details, Corporate Governance at NBE encompasses a system of relationships between the Bank management, the Board, the shareholders, and all other stakeholders and defines the powers and responsibilities for each one of them. It reflects the method by which the Bank's board and senior management guide and oversee the Bank's affairs and daily operations.





Alignment with Global Frameworks and National Agenda



SDGs



















ISO 26000 Core Subject Lines

Organizational Governance

5.2. OUR STRUCTURE

At NBE, we are committed to strong and effective governance practices that allows us to operate in a safe and sound manner, in compliance with applicable laws and regulations. Under this framework, we have developed and operate a robust corporate governance structure with checks and balances, clear lines of responsibility, control functions, concrete policies, codes of ethics and procedures that have as a goal to enhance accountability, transparency, and integrity at all levels.

5.2.1. BOARD DIVERSITY

NBE Board of Directors plays a preponderant role in providing leadership and outlining the general strategic direction of the Bank. We thus, strive to create more inclusive Boards that better reflect and take into the account the goals and the needs of our diverse societies, through policies, initiatives and goals that reflect our commitment and responsibility to sustainable development and social impact. Towards this direction, we make the effort to include more women representatives in the composition of our Board.





5.2.2. BOARD COMMITTEES

The Board Committees play an important role in supporting the Board's decision-making process through their in-depth knowledge, sector expertise and strategic advice ensuring that the organisation's overall strategy and its daily operations are implemented and widely understood across all sectors and divisions.

NBE's Committees

• Reviews the Bank's financial statements

• Ensures the effectiveness of the internal control structure.

Activities / Main Objectives

- Monitors the performance of internal and external auditors
- Oversees the Compliance & AML/CFT function.

Risk Committee

Audit Committee

- Oversee the Bank's risk management strategy
- Approve risk policies.
- Reviews the risk procedures and overall risk framework

Remuneration and Compensation Committee

• Reviews the general framework of benefits, rewards, and bonuses.

Corporate Governance and Nomination Committee

- Supervises the corporate governance practices
- Ensures the implementation of good corporate governance procedures,
- Reviews and approves polices related to corporate governance
- Propose any amendments it considers significant to the governance policies approved by the board.

24

5.3. CREATING A CULTURE OF COMPLIANCE 5.3.1. NBE'S CODE OF ETHICS **AND ETHICS**

NBE operates under strict rules and regulations that enhance its position and good reputation in accordance with a robust and well-designed system of compliance and corporate governance. All our policies are regularly reviewed in accordance with the Egyptian laws, regulations issued by regulatory authorities, and international best practices such as the FATF recommendations, Wolfsburg principles, and papers issued by the Basel Committee on Banking Supervision. Our compliance policies are subject to review every two years, or whenever there are new laws or newly issued regulatory instructions.

NBE is also subject to the laws, rules, and regulations of many jurisdictions in which we do business, in case there is a conflict between the laws, directives and regulations issued by regulators or legislators at the foreign jurisdiction, whichever is stricter shall apply to the extent that no local NBE has a set of key systems, policies (Corporate Governance, Whistleblowing, Gift acceptance authority laws or directives are violated. Ensuring that our corporate governance system is operating under the highest quality standards and necessary procedures, we regularly implement a series of dedicated seminars and training exercises to raise awareness and build a culture of compliance. Dedicated online training (i.e., the e-Learning Code of ethics training) ensures that all employees are aligned to NBE priorities. Our priority is to educate our internal audiences while we develop concrete policies, systems, and codes that provide the practical framework for guidance as well as action.

NBE Code of Ethics sets guidelines and rules for creating an appropriate work environment for NBE's Employees and Senior Management. As NBE promotes a culture of personal integrity and transparency, all employees must be aware and informed about the importance of the Code of Ethics and are encouraged to implement its principles and values in their daily work.

5.3.2. SYSTEMS, POLICIES, AND CODES

among others), and Codes in place that promotes compliance and appropriate behavior within the organisation with the view to preventing illegal actions or any other practices that endanger the Bank's reputation and business operation. Towards that direction, we actively encourage employees across all business functions to report inappropriate or illegal practices without fear of retaliation.

Channels for Whistleblowers at NBE

The Whistleblowing Policy aims at supporting mechanisms for whistleblowing of illegal and unethical practices to the management whenever concerns arise about an employee who might have done an act that violates NBE's Code of Ethics, instructions or by-laws, or any other act that constitutes a crime or a misdemeanor pursuant to the applicable laws and regulations. Customers and service providers contracting the Bank can also raise their concerns using the whistleblowing channels.

Reporting of any illegal practices while ensuring protection and confidentiality is highly encouraged by NBE via the following channels: The Whistleblower Hotline 73740

Hand-Delivered to NBE the announced compliance group address The Ethics Officer e-mail: whistleblower-compliance@nbe.com.eg

5.4. A BUSINESS STRATEGY WITH A SOCIAL FOOTPRINT

Positioned as the largest Bank in Egypt in terms of financial and human capabilities, the Bank has reviewed its strategy for a 3-year period (2021-2023), re-articulating some of its key strategic pillars with the goal to serve all segments of the population. As an organization, we lay emphasis upon creating social impact for our customers, employees, and the community at large. Thus, to make sure that our products and innovative solutions are brought to every segment of the society, our Bank sectors have also updated their respective strategies accordingly:



5.5. INITIATIVES OF THE COMPLIANCE DEPARTMENT



Regulatory Monitoring

On-going monitoring of the adherence to the Compliance Policies and its minimum standards, and applicable legal and regulatory standards, and assisting in enforcement as needed

Customer protection

Enforcing General Principles for Financial Consumer

Training

Conducting an on-going Compliance training

Objective

Supporting NBE to carry on business successfully and in conformity with local laws and regulations.

Promoting transparency, fairness, and ease of access to financial products and services for consumers, especially in the resolution of consumer

Promote an appropriate compliance culture awareness and understanding of compliance standards, procedures, and guidelines and of compliance-relevant issues.

Compliance & Governance Training programs:

nual Trade Finance Compliance - LIBF nking Governance Principles st Practices on Corporate Governance Reports	7 57	42
- :	57	
st Practices on Corporate Governance Reports		529
	7	49
ompliance and combating financial crime challenges	14	336
ompliance Requirements for 2021 in respect of Payment Transparency standards	17	159
orporate Directors Certification Program CDCP	31	1,488
proving Board Member Effectiveness	4	32
ernal Auditing Tools in Banks Governance	27	378
ernational Corporate Governance Certificate	2	24
Key Elements of an Effective Anti-Bribery and Corruption		6
e Role of Non Executive Board Member	l	32
anaging international and local challenges in the field of anti money laundering (AML) and terrorist financing	6	54
plying anti money laundering act (AMLA) and anti money laundering directive (AMLD) 2020 standards in the Arab Banking Sector	5	70
ompliance and business process optimization awareness sessions	5,175	10,384
iti Money Laundry	10,536	10,966
ode of Conduct	12,531	13,221
onsumer Rights Protection	10,224	10,224
TCA	1,418	1,640
roduction For Compliance	1,684	1,877
ow Your Customer	12,988	13,686
porting Illegal Practices	1,501	1,642
nctions List	902	937
e role of compliance officers in branches	274	834
nctions Risks and Dealing with Critical AML Issues	3	48
	impliance Requirements for 2021 in respect of Payment Transparency standards improrate Directors Certification Program CDCP proving Board Member Effectiveness ernal Auditing Tools in Banks Governance ernational Corporate Governance Certificate y Elements of an Effective Anti-Bribery and Corruption e Role of Non Executive Board Member maging international and local challenges in the field of anti money laundering (AML) and terrorist financing plying anti money laundering act (AMLA) and anti money laundering directive (AMLD) 2020 standards in the Arab Banking Sector impliance and business process optimization awareness sessions ti Money Laundry dee of Conduct insumer Rights Protection TCA roduction For Compliance ow Your Customer porting Illegal Practices inctions List e role of compliance officers in branches	Insplance Requirements for 2021 in respect of Payment Transparency standards IT proporate Directors Certification Program CDCP 31 proving Board Member Effectiveness 4 pernal Auditing Tools in Banks Governance 27 pernational Corporate Governance Certificate 2 pt Elements of an Effective Anti-Bribery and Corruption I naging international and local challenges in the field of anti money laundering (AML) and terrorist financing 6 plying anti money laundering act (AMLA) and anti money laundering directive (AMLD) 2020 standards in the Arab Banking Sector 5 pumpliance and business process optimization awareness sessions ti Money Laundry 10,536 de of Conduct 11,531 missumer Rights Protection 10,224 TCA 11,418 roduction For Compliance ow Your Customer 11,501 rections List 12,988 porting Illegal Practices 12,74

18,750 Unique Trainees attended multiple Compliance and Governance training programs with total training hours 68,658

Social Impact of Internal Audit Activities

Stakeholders need Internal Audit activities to provide them with their needs of assurance, advisory, and risk anticipation. The importance of the Internal Audit function in NBE comes from the fact that it provides the following functions:

- System Audit: This assesses the Internal controls and management in order to conclude if they are operating in an economically beneficial, efficient and effective manner. This will help in determining deficiencies and raising correctives actions.
- **Performance Audit:** It tests if the matrix set out for implementing the strategy, objectives, and tasks of NBE are correct for the evaluation phase and determines the consistency with the objectives.
- Regulatory Audit: This function represents the compliance aspect with all the applicable laws and regulations, principles, methodologies, and procedures.

The social impact of Internal Audit on our stakeholders

Stakeholders

Employees

Central Bank of Egypt and Regulatory Bodies



Shareholders (State-Owned)



Business Partners



Customers and



Local Communities and the public



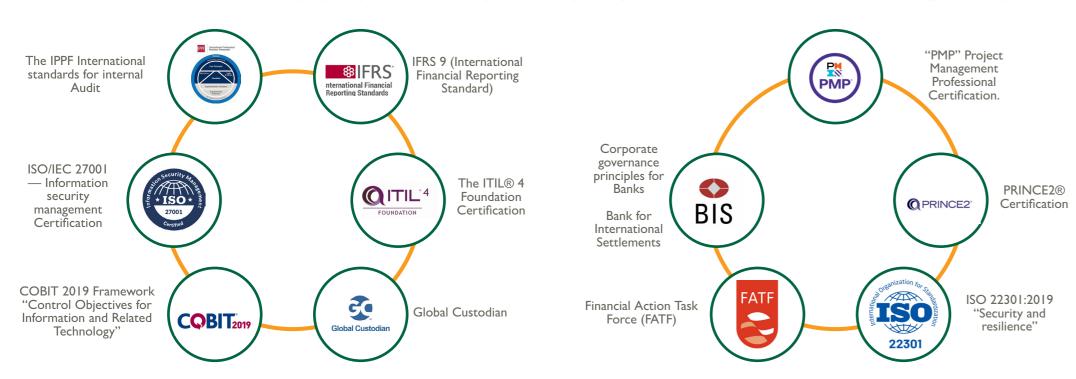
Social Impact

- Audit activities holds the employees accountable and responsible to follow all applicable laws and regulations. This assures that employees will work to achieve the maximum public benefit, adherence, and will ensure that employees won't engage in corruption activities.
- It provides a comforting cushion to employees to act in the best benefit of NBE as they will be always a monitoring body (auditor) in the Bank. Even if their work colleagues engaged in corruption, bribery, or severe work deficiencies, intentional or unintentional omissions; Internal Audit will reveal these acts and take the corrective actions to correct and hold the colleague accountable.
- It sets the benchmark of any financial figure to help the employees better understand their duties and responsibilities.
- Guarantees the diversification of hiring practices and thus leading to retaining and new hires of the right talents.
- Internal Audit acts will provide a safe and sound banking and financial systems of Egypt. Safe and sound systems are the solid foundations of the growth of the Egyptian economy.
- Since we are a State-Owned bank and the government will expect from us profits, internal audit will provide the necessary guarantee and assurance that NBE follows effective risk anticipation methods which might enhance cost reduction and generate higher revenues.
- We maintain the highest levels of transparency and periodic disclosures. Maintaining solid Internal Audit procedures will help enhance the trust of our partners and thus allowing us to establish new relationships, maintain, and develop existing ones. This will allow us to achieve bigger milestones through the fruitful relationships that are based on trust with our partners.
- The idea of a bank remains on the fact that depositors trust that NBE will act in good faith as a lending institution, providing them with a high return on investment and with the highest quality of service provided to them. Internal audit is their protective body against any willful misconduct or manifest error. This explains why we won multiple rewards for the retail segment and makes us an attractive depository or investment institution to more clients.
- While NBE is always keen on giving back to the community, it's always important to audit our social and environmental activities to ensure the maximum efficiency of our donations and to achieve the real purpose of supporting the society.
- One of the strongest tools of an entity is its publicity, and by ensuring efficient Internal Audit practices, we will reflect our good image to the public.

5.6. STANDARDS AND CERTIFICATIONS

NBE's products, services, and operational systems and methods comply with major national and international standards and certifications. Constantly improving the standards of our products,

services and operations is a strategic priority for us as a major national financial institution with a responsibility towards our customers as well as towards the entire Egyptian society



How quality standards and certifications help us improve service quality

NBE's Call Centre complies with the Customer Operations Performance Centre (COPC) standards by which its service performance is monitored, benchmarked, and measured on a regular basis. In more detail, the Call Centre:

- follows KPIs that measure the Bank's response rate to various customers (i.e., % of calls answered within 20 seconds from overall received calls)
- monitors the abandoned rate that measures the % of the abandoned calls from the overall received calls
- measures the accuracy of handling calls
- tracks and measures the first contact resolution rate which indicates the percentage of calls handled and resolved on the first line
- monitors the service level of all escalated service requests and complaints
- measures the customer satisfaction

5.7. MEMBERSHIPS

NBE is a member in numerous associations and organisations with the view to maintain an active dialogue with key stakeholders from a wide range of sectors such as:



5.8. OUR JOINT COOPERATIONS

Agency of colored for and	Federation of Egyptian Industries (FEI)
	The General Authority for Investment and Free Zones (GAFI)
the Egypton Eschange	Industrial Development Authority (IDA)
Size III californii a generali fonzi generali fonzi generali fonzi generali	The Central Agency for Public Mobilization and Statistics (CAPMAS)
DECX >	The export councils
WORLD	Economist Intelligence Unit (EIU)
Fitch Solutions :	Fitch Solutions
EUROMONITOR INTERNATIONAL	Euromonitor International
REUTERS	Reuters and Bloomberg

5.9. AWARDS AND RECOGNITIONS

Our regional success is reflected in our awards and rankings. During this reporting period, NBE received **44 awards** against all the regional and international Banks in Egypt. NBE also got high rankings from organizations such as The Banker Magazine, Fitch Rating, and Bloomberg Evaluation.

The Research Division of NBE has received an award from the Egyptian Centre for Economic Studies (ECES) for its research regarding the impact of government policies on the economic and banking environment in Egypt. In addition to that, the Division's periodic publications were recognised by both the Ministry of Higher Education and Scientific Research (MOHESR) and Cairo University for raising awareness regarding structural reforms, local and global economic developments, and their implications for the banking sector in Egypt.

Awards 2020-2021:

EUROPEAN The European Magazine

Best corporate loans provider(Egypt)

Best Banking Transactions Provider(Egypt) Retail Banking of the Year(Egypt)

Digital Banking Provider of the Year(Egypt) **Best Banking CSR Provider(Egypt)**



The Global Brands Magazine

Best Banking Brand(Egypt) Best Crisis Management Bank(Egypt)

Best CSR Bank(Egypt)

Best Digital Services Banking Brand(Africa) Most User- Friendly Banking Website(Africa)

2020

Most User-Friendly Banking Website(Egypt)

Best CSR Bank(Egypt)

Best Crisis Management Bank(Egypt)

202 I

2020 /2021



The Global Business Outlook

Most User-Friendly Website Design-Banking(Egypt) Best CSR Bank(Egypt) 2020

Best CSR Bank(Egypt) Best Retail Bank(Egypt) **Most User-Friendly NBE Mobile**

> Solutions(Egypt) 2021

> > 2020 /2021

BANKER

The Digital Banker

Best Retail Bank(Egypt) **Excellence in digital innovation(Egypt)**

2021

THE ASIAN BANKER

The Asian Banker

Best Retail Bank Egypt(Egypt)

2020

Best Retail Bank Egypt(Egypt) Strongest Bank in Egypt and Africa(Egypt and Africa) 202 I

> 2020 /2021

The Banker

The Banker

Bank of the Year(Egypt)



Finance

Global Banking and Finance magazine **Best CSR Egypt (Egypt)**

2021

Awards 2020-2021:



World Business Outlook Awards 2021

Best Retail Bank Egypt (Egypt)





Union of Arab Banks

Best Digital Bank in The Arab Regio(Arab Region)

Best Digital Bank in The Each Country





Global Finance

The safest Bank in Egypt(Egypt) World's Best Trade Finance Providers(Egypt)

1st safest Bank Egypt(Egypt) 9th safest Bank Africa(Africa)

2020 /2021

E GLOBAL **ECONOMICS**

The Global Economics Awards 2021

Best Retail Bank(Egypt)

Best Digital Banking Services(Egypt)





The World Union of Arab Bankers

Best Arab Bank in Digital Leadership and Innovation 2021 for launching the NBE Mobile unit project in 2020(Arab Region)





International Business Magazine

Best CSR Bank(Egypt)

Best Retail Bank(Egypt)

2021



International finance

Most innovative CSR Bank(Egypt)

2020

Most Innovative CSR Bank(Egypt) best retail Bank(Egypt)

2021



emeafinance Europe • Middle East • Africa

EMEA Finance

Best local Bank(Egypt)

Best debt house(Egypt)

Best loan house(Egypt)

2020

RETAIL BANKER

Retail Banker International / MEED Trailblazer Awards 2021

Best Retail Bank (Egypt)

2021

Rankings 2020-2021:

2020



2021

Top 100 Banks in Africa.
The Global Ranking is 237.
5th in Africa.



Top 100 Arab Banks.

Ist in Tier One Capital in Egypt.

Ist by Total Assets in Egypt.

The Global Ranking is 215.

4th in Africa.

Fitch Ratings has affirmed NBE's Long-Term Issuer Default Rating (IDR) at 'B+' with a Stable Outlook.

It has also affirmed NBE's Viability Rating (VR) at 'b+' and removed it from Rating Watch Negative (RWN).



Fitch Ratings has affirmed National Bank of Egypt's (NBE) Long-Term (LT) Issuer Default Rating (IDR) at 'B+' with a Stable Outlook.

Fitch has also affirmed National Bank of Egypt (UK) Ltd's (NBEUK) Long-Term IDR at 'B+' with Stable Outlook and Support Rating at '4'. NBEUK is a wholly owned subsidiary of NBE.

NBE won third place in Africa and the Middle East for its joint loans work, in which the Bank played the role of financing agent.

The Bank also ranked third in Africa for syndicated loans in which it acted as bookrunner, and fourth for loans in which the Bank was a promoter.



NBE secured first place in Bloomberg's Africa syndicated loans league table as the continents and Egypt's top financing agent, main arranger, and marketer of syndicated loans in 2021.

NBE ranked as the third top financing agent and main arranger and placed fourth as a marketer of syndicated loans.

5.10. CONFERENCES AND SUMMITS

NBE participates in numerous conferences, summits, workshops, and various events with the goal to actively engaging in a dialogue with key stakeholders and the wider business community regarding issues and topics relevant to its business. Also, executives of the Bank are members of various national and business committees. Through their active membership, they regularly monitor all major sector developments.

During this reporting period, NBE executives have participated as members, in the following high-level councils and committees:

Fraud Advisory Council, MasterCard

Risk Executive Committee, Visa

Arab Banking Cyber Security Forum, Union of Arab Banks

Chief Risk Officers in Arab Banks Forum, Union of Arab Banks

Arab Media Youth Forum, Cairo University

MENA Financial Crime Compliance Group)FCCG)

5.11. PROMOTING CYBER SECURITY AND DATA PROTECTION

Cyber security strategy is set to be in-line with the corporate strategy and directions for NBE. Alignment is done with the corporate strategy team while setting the strategy and its objectives to match the objectives and future directions of business. Cyber security strategy is reviewed by NBE management team and presented to the board of directors to ensure better alignment with business and corporate strategy and objectives.

The Bank aims to achieve a high level of cybersecurity, cyber resilience and trust in internal systems and capabilities. In order to achieve this, a number of initiatives were planned and delivered during the reporting period. Initiatives were delivered to increase the level of awareness and knowledge of employees. Additional initiatives on risk and compliance management took place, to enhance the Bank's cybersecurity risks.

Cyber security policies are reviewed and updated on annual basis during December each year to consider changes in IT and business environments as well as evolved services and applications. During this reporting period, there were no recorded breaches regarding data privacy.



5.12. ENGAGEMENT WITH NBE STAKEHOLDERS TO PROMOTE CYBERSECURITY



Stakeholders

Business Partners





Activities

Security Awareness Reporting fraud incidents

- CAB meeting
- Change management meeting
- Management review meeting

Mode(s) of engagement

- Instructor led training for new comers.
- reporting security incidents
- Awareness videos and posters on social media.
- Reporting security incidents through call center
- Discuss new business and IT projects
- Discuss change requests
- Discuss security status and achievements

To verify vendor compliance against third party security policy

- To respond to CBE requirements related to regulations and audits
- To report security incidents and respond to threats

Frequency

- Annual for online training.

5.13. CONSUMER DATA PROTECTION AND PRIVACY

A Customer Protection Policy was issued in February 2020, with the aims to affirm the importance of NBE's consumer protection through developing all possible and adequate means to apply the best international practices of consumer protection.

A clear regulatory framework is in place to define the relationship between the bank, service provider and the customer, aiming to achieve fairness and transparency and ensure customer data protection. NBE is applying a score card system to monitor and evaluate the service provided to our customers.

Toward that direction:

- We analyze and evaluate on a monthly basis; all received complaints and make sure we take all the necessary measures to improve the services provided to NBE's customers.
- We employ a smart system to manage and answer all customer messages and comments on social media and generate all reports.
- We unlock the Al Ahly Net users through CRM instead of contacting our contact center "it was recommended from our side and will be applied in
- We have set up an SMS service to all customer complaints to indicate registering their complaints.
- We have automated the debiting credit card overdue to reduce the time and effort.





06

Creating an Inclusive, Diverse, and Fair Workplace

- 6.1. How We Create Positive Impact
- 6.2. How We Contribute to Egypt Vision 2030
- 6.3. Employee Resilience During COVID-19
- 6.4. Securing a Fair and Equitable Environment
- 6.5.NBE: An Employer of Choice
- 6.6.Employee Wellbeing
- 6.7. Human Capital 6.2. How We Contribute to Egypt Vision 2030
- 6.8.Employee Sustainability and Social Awareness Engagement
- 6.9.Innovation and Digitalization in the Workplace
- 6.10.Compensation and Benefits
- 6.11.Being a part of NBE family



Hanan Elsheikha

Group Head of Human Resources, NBE

NBE strives to be an Employer of Choice, and as such, it encourages equality, invests in promoting women and people with disabilities across our branches and operations. This approach necessitates an attentive and broad search for the top talent. At NBE we are constantly investing in a working environment that provides fair working conditions, respects human rights, ensures the health and safety and greater well-being while enabling them to develop and grow.

HIGHLIGHTS -

Creating an inclusive, diverse, and fair workplace	Employability	Egypt's Employability Market Share: 18.6% of Employees with Egyptian banking sector
		24,218 Total employees 3,561 new recruits 4,800 outsourced hiring
		GENDER: 70% male, 30% female 936 women in managerial level
	Diversity and inclusion	SPECIALLY ABLED Employees 10% increase in special needs headcount. The percentage of employees with disabilities represents 2.45% (579 Employees)
	Covid-19 response	Employees Engagement and Grievance 39,719 Inquiries 29,717 Vaccine

Environment

Environmentally friendly bank

NBE saved about **52.4%** by reducing paper consumption

Learning and **Development** Development of the bank's employees

• EGP **63.91** mn Total investment in training

Promoting Cyber Security

- Phishing Simulation Exercise To test readiness of employees against phishing attacks
- Customer and employee awareness program To increase awareness of cyber security for employees and customers

Digitalization infrastructure

• EGP **30,000.00** investment in digital platforms for e-trainings and appraisals

6.1. HOW WE CREATE POSITIVE IMPACT

The National Bank of Egypt is one of the largest employers in Egypt employing more than 24,000 employees in head offices and 588 branches.

As a human-centric Bank, and in line with the SDGs, the Egypt Vision 2030, and the Africa's Agenda 2063, creating an inclusive, diverse, and fair workplace is of outmost importance to us. As such, we are laying emphasis on employees' well-being, talent, and productivity is an integral part of NBE's seven pillar strategy, outlined in the Bank's three years' strategic focus for 2020-2023. Our primary goal is to be positioned as an employer of choice in terms of attracting, retaining, and developing the best talent in Egypt.

However, being one of the top national employers also bears an immense responsibility. We must be constantly seeking solutions to ongoing challenges such as creating more and better jobs and more inclusive and fair workplaces for all. The pandemic has accelerated the entire process. At the moment, we are reviewing our policies, and developing new programs and initiatives with the view to further promote, fair labour practices, employee development as well as greater equality, and inclusiveness at work.





Alignment with Global Frameworks and National Agenda



SDGs









Africa's Agenda 2063









Egypt Vision 2030









ISO 26000 Core Subject Lines

Human Rights **Labour Practices** Fair Operating Practices

6.2. HOW WE CONTRIBUTE TO EGYPT VISION 2030

In response to Egypt Vision 2030 regarding the promotion of economic development and particularly innovation, knowledge, and scientific research programs by 2030, NBE is contributing specifically to the below national targets, namely:

- Adopting a comprehensive program to promote innovation and knowledge culture.
- Also, regarding the social justice dimension, NBE is working towards reducing the social intergeneration and gender gaps.

NBE'S CONTRIBUTION TO EGYPT VISION 2030:

EGYPT VISION 2030: National KPIs





Unemployment rate (%)



Female labour force participation



Knowledge workers sub-index of the globalinnovation index



Geographical gap in human development index



GDP per capita



International rank of the gender gap



The unemployment rate among people with special needs



Geographical gap in the percentage of employees with health insurance



Average training hours per employee in each sector of the labor market

NBE's contribution



During this period, NBE recruited:

- Over 3,000 graduates.
- 143 experienced professionals.
- 4,800 employees have been outsourced.

During this reporting period, NBE has

- a total of 7,276 female employees including 130 specially abled female employees.
- 1,184 women have been recruited including 16 specially abled female employees.
- 936 women at the managerial level.

NBE employees' professionals with high educational level, supporting diverse clientele.

NBE is putting forward measures to bridge the geographical gap by recruiting people from diverse regions within

NBE is contributing with job creation programs, fair wage benefits policies.

NBE's contribution to gender equality

- 30% of the total Bank employees are women.
- 17% are at the managerial level (936 women are currently at managerial levels).

NBE's contribution, 579 specially abled employees are currently employed by NBE out of which 130 specially abled females.

NBE's benefits for employees

- Health insurance.
- Paid time off (PTO) such as sick days and vacation days.
- Flexible and remote working options.

- Life insurance.
- Retirement benefits or accounts.
- Financial planning resources.
- Housing benefits

743,733 hours of training attended.

6.3. EMPLOYEE RESILIENCE DURING COVID-19

Creating a healthy and secure environment for all our employees is very important to us. During this period, we continued to remain vigilant regarding the effects of the pandemic on our people by continuing to implement measures ensuring employee health and safety as well as business continuity.

Our response to COVID-19

In more detail, at the employee level, we:

- Assigned an emergency medical team to manage COVID-19 emergencies
- Designated four hotlines dedicated to COVID
- Technical equipment distributed to all employees (i.e., VPN devices. laptops, Token, and USB)
- Encouraged remote working or work rotation (approximately **50%**)
- Granted exceptional paid leave to most vulnerable employees (older people, employees with chronic health problems, pregnant women, mothers with young children)
- Reduced working hours during periods of time when the pandemic was at its peak
- Regularly disinfecting our working spaces and our offices
- Provided masks and protection materials to our employees
- Adopted online meeting, training, and digital collaboration tools
- Dispatched food and medicine to infected employees
- Launched "Preventive Medicine Campaign", encouraging vaccination amongst employees and their families
- Vaccination sessions for employees across NBE

Outcomes: 21,192 Vaccinated employees: 90% of employees

Supporting female employees

Since the start of the Corona pandemic, National Bank of Egypt has consistently supported its female employees to face the challenges of the pandemic, recognising their special role as child-bearers. Thus, we have granted exceptional paid leave for pregnant women from the 28th week of pregnancy up till child delivery, for dependents of children under 12 years old, and for working parents.



6.4. SECURING A FAIR AND EQUITABLE ENVIRONMENT

6.4.1. ATTRACTING AND EMPOWERING YOUTH

Investing in our youth is of utmost importance not only for NBE but also for Egypt.

Through our young talent attraction programs, our youth can expand their skills, and develop their talents and their innovative ideas.

At NBE, we develop and operate numerous programs targeting Egyptian youth as well as University graduates. During this reporting period, we:

- •Recruited 3,418 fresh graduates and 143 experienced professionals
- *Organised six physical Employment Fairs (Pharos, AmCham, Helwan, Ain shams, FEPS, and GUC) and four virtual fairs (UCCD Huawei and Shaghalni, Cairo and Alexandria)

and four virtual fairs (UCCD Huawei and Shaghalni, Cairo and Alexandria)

- •Expanded our Internship Program and recruited 115 employees directly after its completion
- •Offered to 800 undergraduates internship opportunities and placements across different functions
- •Conducted six rounds of interviews in different regions with the view to attracting diverse talent from the rural areas (i.e., Mansoura, Ismailia, Alexandria, Aswan, Assuit and Qena)



6.4.2. EMPOWERING WOMEN

At NBE, it is our policy to guarantee equal opportunities amongst employees at all levels, thus we promote initiatives and programs that promote women empowerment, assisting female colleagues to pursue their professional goals and develop their skills.

Under this context, NBE has in place the following programs:

- Female professional coaching sessions
- Educational programs and skills training targeting female employees
- Flexible working schedules for women with families to help them balance professional and personal life

In line with the governmental direction of hiring ratio of 35% female, we aim to increase the percentage of females in our workforce (currently, 30% of the Bank's employees are women) and promote female leadership at all levels. In parallel, we ensure that there is at least one woman in all formed internal committees.

At NBE, women represent:

 30% of the total Bank employees (currently 7,276 women employees including 130 specially abled women)

Out of which:

- 17% are at the managerial level (936 women are currently at managerial levels)
- 10% at the senior management level

At NBE, during this reporting period, we have recruited

• 1,184 women including 16 specially abled women

From (July 2020 to December 2021) 677 female employees took maternity leave (9% of total female employees)

Digital learning for female employees

- During this period, NBE has set up a series of specialized digital learning programs for all female employees through the almentor.net platform for women.
- The program offered four courses in leadership, health, hobbies, and parenting.

Total number of female participants: 250

6.4.2.1. INTERNAL ACTIVITIES PROMOTING WOMEN'S EMPOWERMENT

At NBE we have set up numerous activities that promote work-life balance and women's development at work. During this reporting period, we have organised:

Online family seminars and awareness-raising campaigns in support of female employees

NBE organises online educational seminars designed for women employees offering advice and guidance on a wide array of topics such as raising children, particularly specially abled children with behavioral needs, health, and wellbeing, as well as methods on how to keep a balance between work and personal life. Laying emphasis on promoting health in general, the Bank has been organising campaigns to support and improve the general health of female workers, in terms of promoting the early detection of breast cancer to chronic illnesses such as cardiovascular diseases, diabetes, work-related stress

Online application dedicated to female employees returning from their maternity leave

NBE has set up a mobile application with various actions, training materials, and advice for those female employees returning from childcare leave, ensuring their return to the office is as smooth as possible and informing them of the most important changes and developments during their period of leave



6.4.3. SPECIALLY ABLED PEOPLE

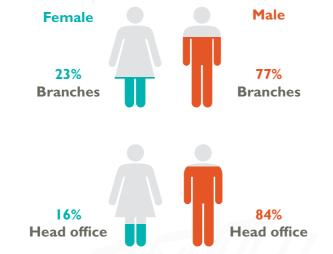
NBE has approved shortening working hours by one paid hour per day for specially abled employees or the caregivers of the first and second-degree specially abled relatives, according to Law No. 10 of 2018 on the Rights of specially abled Persons.

The Bank is collaborating with the Ministry of Manpower and Immigration and other institutions concerned with specially abled persons with the view to providing job opportunities under NBE's role as a social contributor.

Empowering Specially Abled Employees:



Specially Abled Employees (by Gender):



Inclusivity of all types of Disabilities:







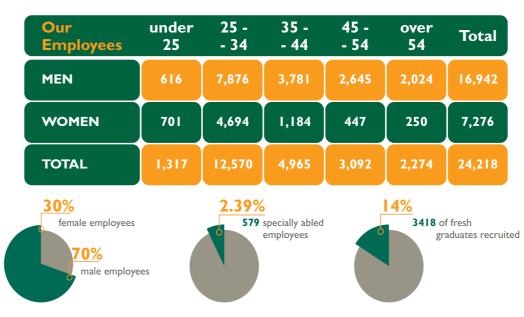


6.5. NBE: AN EMPLOYER OF CHOICE

As one of the largest employers in the country, National Bank of Egypt is taking seriously its relations with employees. Our employees are what drives our Bank forward as the quality of their work has an immense impact on the lives of our customers, clients, and the wider communities we serve daily. Socially responsible labour practices are essential to social justice, stability, and general

Under this context, being an employer of choice means being able to attract and retain the best talent in the country. Therefore, we go beyond the law, with the goal to create a working culture that cares for and respects its people. A working environment that would provide fair working conditions, respect human rights, and guarantees the health and safety of employees, and their overall well-being while allowing them to develop their skills and grow.

6.5.1. EMPLOYEE PROFILE



We aim to provide solid employment and stability to our employees, and thus, 99.92% of our employees are on a permanent contract with us.

We support the promotion of national human capital as 100% of our workforce is Egyptian.

Our Employees by region and gender:





North Cairo

Men: 806 Women: 526

Total: 1.663



Downtown CairoMen: 1,327 Women: 630 Total: 1.957

North Upper Egypt Men: 1,285 Women: 469 Total: 1,754



Men: 5.779 Women: 2.004

Men: I 476 Women: 525 Total: 2,001



East Cairo Men: 758 Women: 676 Total: 1.434

1en: 1.418 Women: 576 Total: 1.994

Men: 1,150 Women: 526 Total: 1,676

South Cairo Men: 839 Women: 493

Total: 1.332

Total

Men: 16,942 Women: 7,276

Total: 24.218

6.5.2. EMPLOYEE RETENTION

Within this turbulent and uncertain period, we are proud of our retention rates in terms of the number of employees that remain with us for many years. Our strong identity and ethical stance are demonstrated by the loyalty of our employees. At the same time, we are recording the reasons behind our employees' voluntary departments to develop better response mechanisms that would improve our retention policies in the future especially for those executives with high performance

We are proud that 10,954 of our employees have been with us for over 10 years.

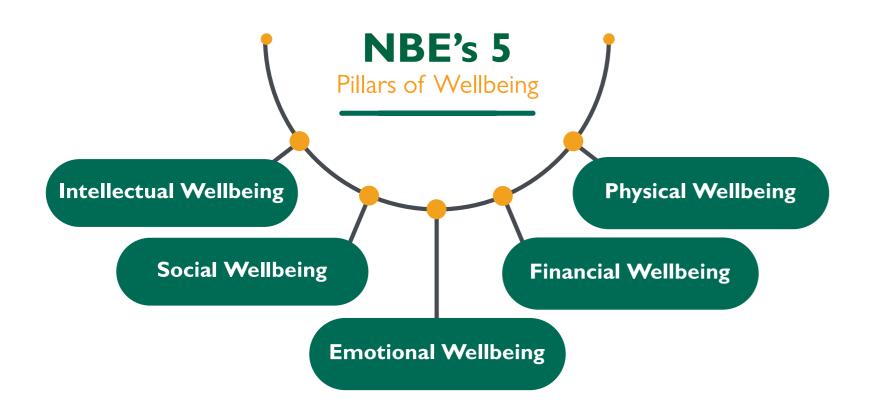
6.6. EMPLOYEE WELLBEING

6.6.1. PROVIDING A HEALTHY AND SAFE WORKING ENVIRONMENT

As conditions of work greatly affect the quality of life of our employees and their families, the provision of

Therefore, we design and implement policies and initiatives that promote their work purpose, their mental meaningful, productive, and secure work is an important element for human development and well-being as well as the overall prosperity of communities. At NBE, we are committed to creating a culture of health help them lead fulfilling careers and thrive not only as employees but also as individuals. We incorporate and safety that exceeds the highest working standards, safeguards fair working conditions, and ensures our employees' mental health. Our well-being philosophy is based upon the concept that our employees are also diverse and unique individuals. Promotion of employee wellbeing also means feeling good in one's workplace, being appreciated by peers and superiors, and having a feeling of purpose.

health, and their work-life balance, provide job clarity and personal as well as professional development to technological innovations and new concepts around the future of work, to ensure the best possible work environment and culture for our people.



6.7. HUMAN CAPITAL 6.7.1. TALENT MANAGEMENT

Our career path development policy has been revised to ensure that each employee's career assessment process is highly personalised, in line with all new developments in the modern workplace and reflects NBE's business goals and needs. Under this framework, we are utilizing all available technological tools and digital platforms and developing a set of robust measures and policies to ensure that our employee's performance is monitored and assessed objectively while comprehensive feedback is provided on a regular basis.

During this period, we have:

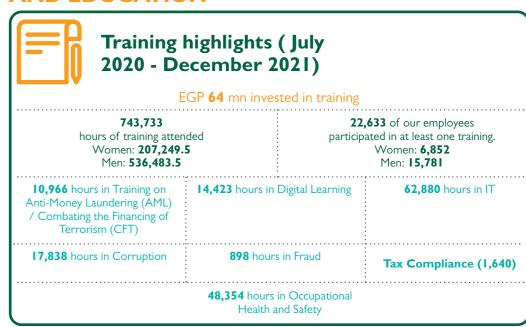
- · Initiated our comprehensive Employee Development Policy to promote equal opportunities and offer a wider variety of expertise and knowledge to as many employees as possible.
- Added a mid-year review to ensure the exchange of good practices regarding performance.
- Increased the number of internal promotions and internal job rotations with the goal to retain our workforce, and diversifying their skills and capabilities while giving them the chance to either switch positions internally or climb the ladder within the organization.
 - 1,510 supervisors (middle management)
 - 25% (6, 144) of employees are delegated internally to other jobs: 5,742 working in branches, 402 working in head office.
- Entered a strategic partnership with Oracle to further improve our performance management practices through the development of a new Human Resources Management System software.
- Launched in September 2021 the "Of the Performance Management revamp" Project, an additional tool to facilitate and have a flexible approval cycle during vacations and working from home. The project is expected to finish in August 2022.
- Activated NBE's staff application (NBE Staff)" to support the performance management cycle (99% of NBE employees registered in NBE Staff in December 2021).
- Added a new feature under the Oracle tool "Performance Follow up" to engage managers and employees in an open dialogue regarding employees' targets and achievements under the context of their individual professional plans

The "Performance and Appraisal process" is a project that started in September 2021, and it is expected to be completed in August 2022. The overall aim is to set small objectives and relevant KPIs across all sectors in close alignment with the overall seven pillars of the Bank's strategy to apply a more holistic and inclusive approach to the performance appraisal processes. In 2021, over 90% of employees (21,935 employees) completed their performance appraisals and all of them completed the evaluation process.

Presidential Leadership Program (PLP)

Selected NBE employees are eligible to participate in the highly reputable Presidential Leadership Program (PLP) that is launched by the National Training Academy (NTA). Participants from NBE are assigned to work on a full-time basis during a particular period of time for various functions at the Presidency, the Media Centre of the Presidency, the presidential specialized councils, or the NTA. During this reporting period, 36 employees participated in the programs. All NBE employees are eligible for this program except for women on maternity leave, employees on longterm sick leave, and employees with less than one year of employment at the Bank

6.7.2. EMPLOYEE DEVELOPMENT, TRAINING **AND EDUCATION**



A key aspect of organisational growth is the ability to attract and retain exceptional talent. This is linked to the way we recruit new members for our teams and extends to how we support their professional development through attractive career paths. We promote lifelong learning through upskilling and reskilling training programs, as well as a wide array of mentoring and coaching schemes to help employees not only grow but thrive.



Professional Career Reviews

21,935 eligible* employees received career reviews during this reporting period.

From eligible employees:

-15,193 male employees

- **6,743** female employees have received a career performance review

*non-eligible employees may be the employees on long term illness leave, women on maternity leave, employees less than I year service

Promoting financial literacy among employees

Keeping our employees, especially front officers financially literate is a strategic objective of the Bank, therefore we really invest in training our employees on financial literacy topics through comprehensive training programs, lectures, online courses, and videos about financial inclusion strategies and objectives.

143,553 hours of training dedicated to financially literacy took place in the reporting period.

Number of training hours:

•Women: **34,894** •Men: **108,659**

On April 27, on the occasion of the "Arab Day" for Financial Inclusion" a product awareness campaign for all employees took place, under the auspices of CBE.

Training	Women	Men
Training on Anti-Money Laundering (AML)/ Combating the Financing of Terrorism	2,950	8,016
Corruption/ Legal	4,994	12,844
Fraud	339	559
Tax Compliance Act	512	1,128
Financial Literacy for employees	34,894	108,659
Other key training category (Management and Skills)	36,280	99,820
Other key training category (On Boarding)	58,380	90,017
Other key training category (IT)	15,718	47,162
Other key training category (Support Functions)	23,635	81,355
Other key training category (English/ Certificates/ Banking Functions)	20,459	81,588
Other key training category (Digital Learning)	9,088	5,335
Occupational Health and Safety	9,600	38,754
TOTAL numbers of training hours	216,849	575,237

6.8. EMPLOYEE SUSTAINABILITY AND SOCIAL AWARENESS ENGAGEMENT

At NBE, we promote employee engagement in sustainability actions and social awareness campaigns. NBE Employees are part of the wider NBE family but also, active citizens and members of Egyptian society. Therefore, their active involvement in internal team-building activities, as well as support for social causes and voluntary programs, increases their engagement with the values and mission of NBE.

6.8.1. TEAM BUILDING ACTIVITIES

At NBE we encourage dialogue and an exchange of views and opinions. We promote informal dialogue and strengthen team relations through different activities, including the Bicycle Marathon, a new year concert, best employee competitions, team building sessions for each business Unit i.e., the Retail Sector.

During this reporting period, 176 employees participated in the Team building programs.

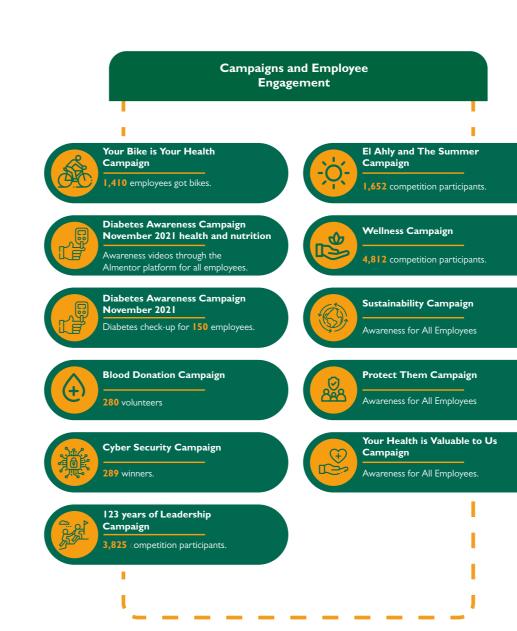
6.8.2. AWARENESS CAMPAIGNS

Engaging our employees in everything we do as an organisation is very important for us in terms of loyalty, long-term commitment, and connection to the Bank's overall purpose. During this reporting period, we have initiated several campaigns aiming at raising awareness and encouraging employees to follow a healthy lifestyle. In addition, we have run numerous internal campaigns and activations with the goal to raise awareness and educate employees about the sustainability initiatives, and social causes supported by the Bank and banking sector-related topics.

Total number of participants and competition winners: over 9,000 employees

Employee participation in awareness-raising campaigns

During this reporting year, NBE has organised II awareness-raising campaigns targeting all the employees in a wide array of subjects primarily related to health and wellbeing.





6.8.3. EMPLOYEE SURVEYS

At NBE, we conduct regular employee surveys and competitions to promote employee engagement. During this period, we conducted the following surveys:

- Your Bike is your Health Initiative Survey
- Cairo Bikes Competition 2021 Survey
- COVID-19 Vaccination Survey
- Digital Learning Survey
- Cyber Security Surveys

6.9. INNOVATION AND DIGITALIZATION IN THE WORKPLACE

6.9.1. INTERNAL COLLABORATION VIA DIGITAL CHANNELS

A major priority for NBE is to encourage employees to integrate new technologies, digital tools, and platforms into their daily work tasks as well as to increase the use of collaborative digital platforms for internal communication and engagement. Some of our digital and interactive tools that promote employee collaboration:

- NBE staff mobile application HR Chatbot Innovation lab (iNBE)
- NBE mentorship programs
- YouTube live closed events for NBE employees, procedures of loans, vacations, and performance
- Training tracks and e-learning, including learning platforms such as AlMentor
- · HR organizational development initiative restructure/internal communication

Ask HR Application Interaction

17,991 employees engaged through the "Ask HR Application" over 18 months 83,219 requests were sent by employees



6.9.2. DIGITAL RECRUITMENT TOOLS

In line with Egypt Vision 2030 and the Africa's Agenda 2063, NBE strives to attract the best talents in the country while creating numerous jobs for youth, women, and the vulnerable groups to achieve economic development through digital tools that enable us to identify, attract, and retain exceptional talents across Egypt, which otherwise would be difficult to reach.

Digital Recruitment tools and platforms

We have incorporated into our recruitment system and policies a set of new technologies and digital tools allowing us to automate processes, reduce costs, screen more available candidates, increasing the security of data while ensuring greater diversity and privacy.

In collaboration with the IT Division, we operate Taleo, a system of remote interviews that has increased automation and accelerated the recruitment processes

During this reporting period, NBE has organised **7,000** internship/ summer training interviews via digital tools and platforms.

Online recruitment: Women: 1,198 (34%) Men: 2,363 (66%)

Youth: 71,2% of total online recruits were youth



6.9.3. E-LEARNING PLATFORMS AND DIGITAL TOOLS

At NBE we encourage our employees to use all available digital tools and e-learning platforms to enrich their knowledge, develop and improve their skills, and further strengthen professional development. Towards that direction, we provide access to selected digital articles and playbooks via e-libraries, subscriptions to highly respected publications, as well as online digital webinars and training courses. Building a self-learning culture is an important priority for NBE as it increases the autonomy of employees and their approach to problem-solving for their daily work.

The impact of e-learning in a nutshell:

87% from the Head Office had average:

- Four Training Hours yearly and average 29,000 Book and Book Summary downloaded yearly-
- Four E-Learning Training Hours yearly from total 28 Programs
- 12 Mandatory Programs were delivered via e-learning schemes with average 95% direct cost reduction and 88% time reduction
- Average 586 training days yearly for technical and skills training
- 35% of travel risk and transportation cost eliminated yearly
- Average 15,000 working days saved yearly
- 95% from the Head Office employees had average seven E-Learning Training Hours yearly from total 1,100 topics



E-Learning Platforms:

Almentor

A top online interactive video platform for e-learning content and motivational speeches by key speakers the Middle East delivered in Arabic and English languages.

Video Arts

Engaging video learning solutions created by the best subject matter experts in the world, to suppor employees' professional development

Bookboon

An online publishing company of eBooks mainly business books available for downloading and reading offlin

Edaraa.com

he largest Arabic library including some of the bestselling international books

HBRA (Harvard Business Review Arabic)

Periodic announcements and newsletters are sent to all employees from selected content provided by the global digital platform of the well-known HBR magazine which include business and management news, studies, articles and research materials

EKB (Egyptian Knowledge Bank)

I he world largest digital library containing unlimited resources exclusively for the Egyptian audience Nt employees were given the opportunity to register in EKB as researchers and have unlimited access to references, reports, and sources

neak Un

foreign language online training center, accessible any time that includes a selection of e-courses and live ssions delivered by certified language instructors

6.10. COMPENSATION AND BENEFITS

NBE employees have access to supplementary remuneration packages and bonuses according to

One of the main targets at NBE, is to provide a healthy workplace for its employees, being their level and position, as well as additional benefits that overall improves their living conditions, wellbeing, and facilitate their professional development. All NBE employees are entitled to life and health insurance plans.

During this period:

- 540 employees were granted three days of paid paternity leave
- 650 male/female employees received a paid three-day compassionate leave upor the death of one of parents, siblings, children, or spouses.

A total of EGP 2.1 bn was invested in life and medical insurance, preferential personal loans, retirement funds, and other employee benefits

NBE Employees' benefits and compensation package

- Health and Life Insurance
- Paid Time Off (PTO), such as sick and vacation days
- Flexible and remote working options.
- Retirement benefits or accounts.
- Financial planning resources.
- Housing benefits
- Coverage of transportation and travel costs
- Cash contributions for special occasions (i.e., marriage)
- Granting of vouchers for holidays (i.e., accommodation in summer reports for the employees)

Benefits (July 2020 – December 2021)		
Benefits	Investment (in EGP)	
Group Life Insurance Program	145,000,000	
Preferential Personal Loans	785,000,000	
Health Insurance (Medical Expenses)	445,000,000	
Retirement Fund	706,544,000	
Other (e.g., car)	65,700,000	
Other (e.g., phone)	10,000,000	

6.11. BEING A PART OF NBE'S FAMILY

appreciated by peers and superiors, and having a feeling of purpose. NBE's target is to make employees feel part of a diverse, challenging, and constantly evolving team, through a series of team-building programs, coaching actions, voluntary initiatives, as well as philanthropic events that increase their sense of giving and belonging. Being part of NBE family also means that an employee is adhering to the highest ethical and social standards.

Towards that direction, we make sure that every employee is aware of our values, codes of ethics, and is also properly trained with regards to how to apply all those standards and rules in his everyday work.

Our Way Forward

Moving forward, our main priorities are to continue having an impact on our people in terms

Employee Development, Training and Education:

- Attracting and retaining the best talent.
- Developing our employees and investing in their competencies to fill vacant middle and top-level management positions.
- Further investing in performance management best practices.

Employees' Quality of Life:

- Fostering an inclusive work environment, including gender diversification in filling vacant
- Creating a culture of commitment, compliance, and a safe environment.
- Continue to support employees and their families via health insurance services.
- Maintaining employees' mental health in workplace.
- Annual awareness campaigns about the importance of work-life balance and consequences of over-tiredness.

Enhancing Employee Agility:

• Enhance employees adaptation to unpredictable environment that is changing rapidly and appropriately.

Organization Digitalization/Monitoring System:

- Promoting digital transformation tools and solutions for our employees.
- Digitalizing employee self-services through a mobile application.





Creating Value and Growth Through Products and Services

- 7.1. How we Create Positive Impact
- 7.2. Our Response to COVID-19: Supporting Our Customers
- 7.3. Key Partnerships
- 7.4. CBE's role in ensuring Financial Inclusion in Egypt
- 7.5. Inclusive Economy through accessible Banking
- 7.6. NBE Target Groups
- 7.7. NBE Instruments / Industries
- 7.8. NBE Enablers



Karim Soos
CEO of Retail Banking Group, NBE

NBE strategically focuses on enhancing performance and expanding its retail banking division to attract and retain customers through social impact practices and approaches of values-based bank. Since consumers' banking preferences are rapidly evolving, NBE frames its value propositions to integrate digital innovation with traditional cultural values with the aim to ensure consumer trust, long-term loyalty and inclusive growth strategy.

7.1. HOW WE CREATE POSITIVE IMPACT

The financial sector is crucial for the growth of the economy and the prosperity of society at large. Financial products and services create incentives for the development of sustainable business models at the micro as well as the macro level, by shifting critical capital, funding, and resources to more sustainable sectors of the economic activity with great impact upon entire regions, nations, and people. Under this framework and taking into consideration NBE's own strategic goals, the SDGs, the Egypt Vision 2030, and the Africa's Agenda, we are developing financial products and services that have the capacity to transform people's daily lives while diversifying and boosting the Egyptian economy. As a major financial services provider at the national level, we place the needs of our customers, citizens, and wider stakeholders at the very epicenter of our business activities. Ensuring that our clients can manage and service their debt is not only a risk management exercise but an integral part of our responsible lending practices with a significant impact on the communities and the societies we serve.



Alignment with Global Frameworks and National Agenda



SDGs











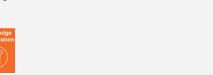


Egypt Vision 2030









More specifically, according to Egypt Vision targets to be achieved by 2030, NBE is contributing specifically to the following:

- Achieving a balanced geographical distribution of services
- Developing a comprehensive program to stimulate innovation activities by SMEs.
- Activating public-private partnerships to support and stimulate innovation



Africa's Agenda 2063







ISO 26000 Core Subject Lines

Human Rights Consumer Issues Community involvement and Development





How we create positive impact

- More than EGP 2 bn is allocated to mega projects that support key sectors of the Egyptian economy
- EGP **104.7** bn total value of loans to SMEs
- EGP **13.035 mn** total amount of loans used to programs designed to promote small businesses and community development
- In 2021, the number of NBE branches in Egypt reached **588** out of which **II** were located in rural and remote areas
- 37% increase in the balance of the existing SMEs enterprises portfolio (direct and indirect) approximately EGP 31 bn



Inclusive economy through accessible banking:

To make banking products and services more accessible and inclusive (available and usable) for all current and new customers

- **588** Total Number of branches and offices across all Egyptian governorates
- Three Branches per 100,000 customers
- Eight (branches, subsidiaries and representative offices) outside Egypt
- II branches in Rural/remote areas



The Unbanked / excluded segment:

Adults who do not use or do not have access to any traditional financial services, including savings accounts, credit cards, or personal

Six National events NBE Participated in, that is under the guidance of CBE

- -International Youth Day 32,900 new customers 81,800 issued cards
- -National Farmers Day 38,100 new customers 89,600 issued cards
- -World's Saving Day 35,400 new customers 102,300 issued cards 3,400 mobile wallet subscriptions
- International Day of Handicapped 35,200 new customers 93,100 issued cards 3,500 mobile wallet subscriptions Financial Literacy

Internal Awareness: 7,300 Interacted in wellness campaign

500+ viewers An introductory video about financial inclusion that has been uploaded to «Almentor platform»

600 Financial inclusion is included in the bank's promotion tests matrix (until March 2022)

320 + HR Dep Online session to all NBE trainers about the importance of financial inclusion

External Awareness: 850 students Awareness in a youth forum organized by Cairo University 20.000 Elder

Elder People's Literacy, prepared an educational material for elder people about financial inclusion

100 attended

Financial inclusion and non-financial services workshop

Financial inclusion workshop for 215 established IT companies with existing operations in the market in the sector of International applications products/services.

HIGHLIGHTS-



Underserved and Vulnerable Groups:

Underserved groups refer to **populations that do not have adequate access to banking**. This includes rural, elderly, low-literacy, blue collar, and poor populations.

NBE initiatives:

Hayah Karima Initiative: Financial literacy in 54 villages for 6,500 citizens.

World Food Program: Financial literacy in 17 villages for 2,300 citizens.

Products:

Formal electronic payment "Meeza" the first national e-payment card 5.7 mn cards Issued 255,000 cards beneficiaries of MFIs 315,000 POS that were activated to obtain the «Meeza» card 5,392 ATMs activated for transactions and card usage.



Entrepreneurs:

Women, Youth, and Elder people

An entrepreneur is an individual who creates a new business, bearing most of the risks and enjoying most of the rewards (including: women and youth).

Entrepreneurs:

NilePreneurs: 8,398 Entrepreneurs were empowered through business development service «NilePreneurs»

(3,398) 40% Women were empowered

(7,208) 86% Youth were empowered

(1,190) 14% Elder people were empowered

640 Small and Medium Enterprises with a total of **13,673** services were supported, **306** of them have been directed to branches for financing.

8 governorates (Cairo, Sharqia, Gharbia, Giza, Assuit, Aswan, Luxor, El-Mina) and deals with **38 branches 4,345 New leads** were generated seeking retail and financial inclusion products

62 seminars and workshops were held on topics like Skills Development, Financial Literacy, Project Financial Management, Legal Forms of Companies, and Project Management.

ROWAD 2030

7,202 Total number of entrepreneurs

10% of the participants are students

4% are graduate studies

86% are university graduates

56% of the trainees are currently working

Micro Mentor

68% Male, **32%** Female

18-25: **6%** 25-35: **44%** 35-45: **33%** 45-55: **14%** 55-65: **3%**

Youth

36% of NBE liabilities customers are youth

10,000 Youth through Financial awareness initiative «Sabe Helmak»

Youth in Business (YIB) Program:

152 Total number of beneficiaries in 19 governorates 23 Female 129 Male

HIGHLIGHTS-



Specially Abled People:

The focus of banking accessibility is to afford customers with disabilities the same level of service as other customers, to perform functions and access information

- Accessibility for Special Abilities: 34 ATMs accessible for handicapped people, 55 branches are accessible for hearing impaired customers through Sign Language trained employees, 208 ATMs accessible for visually impaired people
- Communication:

252 NBE Employees trained on sign language





7.2. OUR RESPONSE TO COVID-19: SUPPORTING OUR CUSTOMERS

COVID-19 unprecedented impact has also created disruption to the banking sector and the operation of our business namely our credit portfolios. In consequence, our risk team assessed all our clients' portfolios linked to impacted sectors of the economy with the view to take concrete action in supporting them on a case-by-case basis. The SMEs sector was particularly affected by the pandemic. In partnership with the Central Bank of Egypt (CBE), we have been instrumental in shifting critical capital towards targeted initiatives to support SMEs coping with this crisis.

NBE Team undergone a major redistribution of our teams to tackle employee shortage caused by quarantine policy and sick leaves issues.



NBE undertook six major actions to support clients and critical sectors of the economy during **COVID**:



Deferring all customers' credit dues (corporates, SMEs, and individuals for a period of six months as well as exempting them from any late interest fees for late payments (CBE initiative)

- Corporate: 1,487 beneficiaries - Retail: 436,450 beneficiaries
- Retail: 436,450 beneficiaries - SMEs: 49,016 beneficiaries



Tourism Sector Initiatives

- Finance salaries and dues to suppliers, as well as maintenance expenses through granting credit facilities for a maximum period of two years, with a grace period till the end of December 2022 (122,000 beneficiaries)





Industrial private sector initiative: Mortgag



Limit cash transactions and facilitate the usage of electronic payment methods

- Increase limits of mobile wallet: 99,330 account beneficiaries and 9,751 prepaid cards beneficiaries
- Free of charge mobile wallets (including creating free virtual credit card)
- Transfers between wallets and accounts without fees and commissions
- Issuing free of charge contactless prepaid cards
- Setting a daily cash withdrawal/deposit limit at EGP 50,000 from

branches for individuals, and EGP 20,000 from ATMs



Initiative for non-performing companies for all sectors



Mortgage finance initiative: 105,067 beneficiaries

NBE Channels



New features and services through ATM 782,000

Cards were activated through ATM



NBE Mobile

June 2020 Hard Token 123,000 Activated their Hard Token through NBE Mobile new services and features added (Activate/Deactivate/Refresh)



Call Center

Two new call center extensions to answer 1.8 mn comparing with 991,000 before adding the new extensions



50,000 EGP increased the wallet limit to provide customerswith higher limits to perform all types of transactions from **10,000** to **30,000** then to **50,000** EGP

NBE Initiatives



Implementing CBE Initiative

Loans

Deferring all customers' credit dues
(Corporates, individuals and SMEs) For a
period of 6 months, as well as exempting them
from any late interest fees for late payments
Corporate 1,487 beneficiaries
Retail 436,450 beneficiaries
SMEs 49,016 beneficiaries

NBE supported CBE's strategic goal to promote digital transformation through electronic payments:

One of the most important measures in response to Covid-19 was the "Electronics Payment Initiative" launched by the Central Bank of Egypt with the view to increasing the number of electronic Points of Sale (POS) available across the country, especially in remote and inaccessible areas, while accelerating the digital transformation of the economy and society in Egypt. Under this context, CBE has set standard specifications for the POS to support contactless transactions, suit the working conditions of remote areas and ensure quick and secure execution of transactions. In parallel, with regards to QR codes, the issuer banks are also encouraged to provide incentives for customers to use electronic payments in purchases. NBE is supporting the transition from the traditional economy to the digital economy. NBE contributed to "Electronics Payment Initiative" increasing our POS market share to reach 45.3%

Developing solutions for responding to the pandemic:

NBE's Research Division is playing a preponderant role in monitoring developments, assessing data, and providing strategic advice internally regarding response solutions to the pandemic. It looked thoroughly into the pandemic's impact upon various industries in Egypt and outlined a financing and investment system in support of those sectors affected the most, such as tourism, construction, agri-food, chemicals, and commercial industries. In addition, it identified new business opportunities in areas linked to medical supplies, new technologies, and digitalization services.

NBE's Security Division acquired a supervisory role which involved utilizing advanced technology for the monitoring and implementation of safety procedures, ensuring remote access security, protecting NBE's assets and information, remote audits and reduction of risk, increasing awareness on security issues, engaging with the Central Bank of Egypt sharing data and updates connected to the pandemic (cases, and death toll)

7.3. KEY PARTNERSHIPS

At NBE, we are working closely with reputable international organizations, financial institutions, and authorities with the view to shift capital and invest in products, businesses, services, and sections of the economy that will help lead our economy and society to sustainable development for all. Towards that direction:

International Partnerships

UN Industrial Development Organization (UNIDO) Solar Heat for Industrial Processes (SHIP)

European Bank of Reconstruction (EBRD) and the European Investment Bank (EIB)

- · Youth in Business (YiB) Program
- Skills in Business (SiB) Program
- Green Economy Financial Facility (GEFF)

International Finance Corporation (IFC)

National Partnerships

Egyptian Pollution Abatement Program (EPAP)

Egyptian Mercantile Exchange

Egyptian Micro finance Federation

Federation of Industries



























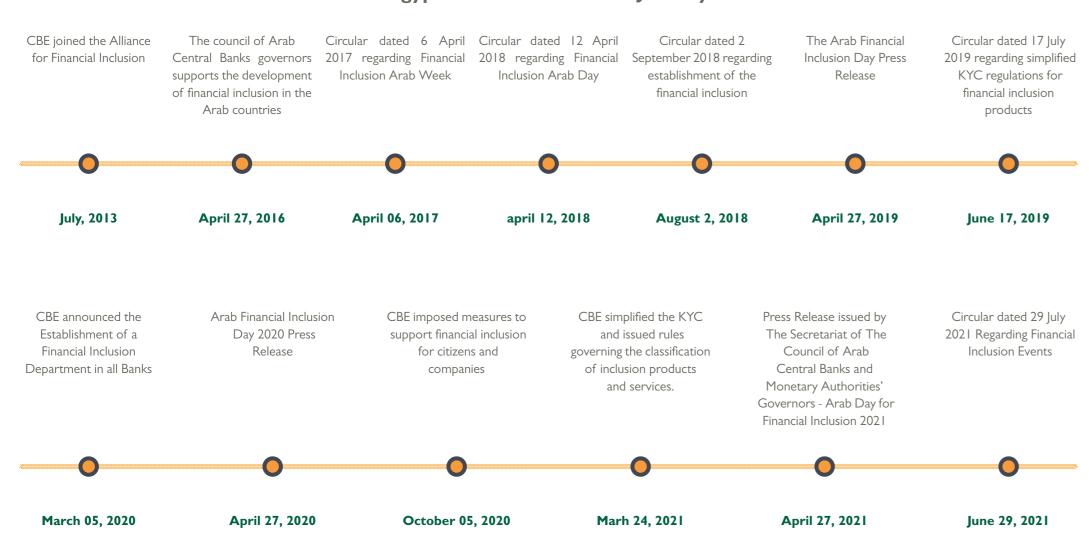






7.4. CBE'S ROLE IN ENSURING FINANCIAL INCLUSION IN EGYPT

Egypt's Financial Inclusion Journey



During this reporting period:

CBE | April 2020, Arab Financial Inclusion day 2020

Under the slogan: "Towards building a community financial culture that enhances financial inclusion", the event laid emphasis upon the following topics:

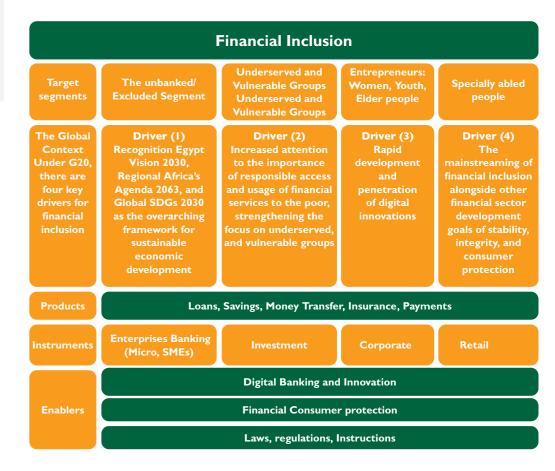
- Coordination with the priorities of the Group of Twenty
- Promoting digital financial inclusion for youth, women and MSMEs
- Encouraging the use of modern financial technologies to enhance financial inclusion
- Spreading the digital financial culture among all segments of society

Activities during financial inclusion events:

- Banks are allowed to offer the public appropriate banking products, provided that the banking affairs sector of the Central Bank of Egypt is informed of the locations of their presence.
- Facilitate the opening of accounts for new customers without fees.
- · Issuing prepaid/debit cards to customers and encouraging them to activate and use them in purchase transactions.
- Encouraging e-wallet customers to activate and use their wallets.
- Sponsoring financial education activities for all groups.
- Printing the financial inclusion brochure and distributing it to the public.
- Promote the event through all traditional and social media channels.

7.4.2. NBE'S FINANCIAL INCLUSION FRAMEWORK

In alignment with CBE, Egypt Vision 2030, and the SDGs. **NBE's financial inclusion model** is based upon the following concept:



7.4.3 NBE'S FINANCIAL INCLUSION MODEL

- % of adults with an account at a

- Number of depositors per 1,000

- number of deposit accounts per

- % of adults with at least one loan

- number of outstanding loans per

- % of adults that use their mobile

- % of SMEs with an account at a formal

- Number of SMEs with deposit accounts

- Number of deposit accounts OR

number of SME depositors/number of

- Number of branches per 100,000

- Number of ATMs per 100,000 adults

OR number of ATMs per 1,000 sq. km.

- Combined index of: Interoperability

device to make a payment

outstanding from a regulated financial

formal financial institution

1,000 adults

institution

1,000 adults

financial institution

depositors

In alignment with the CBE, Egypt Vision 2030, and the SDGs. **NBE's financial inclusion model** is based upon the following concept:

Financial Inclusion Indicators

Formally Banked

adults

Adults with credit at regulated

mscicucions

transactional use

Formally Banked enterprises

Points of Service

Interoperability of

Points of Service

Cost of Usage

 Average cost of opening a basic current account - Average cost of maintaining a basic Bank current account (annual fees). - Average cost of credit transfers.

Description of KPI NBE Response

- 17.8 mn Total NBE Customers

Number of depositors at NBE or number of adults having a Bank Account at NBE

- 6.002 mn Above 35 Yrs.
- 3.429 mn Below 35 Yrs.

Number of adults with a loan at NBE

- I.7 mn Asset Customers

Number of adults using their mobile to have access to their NBE account

- 6.18 mn Customers using Al Ahly Net Application

Number of Egyptian SMEs with an account at the NBE

- Total number of SMEs Customers 109,100
- Three branches per 100,000 customers
- II NBE branches in remote areas in Egypt
- 56 ATMs per 100,000 customers

Currently Egyptian Automatic Clearing House (EG – ACH) outgoing fee is waived as part of CBE initiative till 30 June 2022

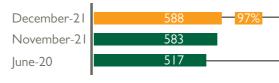
Opening Accounts fee: 50 EGP
Quarterly
Statement Fee Paper: 45 EGP
E-statement Via Al Ahly Net: 15 EGP
E-statement Via email: 20 EGP
Quarterly Admin Fee: 30 EGP (quarterly)

VOURSEIF Services Promotion of the state of

7.5. INCLUSIVE ECONOMY THROUGH ACCESSIBLE BANKING

Access to banking for the entire population is an important national objective. NBE, as a major national financial institution, strives to make financial services accessible to as many people as possible and create a wide-scaled network that ensures inclusion and access for all. Reaching out to remote rural areas as well as the underserved and unbanked remains a major challenge. Towards that direction, alongside our efforts to expand our digital services, we also invest in our physical branches.

Three branches per 100,000 customers



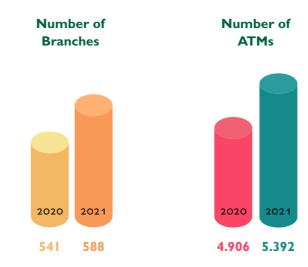
NBE branches

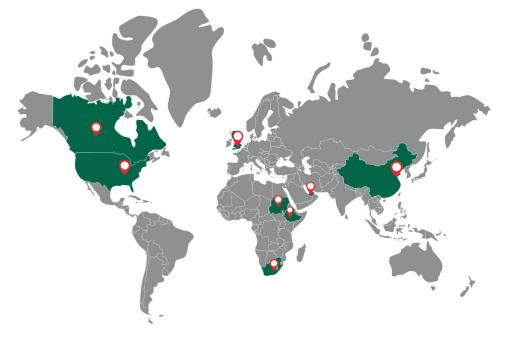
Market share
including branches
of agriculture ban

NBE Global Presence: Eight (branches, subsidiaries and representative offices)

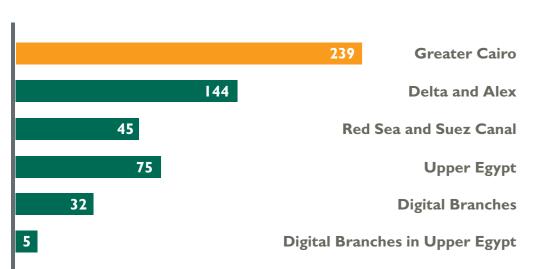
- I. National Bank of Egypt (UK) Ltd
- 2. NBE, (DIFC) Limited
- 3. NBE, (Sudan)
- 4. NBE, New York Branch
- 5. NBE, Shanghai Branch
- 6. NBE, Rep. Office (Johannesburg), South Africa
- 7. NBE, Rep. Office (Dubai-U.A.E.)
- 8. NBE, Rep. Office(Addis Ababa), Ethiopia

NBE presence (Branches and ATMs)





NBE Branches in Egypt:





NBE Presence in Rural or Remote Areas:

Total number of branches in rural or remote areas

- II Branches
 I. Halayeb
- 2. Shalateen
- 3. Nuweibaa
- 4. El Tor
- 5. Nasr El Nouba
- 6. Dakhla
- 7. Kharga
- 8. El Salloum
- 9. El Dabaa (an office belonging to the Marsa Matrouh branch)
- 10. Rafah
- II. Arish

Two Branches expected to open in 2022

- I. Farafra branch in New Valley Governorate
- 2. El Kharga branch in Interests Services Complex



7.6. NBE'S TARGET GROUPS

I- The unbanked / excluded segment

NBE participated in the following national six events that undergo the guidance of the CBE to introduce the public to banking activities and increase their financial knowledge.

Activities during financial inclusion events:

- Allowing banks to be outside their branches during the mentioned period and offering appropriate banking products, provided that the Banking Affairs Sector of the CBE, is informed of the locations of their presence.
- Opening accounts for new customers without fees and without a minimum.
- Issuing prepaid/debit cards to customers and encouraging them to activate and use them in purchase transactions.
- Encouraging e-wallet customers to activate and use their wallets.
- Provide and sponsor financial education activities for all groups.
- Printing the financial inclusion brochure and distributing it to the public.
- Making media coverage of the event through social media and announcing the activities by electronic means for each bank.
- Sending introductory text messages to telecom company customers, to introduce events or announce that banks will open accounts for new customers without fees.
- Publishing the "Banner" material containing the slogans of the Arab Day for Financial Inclusion and the CBE on bank branches during the activities of the Arab Day for Financial Inclusion.

Outcomes of NBE Financial Inclusion events:

August – International Youth
Day (32,900 new customers
81,800 issued prepaid cards)

September – National Farmers
Day (38,100 new customers 89,600 issued prepaid cards)

October – World's Saving Day (35,400 new customers 102,300 issued prepaid cards - 3,400 mobile wallet subscriptions) December – International Day of Handicapped (35,200 new customers - 93,100 issued prepaid cards - 3,500 mobile wallet subscriptions)

International Women's Day, (48,519 new customers, 158,347 issued prepaid cards, 8,337 mobile wallet subscriptions)

Arab Financial Inclusion
Day (48,987 new customer,
131,721 issued prepaid
cards , 8,414 mobile wallet
subscriptions)

Financial Inclusion Corporate Accounts

As per our strategy for bundling/cross selling more products, especially for financial inclusion customers, we launched two new accounts targeting the micro business and handcraft men (which do not have full/any documents) in the banking sector and offering them a bundle of the banking products and services such as:

- Debit business cards linked with their accounts .
- Possibility to ask for a chequebook.
- Receive transfers on their accounts.
- They can own POS, Mpos, QR code, and e-commerce service.

Financial Literacy:

NBE initiatives have a goal to inform, train, and raise awareness on financial management topics at the societal level

Internal Awareness at NBE:

- Wellness campaign in Ramadan (for all NBE members where 7,300 employee interacted)
- An introductory video about financial inclusion has been uploaded to "Almentor platform" (around 500+
- Financial inclusion is included in the bank's promotion tests matrix (600 until March 2022)
- Online session to all NBE trainers about the importance of financial inclusion (320+ HR Dep)
- Induction material to all NBE new members

External Awareness:

- Awareness in a youth forum organized by Cairo University (850 students)
- Elder People's Literacy, prepared an educational material for elder people about financial inclusion (20,000)
- Financial inclusion and non-financial services workshop (100 attended)

II. Underserved and Vulnerable Groups

NBE develops financial products and services with the goal to reach to the wider society particularly the marginalized and most vulnerable groups through innovation, digitalization, and expansion of its network of branches to remote regions of the country.

Formal Electronic payment

"Meeza": the first national e-payment card:

Meeza prepaid card is the first national e-payment card that promotes contactless transactions for enhanced safety and it's considered as one of the main e-payment tools used by citizens to make governmental payments or carry out any other local financial transactions.

NBE aims to target more segments of society, especially young people, including university students, so that they can use the card to electronically pay tuition fees. The card can also help temporary workers receive their wages and salaries electronically, and help clients obtain micro loans. Furthermore, in the upcoming period, Meeza cards will also be used for paying loan instalments.

Meeza Cards Number of Meeza Cards issued as of December 2021 5.7 mn Cards Meeza cards issued for the final beneficiaries of MFIs 344,000 Cards (July 2020 - December 2021): Number of Points of Sale (POSs) that were activated to obtain the "Meeza" card. 315,000 POS Number of ATMs activated for transactions and card usage for "Meeza" Card holders Total number of 5,392 ATMs ATMs activated for transactions and card usage. Mrkt % 5.7 mn **54%**

Protocol with the Egyptian Youth Hostels Association:

The protocol achieves financial literacy and financial inclusion through out:

- · Issuance Meeza prepaid cards/mobile wallet free issuance fees to all associations' members
- · Issuance Meeza prepaid cards for foreign members.
- · Providing payroll programs.
- · Availing the electronic accepting channels E-Com Gateway, POS, and QR Code across the hostels in addition to e-payment channels ACH and CPS systems.
- · Availing ATMs across the selected hostels according to the ATM department plan.
- · Financial literacy programs for the staff and member especially youth.







Service Provider allows third parties to deliver prepaid cards and KYC on behalf of NBE with limited parameters as per CBE regulations through secured web application.

Decreasing multidimensional poverty and unemployment rates

Hayah Karima Initiative



Decent Life" is an initiative endorsed by H.E President Abdel Fattah Al-Sisi, with the main objective of improving the quality of life in the poorest rural communities within the framework of the Sustainable Development Strategy: Egypt Vision 2030, through decreasing multidimensional poverty and unemployment rates.

The initiative has 4 pillars:

- I. Improving living-standards and investing in human capital,
- 2. Developing infrastructure services,
- 3. Raising the quality of human development services, and
- 4. Economic development. Specially, it provides poorest villages with increased access to the basic services such as: health, education, water and sanitation.

In January 2019, the first phase was launched targeting to cover 375 villages across Egypt. By launching the second phase, in January 2021, the number of targeted villages increased to 1500, with the number of beneficiaries representing 20% of the overall Egyptian population.

NBE conducted financial awareness campaigns in rural areas (Hayah Karima initiative village visits) with the goal to raise awareness about the benefits of financial programs that help low-income individuals to create a source of income and improve their standards of living.

Thus, during specialized visits, Meeza cards were issued to beneficiaries while NBE representatives explained their usage and benefits.

Impact: Financial literacy in 54 villages for 6.5,000 citizens.

World food program



The United Nations World Food Program (WFP) is the world's largest humanitarian organization fighting hunger. Each year, WFP provides food aid to more than 90 mn people in more than 70 countries around the world, and the program was awarded the 2020 Nobel Peace Prize.

NBE and WFP had a cooperation agreement signed under the auspices of CBE, its target to improve the lives of Upper Egypt's small farmers through the banking sectors (preparing financial infrastructure) in number of villages. Financial literacy in 17 villages for 2.3,000 citizens

III- Empowering Entrepreneurs: Women, Youth, Elder people



Chantal Sabbagh

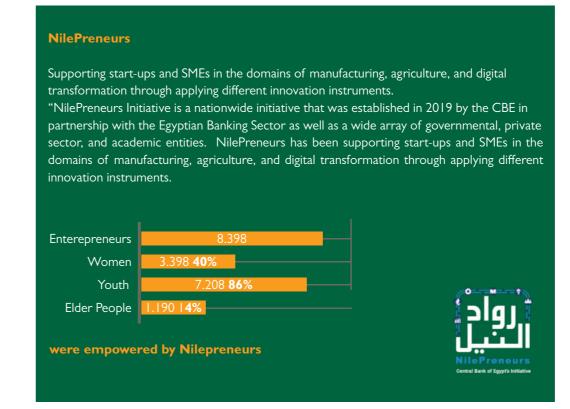
Deputy General Manager of Business Development Projects – SMEs, NBE

"NBE provides financial support to grow businesses and overcome national and global crisis, achieve better project returns, and enhance the presence of businesses in local and eventually in the foreign markets. We are proud that the Bank also contributes with non-financial support, including a wide range of coaching, training, and advice sessions to SMEs across the country in urban as well as remote rural areas."

At NBE we are focusing on empowering the next generation namely the youth and women with new skills and capacities so as to increase their employability, to foster entrepreneurship and strengthen digitalization and innovation. At the same time, we make sure no one is left behind in terms of the elder generations and the pensioners who are in need of guidance and support when it comes to financial inclusion and access to financial services.

Entrepreneurs:

Scaling entrepreneurship can create long-term social impact for communities around the world. Entrepreneurship can help drive sustainable and inclusive growth. Although Entrepreneurs who develop transformative products and services have diverse objectives, they all share the goal of positively changing society somehow with their innovation.





Key Partners:



Providing non-financial services as part of NilePreneurs

NBE is the first Bank to provide non-financial services with a market share of 27% of the total number of customers based on 2021 data.

Number of services: 6,336

Number of clients: 23,355

Opening Bank Branches in Youth Centers across Egypt

The Ministry of Youth and Sports and NBE signed a protocol includes the opening of 80 Bank branches in youth centers across Egypt, in line with the strategic goal to supporting young people and to further promote financial inclusion and accessibility Each branch includes a unit dedicated to financing small and medium enterprises (SMEs) in an effort by the Bank to support economic activities. It was also provided with a unit for the Central Bank of Egypt's (CBE) Nilepreneurs initiative, which aims to support ambitious young people in implementing their projects. It provides them with all the financial facilities and non-financial Banking services they need to turn their ideas into a reality. It also provides them with the necessary advice for the success of their projects, which in turn contributes to creating more job opportunities among young people.



Recently, a protocol was signed between the Ministry of Youth and Sports and NBE, regarding the establishment of 13 units "Nilepreneurs"

Eight Services

- Validating your business idea
- . Starting your business and conducting feasibility studie
- B. Business registration and licensing procedures.
- 4. Facilitating access to Finance.
- 5 Providing financial analysis and assessment
- 6. Networking with vendors and targeted markets.
- Sharing knowledge and information on SMI
- 8. Training and capacity-building.

8398 Clients

- 306 of them have been directed to branches for access to finance with a total amount of EGP 674 mp.
- It covers eight governorates (Cairo, Sharqia, Gharbia, Giza, Assuit, Aswan, Luxor, El-Mina) and deals with 38 branches
- Generates 4,345 new leads seeking retail and financial inclusion products
- -62 seminars and workshops were held on topics like Skills Development, Financial Literacy, Project Financial Management, Legal Forms of Companies and Project Management.

Rowad 2030: One Million Entrepreneurs

The Ministry of Planning and Economic Development, represented by the Rowad 2030 project, launched the One Million Entrepreneurs campaign, which aims to qualify one million entrepreneurs by 2030, within the framework of the sustainable development strategy: Egypt Vision 2030. The "One Million Entrepreneurs" campaign targets Egyptian youth of all ages and groups.

The training program is divided into three phases

- First stage: Business model of startups,
- Second stage: Egyptian investment and company establishment laws
- Third stage: Creativity and innovation

Leadership skills for entrepreneurs: 2,813 trainees

financial management program: 1,824 trainees

business development program: 1,051 trainees

"From Idea to Project in 30 Days" program: 816 trainees

Benaa program Branding for startups: 698 trainees



Entrepreneurship Rally Competition 2021

In 2021, NBE, organized the "Entrepreneurship Rally Competition 2021" in partnership with the Arab Academy for Science Technology and Maritime Transport (AAST). NBE:

- Outlined the general guidelines and proposed actions for the event
- · Developed the criteria for the competition tracks
- Coordinated the launch ceremony of the competition at Abu keir AAST premises
- Organized 3 informative sessions and workshops to introduce its role in the competition
- Engaged actively with AAST incubators and accelerators

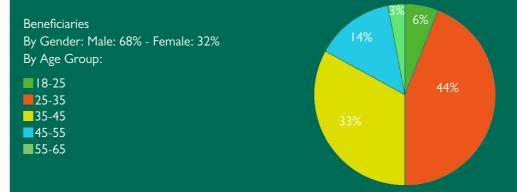
Mentorship Program through Micromentor platform:



The National Bank of Egypt has joined forces with the European Bank of Reconstruction and Development (EBRD) to boost availability of digital mentoring services to the local business community, recognizing the value-added of tailored mentoring and support to small businesses in addition to accessing finance.

Providing young entrepreneurs- especially women- to access finance and enhance skills and networks to take their businesses further—and play the role in the economy that they deserve.

This initiative is financed by the EBRD in partnership with MicroMentor and the Mastercard Center for Inclusive Growth to increase access to mentoring services across North Africa and the Middle East



A. Women Entrepreneurs

Grant for Women entrepreneurs (MESMEDA)

Grant from medium small and micro enterprises development agency (MESMEDA) with EGP 200 mn to lend women entrepreneurs and small businesses owners. We target to empower enterprises owned by women in all Egyptian governorates whether they are new or existing (according to the definition of the Central Bank of Egypt for companies and establishments owned or managed by women)

This grant financed 656 projects in four sectors (industrial, commercial, service and livestock)

beneficiaries: 654 women

B. Youth Entrepreneurs

"Sabek Helmak"

"Sabek Helmak" is an awareness initiative that utilizes videos to spread awareness and knowledge about entrepreneurship, life skills and financial inclusion

Beneficiaries: 10,000 youth

NBE launches EGP I bn fund to support fintech, innovation amongst the youth

The fund aims to transform Egypt into a regional center for the Arab and African's financial technology industry in line with Egypt Vision 2030 with an ambitious vision to become the largest fund at the regional level in the field of financial technology.

It will make direct investments to emerging financial technology companies, local or international, intending to launch their business in Egypt. It aims to prepare the environment to attract and sponsor talents in Egypt and enable more fintech applications. The fund also helps to raise the rates of financial inclusion through targeted digital transformation.

Youth in Business (YIB) Program

In cooperation with European Bank for Reconstruction and Development (EBRD), the program is designed specifically to support and qualify youth to manage their own companies or small or medium-sized enterprises. YIB program offers training courses including free workshops, individual consultancy packages covering managerial and specialized technical fields provided at an affordable cost.

Number of beneficiaries Age Group Geographical distribution Agricultural 18-25: 17 **Manufacturing** Female 23 25-35: 130 Services Male 129 35-45: 5

Elder people:

Making financial intermediaries enable elder people to have appropriate and safe access to finance is vital because the elderly and their needs will be recognized as a factor in economic sustainable economic development instead of being viewed only through the public finance cost of their maintenance.

NBE tailored a product to meet elder people's needs and expectations specially pensioners





IV- Specially abled people



At NBE, we are creating user friendly products and services for the wider society. For that reason, we are opening branches that are designed especially for people with disabilities while we are investing in training our employees to be able to assist them accordingly.

Channel	Accessibility		
ATMs	208 of Accessible ATMs for the visually impaired 34 of Accessible ATMs for handicapped		
Branches	55 for hearing impaired customers through Sign Language trained employees		
Employees trained on sign language	252 Employee		



7.7. NBE'S INSTRUMENTS / INDUSTRIES

I. SMEs



Tarek Hassan

Group Head of Small and Medium-sized Enterprises, NBE

Egypt has always been the region's largest SME hub. In this regard, NBE adopted strategies to assist SMEs to develop through financial and technical tools, to improve their business performance, achieve a higher quality of services, contribute to national economic growth, and support them in overcoming any obstacles.

Accessibility	June 2020 Customers	December 2021 Channel	Customers Growth
Greater Cairo Regions	14,626	18,372	3,746
Alexandria	4,195	5,196	1,001
Delta region	15,385	21,840	6,455
Canal Sharqia	8,722	10,120	1,398
North Upper Egypt	24,050	34,408	10,358
South Upper Egypt, South Sinai, and the Red Sea	15,326	21,754	6,428
Total facility portfolio	82,304	111,690	29,386

Number of SMEs	Custo	omers	Customers	Value of the
Customer	June 2020	December 2021	Growth	portfolio
Micro	24,572	29,180	4,608	6%
Very Small and Small	56,576	80,687	24,111	63%
Medium	1,156	1,823	667	31%
Total facility portfolio	82,304	111,690	29,386	100%

Micro:

About 26% of the number of clients in the portfolio falls within this segment (the number of clients is about 29,100 clients) and the about EGP 7 bn, which represents about 6% of the value of the portfolio. The average value of the segment was about 241,000 EGP/

Small (Very Small and Small):

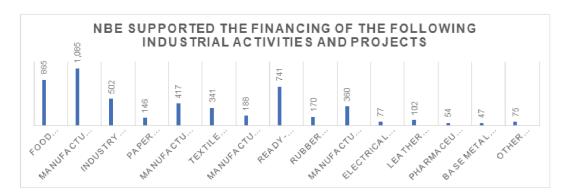
About 72% of the number of clients in the portfolio falls within that segment (with a number of about 80,700 clients) with a value value of facilities amounting to of about EGP 72.4 bn, which represents about 63% of the value of the portfolio clients. The average value of the facility (direct facility (direct and indirect) in this and indirect) in this segment was about 900,000 EGP/customer.

Medium:

About 2% of the number of clients in the portfolio falls within that segment (with a number of 1823 clients) with a value of about EGP 35.1 bn, representing about 31% of the portfolio clients' value. The average value of the facility (direct and indirect) in this segment was about EGP 19.3 mn/customer.



NBE financed 5,320 diversified industrial activities and projects:



NBE offer a boutique of non-financial services NFS to SMEs including consulting, mentoring, coaching, and training either free of charge or on a cost share basis, Among NBE NFS are two programs offered to medium companies in collaboration with international organizations namely:

• Skills in Business (SIB) a technical support offered by NBE and developed by EBRD, SiB falls under the initiative of small enterprises to support SMEs in Egypt and is a consultancy service provided to borrowers in the area of HR management (e.g., recruitment, talent retention, practical hands-on and organizational chart development, etc.). consultancy services are delivered by a group of local advisory experts on a cost share basis to be paid upon the completion of the consultancy service.

• Wadhwani Advantage (WA) providing advisory support and various tools that enhance the capabilities of companies in financial analysis and create smart solutions to develop their business.



2. Microfinance Institutions (MFIs)

Number of Microfinance Institutions					
Group A	16	1.56 mn			
Group A	12	78,000			
Group A	5	6,500			
Group A	9	925,000			
Total	42	2.6 mn			
Limit EGP 4.6 mn					



3. Investments



Ahmed Elsaid

CEO, Investments and Investment Trustees, NBE

Investments and Investment Trustees strategies are to continuously provide support to Egypt's national economy, being the leading state-owned bank in the country. Such role is achieved by NBE being present, as an investor, in several industries and sectors. Our vision: To be the partner of choice in Investments and Investment Trustees, serving NBE's economic, national, social, and environmental interests". Our Social role: have direct impact through the whole portfolio and indirect impact through Al-Ahly capital holding company

NBE Investment Social Impact

Direct Impact Indirect Impact

NBE Direct Investment

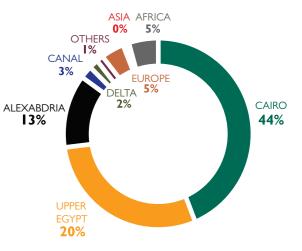
Sector	BOOK VALUE
✓ Banking	2.6
✓ Financial	11.75
✓ Food & Agriculture	0.32
√ Chemicals/Petrochemicals	2.78
√ Construction & Building Material	0.2
√ Housing & Real Estate	3.2
✓ Communication & IT	0.2
✓ Tourism	0.3
✓ Other	0.8

Ahly capital holding

Capital N		Private Equi Pillar	ty 1	Non-Banking inancial Pillar	
Sector	Inv. Cost EGP MN	Sector	Inv. Cost EGP MN	Sector	Inv. Cost EGP MN
Investment Banking	0.13 🗸	Healthcare	0.36	✓ E-Payment	0.75
Brokerage	0.13 🧹	Education	0.01	✓ Microfinance	0.97
	√	AGRO Industries	2.34		
	✓	Petrochemicals	3.28		

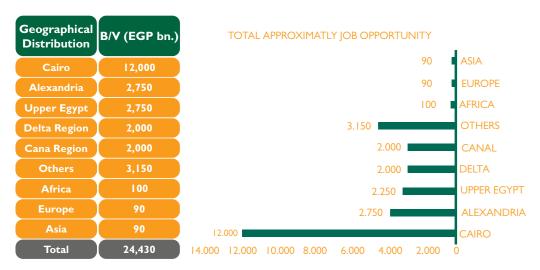
Investment Portfolio Geographical Distribution:

Geographical Distribution	B/V (EGP bn.)
Cairo	9.66919
Upper Egypt	6.27754
Alexandria	2.77615
Canal	0.56852
Delta region	0.34445
Others	0.11482
Europe	1.13806
Africa	1.09497
Asia	0.08400
Total	22.07



Market-leading companies through Investments:

• Direct investment portfolio provides an empowered solution for unemployment as per figures below:



• **Empowering Women** as per the new governance law that states the criteria that any board of directors should include women, the Investments and Investment Trustees group is keen on directing its subsidiaries (both direct and indirect) to abide by this law.

Social housing and community development:



Turning Youth visionary ideas into market-leading companies through Investments:

Project goals and outline

An international venture capital firm that invests in people turning visionary ideas into market-leading companies in the Middle East and North Africa Target sectors like FinTech, healthcare and education technologies, alternative and green energy, consumer internet and hardware

Amount invested

EGP 75 mn

Targeted audiences /Beneficiaries

Startups that have a clear need for seed and early-stage venture capital. Particularly young and technology savvy entrepreneurs with potential ideas overlooked by traditional investors

The creation of resilient digital transportation systems in Egypt:

Project goals and outline

FINTECH company envisions an ultimate Egyptian cashless society with full financial inclusion for previously unattainable to masses of Egyptians Provide convenient, easy, and available financial services based on in-depth understanding of people's needs, continuous innovation, and rapid response to market demand

Amount invested

Targeted audiences /Beneficiaries

EGP 480 mn

Service company operating in three different sectors (E-Payments,Financial services, and microfinance)

The creation of resilient digital transportation systems in Egypt:

National Bank of Egypt (NBE) has signed an agreement with a company for public transportation. NBE investment is aiming to contribute to the creation of resilient transport systems in Egypt. The new urban expansions and an estimated number of 40,000 employees to be delegated daily, have brightened the opportunity for NBE to invest in different green modern public transport channels in order to gain the financial and environmental benefits engaged in that field. This partnership will also allow passengers to pay transportation fees through digital channels, such as mobile applications and prepaid cards under the Bank's digital transformation and financial inclusion plans. The agreement comes within the framework of the Bank's leading development role in serving the goals of sustainable development and Egypt Vision 2030. The project is in line with the Bank's strategy towards digital transformation through digitizing the processes of collection, operation and payment.

Al Ahly Capital Holding (ACH)'s social impact:

Established Al Ahly Capital management (ACIM) as a wholly owned subsidiary of ACH to be a licensed General Partner (GP) able to manage funds and platforms for external investors. With this new mindset, we are working on the following investments:

Healthcare

ACH acquired 94% of a hospital to establish a full Health Care Platform with a vision to spread top quality healthcare services all over Egypt. The platform will:

- Acquire top quality medical services providers covering Hospitals, Day Surgeries, Clinics, Diagnostics, Labs and Specialized Centers.
- Centralize non-medical functions.
- Cover the underserved areas all over Egypt

Education

ACH Established a JV a leading integrated educational provider, with ownership of 49% to ACH. The JV will invest in several educational projects starting with an Egyptian university for applied science & technology. The project estimated investment cost is around EGP 2 Bn. The JV is in negotiations on a group of schools in Alexandria and a higher educational institute.

- •Together with B-Invest, we are investing an international university in the new Administrative Capital. The project will introduce the top 100 universities globally in Egypt.
- ACH successfully attracted FDIs with an amount of USD 200 mn.

Agro industries

One of the largest agricultural/industrial projects in Egypt since 1952.

The project involves setting up an integrated agribusiness complex that consists of:

- The Mill, with annual production capacity of 937,000 MT of white sugar.
- The Farm, 188,000 acres land in Minya.
- The project investment cost is approx. USD 1 bn.
- ACH successfully attracted FDIs with an amount of USD 200 mn.

Petrochemicals

- As our first potential success in attracting FDI, we have invested USD 120 mn through a company in the petrochemicals industry in Egypt for a fully-fledged Industrial a complex located in Suez Canal Economic Zone.
- The project aims to produce I MPTA of Methanol and 414,000 TPA of Ammonia.
- The project's total investment cost is approximately USD 1.6 bn.

ACH's non-banking financial institutions:

I. We have established Al Ahly Payments Company as a platform for micro lending and digital payments/solutions and the large synergies between them. Al Ahly Payments has:



ممکئ

Successfully established Al Ahly Tamkeen, its strategic Micro-Finance arm. Al Ahly Tamkeen has started operations last April with 8 branches operating in Upper Egypt and total loans of EGP 39 mn over 1874 clients with an average ticket size of EGP 20,700

Successfully acquired 75% of Momken (now Al Ahly Momken) to penetrate, and develop the digital



- 2. We have also started the second phase for NBFS evolution in the areas of Soukous, and Securitization as well as Micro Consumer Finance.
- 3. We are also investing as LPs and partners in the GP of one the promising specialized FinTech funds to have a live ears-on-the-ground exposure to latest opportunities in the FinTech industry.

I. Corporate



Three housing and development companies with a total financing of EGP 12 bn and USD 400 mn



One orthopedic and surgical hospital with total financing of EGP 291 mn



Three tourism and investment companies with a total financing of EGP 1.8 bn $\,$



Three educational companies with a total financing of EGP 1.5 bn



Four transportation and automotive companies with a total financing of EGP 5.3 bn and USD 200 mn



One organization for industrialization with financing of EGP 243.5 mn

uch as administrative, commercial,

and residential units.

2. Retail

Liabilities Customers

I. Support gender equality



Above 35 Yrs. Above 35 Yrs. 3.429 mn Customers 6.002 mn Customers 36%

2. Geographical distribution





Enhancing Digital Transformation:

NBE launched various Campaigns to encourage Egyptian community to access their basic needs during the Egyptian main events and occasions:

Back To School Campaign (3 Month Installment with 0% Interest)

ransaction (Max. 30,000 EGP)

in 3-month installments witho

nterest using the LOP service

by refunding the installment

fees up to 783 EGP per card

repaying any purchase

Ramadan Campaign (3 Month Installment with 0% Interest)

repaying any purchase transaction (Max. 10,000 without interest using the LOP service, by refunding the installment fees up to

EGP) in 3-month installment 277 EGP per card during

Campaign duration: 20 days

Campaign duration: 10 days

Installment Usage: EGP 161 mn Installment Usage: EGP 54 mn

Retail usage: EGP 14 mn

Christmas

Campaign

repaying any purchase

transaction with 0% POS/

ECOM installment up to

18 months and discount

offers through wide range o

Christmas day in the right

Achieving NBE's customers wellness and satisfaction through two successful campaigns:

Credit cards campaign (Cars Draw)

The Customer uses the credit card with a minimum of EGP 1,000 / 10 trx. per month. s/he will have a chance to enter a draw to win Opel Astra car out of 6 cars.

Campaign duration: 2 Months

Retail Usage: EGP 3.1 bn

Credit cards campaign (summer campaign)

The Customer uses the credit card with a minimum of EGP 1,000 per month, s/he will have a chance to enter a draw to win an EGP 5,000 cash prize every month which will be credited to the card over a year with a gross amount of EGP 60,000 out of a total of 30 cash prizes.

Retail Usage: EGP 4.7 bn

Retail Usage: EGP 4.7 bn



7.8. NBE'S ENABLERS

I. DIGITAL BANKING AND INNOVATION



Ingy Harraz General Manager of Digital Banking Services, NBE

Covid-19 has accelerated the shift to digitalization and the wide adoption of technological tools for financial services. Our goal is to create a world best digital environment that will continue to spur innovation and technology advancements for financial services across Egypt.

In alignment with NBE's 2020-2023 Strategy, NBE is investing in the digital transformation of all its products and services for the benefit of its stakeholders and the general public, laying emphasis on creating value and maximizing customer experience through the smart use of digital tools, platforms, technologies, and processes. Towards that direction, the Digital Banking and Innovation Sector is responsible for carefully studying the competition and developing projects and initiatives that promote new digital channels, technologies, or products. Technical support for clients to help them navigate through our digital services In parallel, spreading a digital services' culture among our clients, employees and stakeholders through training and orientation sessions is of outmost importance for NBE

UNLOCKING HIDDEN POTENTIAL: COVID-19 has removed traditional barriers to digital transformation

COVID- 19 has in fact accelerated the digitalization process of NBE in terms of shifting focus and investment in promoting processes, initiatives, and programs towards that direction. It boosted the use of digital and contactless payments. In response to COVID-19, NBE has shown speed and agility in reimagining their business model and reinventing their products and channels to meet rapidly shifting needs.

How the digital transformation creates value

Digital innovation in the banking products, services as well as its operating systems, is an opportunity for creating positive impact internally for the organization as well as externally for all its stakeholders, as it:

- increases efficiency, reduces costs thus leading to a better customer service approach
- enhances transaction security and customer privacy
- provides solutions and services to customers regardless of their location
- creates new services to meet specific needs, such as financial inclusion
- unleashes opportunities for new automated systems that the Bank can use in procedural related legal work,
- i.e., for follow-up of lawsuits, contracts, garnishments, and all
- pushes for new standards for innovation in banking services
- provides better assessment of a customer's journey across interaction points
 leads to process automation making sure that Turnaround Time is reduced
- provides an innovative customer experience

The future is digital: Introducing new innovative solutions:

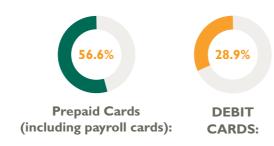
Moving forward, at NBE, we are working on introducing more innovative solutions such as:

- Apply the interoperability of accounts by participating in Instant Payment Network as an issuer bank.
- Work on Cards tokenization concept through a new payment application subject to regulators' approval.
- Collaborate with different Payment Solution partners to launch new mobile wallet applications that are segmenting different customers such as Easy Cash and Orange Egypt.
- We plan to launch the ODBX pilot project, a highly customizable, digital banking solution that will help the
 acceleration of the facility cycle and facilitate improved user experience, A full facelift and upgrade to the current internet & NBE Mobile channels to a more robust, responsive and fully fledged platform offering a wide array of financial
 and non-financial services, following latest technologies and fulfilling the bank strategy and country
 directions to encourage customers towards a digital journey enhancing our customer experience & improving digital
 channels utilization.
- The robotics process automation program (RPA): a major transformation initiative across the organizations' different domains that aims to boost efficiency, reduces redundant and manual interventions thus optimizing cost & time and in effect has a positive impact on customer and employee experience through the automation & digitization of processes.

The pandemic presents a distinctive opportunity for NBE to deeply innovate and create value through emerging ecosystems

NBE digital market share

COVID-19 has in fact accelerated the digitalization process of NBE in terms of shifting focus and investment in promoting processes, initiatives, and programs towards that direction. It boosted the use of digital and contactless payments. In response to COVID-19, NBE has shown speed and agility in reimagining their business model and reinventing their products and channels to meet rapidly shifting needs.

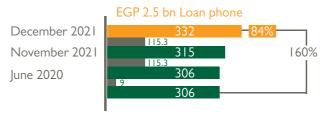


34% of total payroll customers are liabilities customers

ATMs



POS



POS Cash out
791 #Merchants
EGP 575 mn Transactions Amount

The financial technology (fin-tech) platform, launched by Tamkeen, the bank's microfinance and electronic payment arm, has as a goal to provide non-traditional financial services such as e-payment activities, non-banking financial services, and all microfinance products.

It reflects NBE's keenness on expanding its activities.

From Traditional Economy to Digital Inclusive Economy

Launch of a new financial technology (fin-tech) platform

The platform serves groups that are not covered financially and integrates its activities with various financial systems and NBE services. It aims to reach all target groups to be financially included in the various governorates of the country. The launch of the platform is aligned to the wider national strategic goal for the digital transformation of the country. Spreading financial services will create new direct and indirect jobs and improve the workforce skills

Achieving Digital Transformation and Digital Inclusion
Strategic cooperation with the Saudi Gidea

NBE's strategic partnership with the Saudi company Gidea has as a goal to deploy thousands of electronic points of service (POS) across Egypt. The Saudi company aims to increase the number of electronic POS in various parts of Egypt, according to the Egyptian Government's digital transformation and financial inclusion plan. It comes in line with the CBE initiatives relating to digital transformation, and to provide services and solutions in cooperation with the bank.

Mobilising customers for digitalisation

Major Initiatives and Achievements of the Digital Banking Department

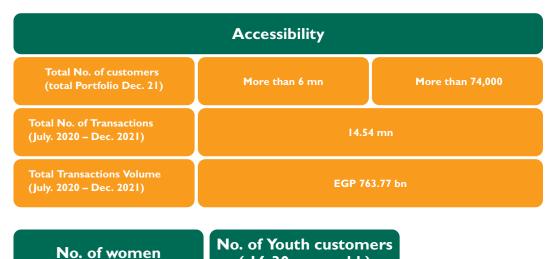
With the goal to enhance customer experience, engagement and promote security of data and prevent fraud or illegal actions, has put forward a number of campaigns, such as:

- Data Confidentiality Awareness Campaign was launched in collaboration with Meeza Digital Network to increase customers' awareness about the dangers of sharing their password or any OTP thus protecting customers from fraud.
- Customer campaign Taktaka for internet and NBE Mobile registrations the campaign encouraged customers
 to register, activate and transact through the internet banking and mobile app while the highest transactors were
 given a prize. The campaign led to a remarkable increase on registrations and utilization was observed during the
 campaign duration and momentum was sustained going forward.
- 1,000*1,000 Campaign had as a goal to boost digital transactions amongst customers and users by offering gifts and prizes. The campaign led to an increase in activation and usage rates and enhanced engagement with customers.

Digital products and services:

Al Ahly Net

Al Ahly Net is NBE online banking platform that provides services for both retail and corporate customers. The platform is a significant component of the bank's digital inclusion approach, supporting especially women, youth, and SMEs.



(16-30 years old)

Dec-21

More than 8,500



customers Dec-21

More than 2.7 mn



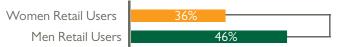
For Financial Year Jul-20 to Dec-21;

Increase in total Registered users;

- Retail; 3.47 mn... I 28% increase vs closure of the previous financial year ended Jun-20
- Corporate; 42,700 ... I 33% increase vs closure of the previous financial year ended Jun-20
 Increase in Financial Transactions users;
- Retail; 849,100 ... 154% increase vs closure of the previous financial year ended Jun-20
- Corporate; 4,500...190% increase vs closure of the previous financial year ended Jun-20

NBE's PhoneCash Wallet:







How did the new features in the "NBE PhoneCash E-wallet" changed the customer's experience?

New NBE Wallet Facelift upgrading the old NBE PhoneCash wallet platform to another platform with a new UI user friendly convenient features, in addition to availing the option for customers to link/delink the cards, leading to a better operating model

Such upgrade elevated the customer experience through the new UI and cards management features increasing the penetration across the channel for Active Transaction users.

In addition to offloading burden activities from branches and back office for linking/delinking the cards which has been automated removing the burden for the customer to visit the branch, which dramatically increased the customer experience

Activation and Reset pin code has been automated which dramatically decreased the customer waiting time to call the call center and complaints as well, on another note elevated the customer experience

Saved costs from digital transactions:

Financial Year July 2020 to December 2021

Indirect Cost Saving of 344 mn with below breakdown

- Internet and NBE Mobile Channels; Transactions (TD/CD issue/redeem, Money Transfers, Pay Credit Card, Credit card Activate/Stop/Reset, and Hard token)
- NBE PhoneCash Wallet; P2P Transactions Money Transfers
- ATM card Activation Transaction
- This is due to availing services (Financial and Non-Financial) across the different Digital Channels, which is offloading burden from Branches/Contact Center...

How the NBE customers benefited from the digital transition

The Financial Year July 2020 to December 2021, NBE Realized Indirect Cost Saving of 344 mn mainly due to channeling customers across the different Digital Channels, and thus offloading burden from Branches and the Contact Center. In addition, it benefited from 26.8 mn Unrealized Income from the commissions/fees across different transactions that CBE has waived from banks.

Emblematic initiatives to improve the lives of Egyptians and develop the entire economy

The Digital Banking and Innovation projects focus on providing customers with user friendly and convenient banking channels, raising customers' awareness towards digital and encouraging the migration to the digital world, and less cash dependency society ... This is in Line with NBE strategic direction supporting the financial inclusion country efforts leverage on NBE Digital banking capabilities, considering new customer segments, elevate quality of service levels at an optimizing cost.

- · NBE Website-Customer Onboarding "افتح حسابك و انت في مكانك" the First Bank in Egypt to launch the service in December 2021
- \cdot "Go Green". saving paper consumption
- · Digital Branches-Branch on Wheels-NBE Bus Branch
- · Digital Branches-Instant Card Issuance
- · Digital Branches Self-service elevation

NBE Website - Customer Onboarding The First Bank in Egypt to launched the service in December 2021

A step forward in the transitional phase towards the Digital Bank Concept till implementation of the end-to-end automated digital on-boarding upon issuance of the CBE regulations in this context.

Now, Customer can apply through NBE website, fulfill all the required data, and to secure the wet signature, below options are available based on customer's profile and his/her convenient,

- Doorstep banking service; Such service is available for Senior citizen, Specially abled people and Females to achieve Social Responsibility and women Empowerment, where NBE visits the customer at the his/her convenient location to secure the signature & collection the documents.
- Visit any of NBE branches; where the customer chooses the convenient appointment to visit any of NBE branches "Traditional/Digital" to secure the signature and submit the documents, in addition to the privilege of issuing instant Debit card at selected digital branches.

eBranches - Instant Card Issuance:

NBE Debit card instant issuance for the new to bank customers upon opening the new relation account...

Service is launched across selected Digital Branches, and currently in the rollout phase across the NBE wide network of eBranches/spots.

Such service elevated the customer experience at the first touch point with NBE, saving the time/efforts of the conventional process of Debit card issuance and delivery via back office and courier, elevating the efficiency in terms of Operation and Cost, which offloaded the overhead burden activities of back office units, and courier cost, in addition to saving the paper consumption "Go Green"

The First Bank in Egypt & Middle East to Launch Such Service on Q1-21 Branch on Wheels- eBranches-NBE Bus Branch

The bus branch is an innovative leap in the bank branch concept leverage on the success of electronic branches launched in 2019.

NBE Bus branch avails a diversity of self-services such as the customer onboarding, instant debit card issuance for new customers, update information, register to services, open accounts and much more through interactive screens. NBE Bus branch revels the NBE resilience to reach our customers in remote areas, and/or areas with seasonal activities/traffic, due to the mobility option. "The more buses yet to come"

NBE Bus Branch concept elevates the customer experience, which is aligned NBE strategic direction supporting the financial inclusion country efforts leverage on the NBE Digital banking capabilities, considering new customer segments, elevate quality of service levels at an optimizing cost.

NBE Digital Wallet "NBE PhoneCash"- Facelift:

New NBE Wallet Facelift upgrading the old NBE PhoneCash wallet platform to another platform with a new UI and user friendly convenient features, in addition to availing the option for customers to link/delink the cards, leading to a better operating model.

Such upgrade elevated the customer experience through the new UI and cards management features increasing the penetration across the channel for Active Transaction users, in addition to offloading burden activities from branches and back office for linking/delinking the cards.

- · Enhance internal processes to be digitalized using new systems (ECM/BPM) .
- · Offering digital tool to receive corporate customers (new/existing) financial and non-financial requests to facilitate for all customers especially at branchless areas (easy acquisition).

During reporting period

56,000 New Customer submitted more than 81,000 request

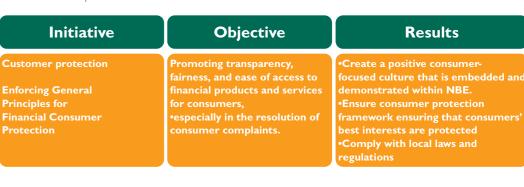


Total Number of Digital branches customers: 90,204 Customers



2. Consumer data protection and privacy

A clear regulatory framework is in place to define the relationship between the Bank, service provider and the customer, aiming to achieve fairness and transparency and ensure customer data protection. are applying a score card system to monitor and evaluate the service provided to our customers.





41,765

3,158 Closed (June 20-July 21)

Messages

CBE Complaints

88

3. Laws, Regulations, Instructions

The Central Bank of Egypt (CBE) attaches immense importance to financial inclusion, as it is one of the elements of achieving sustainable development and its close relationship to achieving financial stability and promoting economic growth. According to CBE:

- Each bank should establish an independent department for financial inclusion that reports to the Chief Executive Officer or his deputy to which the business sector is affiliated, and undertake the process of internal coordination between the departments and units of the bank on the one hand and the Central Bank on the other hand regarding financial inclusion
- Prepare a medium-term strategy (3-5 years) to achieve financial inclusion in coordination with the concerned departments of the bank, as well as an annual work plan that would include geographical expansion and presence in villages and remote areas,
- Liaise with relevant departments for the development of existing products and work to meet the needs of financially excluded customer groups, especially women and youth.
- Expand the provision of financial services, especially electronic ones, including mobile phone wallets and prepaid cards.
- Sponsor activities that promote the creation of a financial inclusion culture.
- Determine the number of employees and the scientific qualifications required, while making sure that the necessary training is provided to them
- Facilitate the development of technological infrastructure to deal with financial inclusion products and services.
- Preparing periodic reports on results of the strategy and annual work plan, financial inclusion activities, and beneficiaries of financial inclusion products and services and measuring the impact on the bank's performance.

Our Way Forward

Moving forward on the business side, NBE's main priority is to keep on serving all our clients by developing the best financial solutions and services for their business needs, while continue to provide critical financing and capital for boosting the national economy.

Thus, we are committed to continue to:

- Offer legal support to social and government initiatives related to real estate, housing, SMEs, optimization of resources consumption, automation, and digitalization
- Adopt a more client-centric approach
- Increase awareness and knowledge around using electronic wallets and digital QR codes and provide several channels for non-cash payment to make our services more user friendly and affordable
- Expand our customer base
- Act as a hub for international investors.
- Focus on regulatory compliance
- Support the Financial Inclusion initiative
- Capitalize the social media to strengthen engagement with our clients and stakeholder
- Connectivity: The Connectivity dimension measures the deployment of broadband infrastructure and its quality.

 Access to fast broadband-enabled services is a necessary condition for competitiveness

Therefore, we plan to:

- Align with CBE'S initiative to help low and middle -income individuals and offer loans with decreased interest rate and long repayment period
- Change OD retail contracts and documents to be bilingual, to serve customers more effectively
- Automate communication with customer and introduce SMS systems to Improve the quality of services provided
- Enhance internal processes to be digitalized using new systems (ECM / BPM) .
- Offering digital tool to receive corporate customers (new / existing) financial and non-financial requests to facilitate for all customers especially at branchless areas (easy acquisition).







08

Empowering Communities

- 8.1. How We Create a Positive Impact
- 8.2. NBE's Contribution to Egypt Vision 2030
- 8.3. Our CSR Strategy Focus and Approach
- 8.4. Social Impact through Mega Projects and Programmes
- 8.5. Our Response to COVID-19: Supporting our Society
- 8.6. Promoting Access to Quality Healthcare in Egypt
- 8.7. Education and Skills Development for The Next Generation
- 8.8. Social Protection and Poverty Elimination
- 8.9. The Right to Adequate Housing Through Transforming Villages
 Across Egypt
- 8.10. Promoting Arts, Tourism, and our Cultural Heritage



Nermin Shehab Eldein

Head of Marketing and Social Development, NBE

NBE is committed to supporting organizations and institutions in need — it's more than a desire to contribute. As the National Bank of Egypt, through our social protection framework, we have financed and continue to finance many valuable social projects in sectors such as healthcare, education, and culture. our organization will continue to have purposeful impact on our communities

8.1. HOW WE CREATE POSITIVE IMPACT

As one of the oldest financial institutions in the country, National Bank of Egypt's legacy is closely intertwined with the history and development of the Egyptian people. Our responsibility toward the communities around us continues to be one of our key priorities. In line with the strategic priorities outlined in the SDGs, the Egypt Vision 2030, and the Africa's Agenda 2063, we are monitoring closely the needs and the aspirations of our communities, and we strive to develop policies, initiatives, and programs that have as a goal their empowerment, wellbeing, and prosperity.

Towards that end, we develop a holistic approach that aims simultaneously to boost economic development while supporting the creation of new business models and activities, reducing inequalities, significantly improving the standard of living of people and communities while ensuring that no one is left behind



HIGHLIGHTS -



During July 2020-December 2021, NBE provided funding of **EGP 2.8 bn** (more than **7%** of NBE's net profit standing) in support for CSR projects in these main areas of activity:

- Healthcare and scientific research: **EGP I bn**
- Education and training: **EGP 235 mn**
- Poverty eradication and human development: EGP 1.5 bn
- Social care (people with special needs): **EGP 52.4 mn**





At NBE all our CSR projects are targeting the following main target stakeholder group, namely women, children, youth, and people with disabilities

Women	Children	Youth	People with Disabilities
EGP 72 mn Women Community Investment	EGP 266 mn total Budget	EGP 103.7 mn total budget	EGP 52.4 mn total budget
Five Projects	I 0 Projects	Nine Projects	Five Projects
10,979 Chemotherapy Sessions	more than 64,000 children were treated	Three new private universities were supported	27,300 Visually impaired were supported by Baseera Foundation
1,305 Targeted Chemotherapy Sessions women were treated from Breast Cancer	154 Schools were supported	More than 80 full scholarships to talented students	I,200 Person were supported by Al-Hassan Foundation
2,000 Women Jobs Created	More than 13 mn students in 8 governorates	More than 41,000 University students were supported	6,000 Person were supported by The Egyptia Association for the Advancement of Persons with Disabilities and Autism
9,100 Women in "Gharemeen Relief Fund"		I,500 fresh graduates were supported	
		More than 15,500 youth were trained	

Alignment with Global Frameworks and National Agenda



SDGs

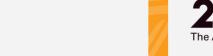


































ISO 26000 Core Subject Lines

Human Rights Labour Practices Fair Operating Practices

NBE'S CONTRIBUTION TO EGYPT VISION 2030:

EGYPT VISION 2030: National KPIs



Percentage of population under the extreme poverty line



Geographical gap in the percentage of population under poverty line



The percentage of population in the insecure slum



Number of hospital beds



Percentage of schools with proper educational technology



Number of technical education schoolsaccording to demographics and economic activities



Rate of providing equipment and tools per student

NBE's contribution



NBE is cooperating with strategic partners such as the Misr el kheir Foundation in supporting projects that target poverty alleviation (such as the NBE villages, the housing project in the Northern Military Region)

In the region of the New Valley Governorate, NBE has donated EGP 15 mn to support the establishment of a model village that includes various development and infrastructure projects such as the building of houses, irrigation networks, green spaces and playgrounds, the provision of agricultural lands as well as projects in the field of manufacturing

NBE is contributing to poverty alleviation through Megaprojects, Infrastructure projects such as the Village development projects in Egypt (i.e., Central Military Region, supporting the completion of Ahalina 2 slum development project with a total donation for the reporting period EGP 225 mn)

NBE's donations and contributions to Egyptian hospitals Reached EGP | bn

NBE's CSR projects that aim for upgrading the technological infrastructures at the Egyptian schools such as in support of the Misr El Kheir community schools and the El Nile Schools

 NBE's support of programs that promote technical education and lifelong learning especially in rural areas (i.e., support of the Vocational Training and Employment Centre in Alexandria Governorate.
 In cooperation with the Federation of Egyptian industries for the national initiative to train and employ 150 persons.

Funding of projects in schools and technical schools (i.e., supplies, materials, technical equipment through various donations for instance the provision of elevators in the Ahalina 2 slum in the Central Military Region as well as supporting the development of apprenticeship systems (i.e., Vocational Training Center in Al-Asmarat district)

NBE'S CONTRIBUTION TO EGYPT VISION 2030:

EGYPT VISION 2030: National KPIs





Indicator of the condition of monuments



Traditional crafts indicator



Restoration efficiency



Housing gap indicator



Percentage of population having access to public modes of transportation every 20 minutes at most within a spatial scope of 500 meters



Indicator of social responsibility for the firms



Beneficiaries from micro-loans

NBE's contribution



Funding of projects in Egypt with the aim to promote national cultural heritage such as providing support for the Arts Academy (total donation of EGP 8 mn)

Supporting rural women's craftsmanship in Egypt in cooperation with foundations such as the Egyptian Foundation for Integrated Development (Al Nidaa) and the Tawasol Foundation for the development of Establ Antar

Funding of projects in Egypt with the aim to promote national cultural heritage such as the City of Arts and Culture in the New Capital (Total donation amount: EGP 58.7 mn/ EUR 3 mn)

Funding of megaprojects that have as a goal to provide basic infrastructure for the Egyptian population. Developing Bashayer Alkhair 2 project in Gheit Alenab area in Alexandria, the project includes 2,000 housing units

Funding of mega projects (i.e in cooperation with the Ministry of transportation NBE has donated 800 mm for the development of ring road)

Social responsibility lies at the heart of NBE. NBE invests in megaprojects to increase its social impact and improve the livelihoods of Egyptian citizens.

Part of the project in partnership with the Misr El Kheir regarding NBE villages was about financing for small and micro projects, to contribute to improving the living standards of the targeted families Beneficiaries: 632 micro project to generate income

8.3. OUR CSR STRATEGY FOCUS AND **APPROACH**

Aware of our role as the most important public financial institution in Egypt, NBE has always been working towards supporting the communities where we operate. In response to the SDGs and under the framework of the strategic targets outlined in the Egypt Vision 2030, we develop numerous CSR programs, and we provide crucial funding for projects, that promote access to healthcare, improve the quality of life of citizens, protect our cultural heritage, strengthen social protection, and tackle poverty. Since the establishment of NBE's CSR Unit, we have been one of the most impactful organizations in support of Egyptian society. Our CSR work is being implemented through our CSR Department in partnerships with numerous Egyptian organizations, NGOs, governmental institutions, hospitals, universities as well as via the work of our NBE Foundation.

In response to the overall goals of promoting human development and national social wellbeing, NBE strive to achieve the following to the community:



Access to Health care

Social Protection and

Poverty Elimination



Education and Skills Development



Housing/Slums Development and Infrastructure

Children



Promoting Cultural

In terms of target groups, at NBE we are focusing on supporting:



Women

Youth

Specially Abled People



8.4. SOCIAL IMPACT THROUGH MEGA PROJECTS AND PROGRAMS

In every program, the NBE's Committee for Community Support Programs oversees the monitoring and assessment of proper installation and maintenance of the funding and the equipment provided, as well as conducting necessary audits to ensure that services are provided to citizens without any financial burden.

Megaprojects are transforming the country

At NBE we are proud of the support we are offering to the Egyptian society in terms of actively financing and supporting in a systematic and consistent way some of the country's emblematic development projects. We are calling those projects Megaprojects and we have been consistently participating through donations, strategic partnerships, or the creation of specialized funds in supporting their implementation.

Total Budget allocated for MEGA PROJECTS of the NBE more than EGP 2 bn

Supporting organizations to implement ambitious projects

NBE has been actively involved in supporting various national or regional private, public, or not-for-profit organizations to develop and implement their ambitious projects with the view to improving the quality of life of the Egyptian society. During this reporting period we have: Directly supported over 48 of projects

Allocated budget of around EGP 800 mn

Supported over 25 organizations and associations across Egypt

8.5. OUR RESPONSE TO COVID-19: SUPPORTING OUR SOCIETY

Undoubtedly, COVID-19 has been a game-changer at the national as well as international levels. While it is true that the pandemic has impeded Egypt's fast-track developmental path, it has also shifted national priorities towards areas related to protecting the social fabric of the Egyptian society, namely providing universal health insurance, enhancing localization, and fostering social cohesion. As part of our corporate social responsibility (CSR) commitment in the fight against the coronavirus (COVID-19), we have consistently collaborated with all involved stakeholders in supporting Egypt's healthcare sector and particularly Egypt's healthcare professionals to overcome the current pandemic and protect citizens.

To help Egyptian society fight the Coronavirus, the Bank has donated a total of EGP 736.3 mn to various channels including:

- » **EGP 10 mn** to mitigate the economic repercussions of the virus outbreak on citizens.
- » **EGP 80 mn** through the Federation of Egyptian Banks
- » EGP 50 mn for the Ministry of Health and Population for hospital equipment
- » **EGP 80 mn** to support Tahya Misr Fund
- **EGP 16.3 mn** for hospitals in Ain Shams, in Obour City, and Ahl Masr Hospital to support doctors and nurses
- **EGP 500 mn** to support the governorates of Egypt directly support to the Egyptian university hospitals, the White Army of Egypt, such as the Al Kasr Al Einy Specialized Hospital, through several protocols with the Ministry of Health and Population

Financing the local production of vaccines

Apart from supporting the Egyptian society to deal with the effects of the pandemic, NBE has played a pivotal role in the national effort to reduce costs by producing the vaccine at the local level instead of importing it at higher prices for the benefit of the Egyptian society. Thus, in cooperation with the Egyptian Banks Federation, NBE has been supporting the capacity of the production lines in the main factory of the Holding Company for Biological Products and Vaccines (Vaccera) to tackle the effects of COVID19..





8.6. PROMOTING ACCESS TO QUALITY HEALTHCARE IN EGYPT

In line with the Egyptian Vision 2030 strategy, all Egyptians should enjoy a healthy, safe, and secure life through an integrated, accessible, high quality, and universal healthcare system capable of improving health conditions through early intervention, and preventive coverage. At NBE, we believe that investing in the health and wellbeing of our communities leads to increased levels of prosperity, welfare, and happiness, as well as social and economic development. Towards that end, we have been working closely with expert partners, foundations, NGOs public authorities, national Ministries, and the Egyptian government to support the improvement of access to quality health care for all. Hence, our health programs are directed towards providing financial solutions, financing, and equipping public and university hospitals, educational institutes, and medical centers, in addition to providing training programs for medical specialists and specialized treatment of chronic cases.

Our Selection Criteria for funding organizations promoting healthcare services:

- 1. Enabling localities to provide health services in a decentralized setting.
- 2. Developing the information infrastructure supporting the health system.
- 3. Developing the human resources management system across the health sector.
- 4. Developing the pharmaceutical sector.

8.6.1. SUPPORTING WOMEN ACCESS AND USE OF HEALTH SERVICES

Partnering with the Baheya Foundation to help early detection and treatment of breast cancer

NBE supports Baheya Foundation which focuses on providing innovative programs specialized in awareness, early detection and treatment of breast cancer and psychological support for women.

NBE donation: EGP 40 mn

Beneficiaries during reporting period:

- around 11,000 early detection cases
- 1,305 women were treated through chemotherapy sessions and guided chemotherapy sessions

8.6.2. SUPPORTING CHILDREN ACCESS AND USE OF HEALTH SERVICES

Partners	Project Objectives	Total Funding EGP mn	Time Frame	Number of beneficiaries
Magdi Yakoub Heart Foundation	Support open heart operations and therapeutic catheterization operations	100	2023	Over 860 children
Elnas Hospital	Support pediatric heart surgeries	20	2022	200 children
The Children's Cancer Hospital Egypt 57357	Support the operations of the hospital during COVID – 19	20	2022	More than 1,000 children
Alexandria University Hospitals (Children's Hospital)	Development of cardiac catheterization unit	23	2023	No beneficiaries yet
Cairo University Hospitals Children's University Specialized Hospital (Abu Al-Rish Al-yabani)	Support surgical cases Development of neonatal surgery unit	21	2023	Around 2100 children annually

In cooperation with the **Nile of Hope Foundation**, NBE helped equip the pediatric cardiac catheterization and interventional radiology unit (a compact room), expected to serve **60,000 patients** annually for children with congenital defects in various specialties **Total Budget allocation: EGP 22 mn**

Outcome:

Expected to serve **60,000 patients** annually after finishing the project in 2023 NBE donated an open-heart machine, as well as surgical supplies and machines for the open-heart unit for children, the first of its kind in Alexandria

8.6.3. SUPPORTING PEOPLE WITH DISABILITIES THROUGH HEALTH SERVICES

Baseera Foundation for the Visually Impaired

NBE provides support to assist in new projects, with the following impact and beneficiaries:

- 5,000 orphanage homes.
- 5,000 children (approx.) from nurseries.
- 10,000 people (approx.) from low-income villages in the various governorates of Egypt,
- 350 eye surgeries (approx.)
- 3,000 glasses (approx.)
- Treatment for 4,000 patients (approx.)
- Awareness and training of the importance of eye health and early detection of eye diseases in different governorates, orphanages, and nurseries.

Total Donation: 5.1 mn

Outcome:

Expected 27,300 person till the end date of the donation 2023







8.6.4. PROMOTING HEALTH INCLUSION IN EGYPT

Geographic	al presence	Partners	Project Objective	Total Funding EGP mn	Time Frame
Luxor Governorate		Luxor Governorate Shifa Al-Orman Hospital (upper Egypt)	Provide a new radiotherapy device with its equipment	25	2023
	Aswan Governorate	Magdy Yakoub Heart Foundation	Support open heart operations and therapeutic catheterization operations	100	2023
Upper Egypt	Fayoum Governorate	Hospitals of the Ministry of Health in Fayoum Governorate	Support the Tamia Central Hospital, Fayoum Central Hospital with devices and equipment	10	2023
	Assuit Governorate	Assuit University Hospitals	Support the cell genetics laboratory with devices and equipment (CT scan device, histocompatibility testing device LABScan3D - one Lambeda, Microscope fluorescence with karyotyping and FISH imaging system)	13.25	2023
	Sohag Governorate	Sohag University Hospital	Development of the Department of Cardiothoracic Surgery	27	2023
	Alexandria Governorate		Development of Naval Forces Hospital in Alexandria in all fields and all medical specialties and outpatient clinics with the addition of pediatrics service and increasing the absorptive capacity	25	2023
Alexandria (Development of cardiac catheterization unit	23	2023
			Support Nile of Hope hospital with an open-heart machine, as well as some surgical supplies and machine	22	2023
Mansoura G	Governorate	Mansoura Kidney and Urology Center	Development of the operations sector Support diabetes research using stem cells	18	Done
Kafr El Sheikh	Governorate	Kafr El Sheikh Hospital	Provide a shock-wave urological lithotripsy device (ESWL)	15	2023
Zagazig Go	overnorate	Zagazig University Hospital	Provide two Richard wolf urological shock wave lithotripsy devices and a laparoscope for obstetrics and gynecology.	8	2023

Geographical presence	Partners	Project Objective	Total Funding EGP mn	Time Frame
		Development of ECMO unit	40	2023
	Cairo University Hospitals	Development of Egyptian center for the treatment and study of inflammatory diseases, intestinal tumors, and research into the gut microbiome	16	2023
	Can o Oniversity (respicals	Development of ENT department	More than 12	2023
		Development of the Children's University Specialized Hospital (Abu Al-Rish Al-yabani) to support around 2100 children annually	21	2023
	Baheya Foundation for Early detection and treatment	Support early detection and treatment of breast cancer amongst women	40	2022
	Mabara Misr Hospital	Development of cardiac catheterization unit	15	2023
Greater Cairo Governorate	Ein Shams Hospitals National Cancer Institute	Development of Ein Shams Medical City, new emergency hospital, Academic Institute of Cardiac Surgery,	200	2023
		Development of Hematology and Bone Marrow Transplant department	10	2023
		Support the renovation of the operations in Demerdash	More than 23	Done
		Development of new branch in new Cairo	35	2023
	Ahl Masr Hospital	Development of the ground floor, which includes (emergency, laboratories, outpatient clinics, radiology, pharmacy, cafeteria, and helipad)	More than 17	2023
	The Children's Cancer Hospital Egypt	Support the operations of the hospital during Covid – 19	20	2022
	Elnas Hospital	Support pediatric heart surgeries	20	2022

[&]quot;NBE funded and equipped over 30 public and university hospitals, educational institutes, and medical centers to help them provide better services for all patients, especially children."

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8.7. EDUCATION AND SKILLS DEVELOPMENT FOR THE NEXT GENERATION

Children and youth make up 40% of Egypt's total population. Therefore, they are undoubtedly the country's hope for a more prosperous and sustainable growth if funding and investment are strategically shifted to cover their needs and develop their full potential. Egypt Vision 2030 strategic goal lays special emphasis upon fostering national education and training ensuring access to quality education for all citizens in Egypt without leaving anyone behind, NBE has been building strong partnerships with the view to help finance and upgrade public schools' infrastructure, promote technical education and vocational training, teacher's training programs, provide educators in remote areas as well as grants and scholarships to university students so as no one is left behind.

8.7.1. EDUCATION MEGA PROJECTS

Promoting mega projects in cooperation with Misr El Khair Foundation and Well Spring Company

The cooperation between NBE and the Misr El Khair Foundation has already been preceded by the development of 15 needy villages in various governorates of Egypt in various aspects of life, including human development. The bank donated EGP 10 mn for the implementation of the fourth phase of the character-building project in cooperation with Misr El Kheir Foundation and Well Spring Company for Family and Youth Development, which targets 24 schools developed by NBE to apply student activities, camps, and training courses for students, teachers, school workers, people with disabilities and women cancer patients. **Total Budget allocated: EGP 10 mn**

8.7.2. STRENGTHENING ACCESS TO EDUCATION

Partnership with the Ministry of Higher Education.

In partnership with the Ministry of Higher Education, NBE has supported financially three new private universities (King Salman International University-Al-Jalala University-University of El Alamein International) so that each University can cover the scholarships offered to students.

Total Budget allocated: EGP 15 mn
Beneficiaries: around 30 students

Supporting the Egyptian Start-Up community through the Rally Entrepreneurship Competition

NBE is supporting the Rally Entrepreneurship Competition organized by the Entrepreneurship Centre of the Arab Academy for Science Technology and Maritime Transport. The competition was launched with the aim to provide guidance, mentorship, and investment opportunities to individuals and teams who are eager to kick off their own business. It includes a full pre-incubation program that takes participants from the ideation phase to generating a prototype within six months.

Total Budget allocated: EGP 5 mn

Supporting the Zeweil City of Science and Technology

One of NBE's largest and most important contributions to promoting education and sciences is its long-standing partnership with the Zewail City of Science and Technology. In response to the need for fostering education amongst the Egyptian youth, Zewail City provides a stimulating environment for creativity and innovation connecting the higher education system with applied scientific research.

Budget allocated: EGP 34 mn

Outcome: Provided 80 full scholarships to 98 talented students who are unable to afford study costs

Supporting education through Ein Shams University

The NBE has financed the renovation of the Mahalawy auditorium, one of the most important spaces of Ein Shams University with a capacity of 1,200 persons. In addition, NBE supported the university to develop its new branch in Oboor city with a capacity of 40,000 students in nine faculties.

Budget for new branch: \$100,000.00 USD = EGP 1.8 mn
Budget allocated for Mahalawy auditorium: EGP 25 mn

Outcome

Total capacity of the building: 1,200 students

Vocational Education and Training:

Public-Private partnerships for operating the first model of the apprenticeship system at the Vocational Training Center in Al-Asmarat district

Bishara Textile and Garment Manufacturing company (BTM), Productivity and Vocational Training Department (PVTD), Ministry of Trade and Industry (MoTI), Central Bank of Egypt (CBE), NilePreneurs Initiative (NP) joined forces to raise competitiveness of key Egyptian industries, create jobs for young Egyptians and upgrade their skills through purchasing products and services, offering financial rewards for workers and faculty members and offering financial rewards for male and female students and women registered at the Asmarat Center.

Budget: EGP 4 mn

Number of beneficiaries: around 418 males and females

Vocational Training and Employment Center in Alexandria Governorate

NBE supported the center by funding training and professional employment programs for 150 beneficiaries for a period of one year (incubator and entrepreneurship program – youth apprenticeship program-vocational training program ending with self-employment)

Budget: EGP 775,000

Number of beneficiaries: support 150 beneficiaries for a period of one year

8.7.3. ACCESS TO EDUCATION FOR CHILDREN

Supporting El Nile Schools

NBE donated EGP 15 mn targeting the newly established 30 schools of the El Nile. The donation covered furniture, tools, and equipment for the laboratory and the library and necessary technical equipment such as computers and laptops

Total Budget allocated: EGP 15 mn

Supported schools: 30

Access to primary education for children

Misr El Kheir (community schools)

The bank donated EGP 13 mn to finance the operating expenses of 100 community schools serving 1,724 students in eight Egyptian governorates, and rebuilding and equipping 26 community schools in Matrouh Governorate. These schools aim to provide high-quality educational opportunities for dropout children from 6-14 years old and to enable the local community to manage these educational institutions in the governorates of Egypt.





8.7.4. ACCESS TO EDUCATION FOR WOMEN

Tawasol Foundation for the development of Establ Antar

NBE donated EGP 4.36 mn to:

- * Develop of a social center project in Ezbet Khairallah providing the following activities:
- * Equipping and preparing an empty land and converting it into a sports academy
- * A project to train and qualify young people for the labor market and establish a hotel academy
- Establishment of workshops to train and educate women and mothers wishing to improve their income
- * Educating, and investing the talents and abilities of children from 8 to 15 years old

8.7.5.ACCESS TO EDUCATION FOR SPECIALLY ABLED PEOPLE

At NBE, we contributed to the implementation of two major projects for education and skills development targeting people with disabilities, a total donation of EGP 26.6 mn. We are also supporting the work of the "Friendly family association" with an allocated budget of EGP 3.2 mn, benefiting more than 5,000 disabled.

Egyptian model of a DPO

Al-Hassan Foundation

Al-Hassan Foundation is an Egyptian registered developmental organization under the Ministry of Social Solidarity. Proudly a Disabled People's Organization (DPO), as more than 50% of the board members are wheelchair users, in addition to over 70% of the foundation's employees are permanent wheelchair users. We serve humans with physical challenges (mainly wheelchair users) through eight developmental projects offered in all Egypt's 27 governorates

AlHassan Foundation to be the replicable Egyptian model of a DPO concerned with physically

and financially empowering and integrating "The Differently Abled" in developing countries given

equal rights and duties.

Total Budget allocated: EGP 15 mn Outcome: 1,200 benefited directly

Advance (The Egyptian Association for the Advancement of Persons with Disabilities and Autism)

The Egyptian Association for the Advancement of Persons with Disabilities and Autism is a civil society founded by a group of families of people with autism and similar developmental disabilities with the aim to

-secure the future of their children by providing them with integrated care, whether therapeutic, educational, or training to raise the level of their independence and integration into society.

NBE is supporting the association to:

- I- Create an integrated electronic platform for "distance learning" targeting people with autism and disabilities
- 2- Prepare a life skills curriculum for people with intellectual disabilities and autism.
- 3- Cover the cost of services for certain children and youth with disabilities

Allocated Budget: EGP 11.6 mn

Outcome: Served around 6,000 people

8.8.1.POVERTY ELIMINATION FOR WOMEN

"Gharemeen Relief Fund", an initiative that tackles poverty.

NBE dedicated a total of EGP 18 mn to families in rural regions.

As one of our most important actions against poverty, NBE dedicated a total of EGP 18 mn per year (dispersed monthly) to families in rural regions. Social inquiries are conducted through the NBE Executive NGO arm, Masr El Kheir, to ensure that our funds are directed to the most in need. While part of those sales is purchased by local communities, NBE has further directed its procurement of corporate gifts to be purchased from those resilient local heroines.

Outcomes

NBE Donation: EGP18 mn

The total number of women benefited from this initiative reached 9,100.

NBE Procurement has reached EGP8.9 mn during the reporting period. (Not only women)

8.8. SOCIAL PROTECTION AND POVERTY ELIMINATION

Undoubtedly, the very essence of well-being is the securing of livelihood and the elimination of poverty. Low-income families living in remote rural areas mainly women as well as people with disabilities are often challenged to secure access to basic services such as health, and education. In line with Egypt Vision 2030, significant attention has been given to the localization of the SDGs with the view to addressing geographic disparities and social inequalities, ensuring that the key principles of "inclusive growth" and "leaving no one and no place behind" are fully integrated and implemented in every developed project. Under this context, empowering women and youth and providing access to basic services and goods for people with disabilities, particularly in remote and rural areas are considered one of the most important factors in NBE's strategy of social justice.

The Egyptian Foundation for Integrated Development (Al Nidaa)

NBE donated more than EGP 3 mn to support in implementing the last phase of the project of Developing the skills of females from marginalized groups in rural Upper Egypt in the handicraft sector in Qena Governorate.

The project promotes the economic empowerment of vulnerable women, especially Upper Egypt, and the encouragement of micro, small and medium industries in the field of handicrafts.

The project aims to ensure building life skills and entrepreneurship skills, achieving self-development, self-reliance, and financial independence forits participants.

Outcomes

- Budget: **EGP 3,717,950**

- Number of beneficiaries: 110 women



8.8.2. DECENT JOB OPPORTUNITIES FOR YOUTH

Misr El Kheir (tatweer)

Tatweer is the first company for electronic job development and qualification in Egypt. Since its establishment, the company has taken upon itself the task of providing high-quality, cost-effective training to Arab youth to enter the labor market.

NBE donated over **EGP 7 mn** for training and rehabilitation opportunities

Number of beneficiaries: 7,000 youth in the age group of 18-35 years.

In addition, it conducted lectures on financial inclusion, provided electronic payment cards to all trainees to enhance electronic dealings.

Supporting the Federation of Egyptian industries

NBE donated EGP I mn to support the national initiative for the training and employment of youth

Number of beneficiaries: **150**

8.9. THE RIGHT TO ADEQUATE HOUSING THROUGH TRANSFORMING VILLAGES ACROSS EGYPT

Under flagship megaprojects, NBE has launched the NBE Egypt's Villages Project aimed to support the underserved and low-income communities across the nation. Multiple projects have been funded through a span of multi players development plan for the most underdeveloped residential areas. Funding is not limited to housing projects, as it has simultaneously adopted multiple integrated projects that address infrastructure development, sewage system development, treatment of drinking water, funding small and medium enterprises, and multiple other development projects in each of those regions.

8.9.1. NBE PROMOTES EGYPTIAN QUALITY OF LIFE IN RURAL AREAS

Our strategic work in cooperation with the Misr El Kheir Foundation Misr el kheir (NBE Villages)

In cooperation with the Misr El Kheir Foundation, NBE is supporting a project for 17 of the poorest villages in various governorates, in order to improve the quality of life of the people of these villages.

The most prominent results of the project during this reporting period are as follows:

- Developing and equipping schools
- Developing and medical equipment health units
- Detecting the hepatitis C infection for individuals and providing free treatment to those infected
- Organizing inclusive medical convoys (ophthalmology and people with disabilities)
- Providing services to improve the quality of drinking water
- Extending household sewage connections
- Improving the housing environment for the needlest families in line with human social
- Providing financing for small and micro projects
- Supporting livestock development services

Budget allocation: EGP 100 mn during the reporting period. Total donation for the 17 villages is more than EGP 650 mn Beneficiaries: Served more than 63,000 people

Part of the project includes providing financing for small and micro projects, with the aim to improving the living standards of targeted families and helping them achieve financial independence

Beneficiaries: 632 micro project to generate income

New Valley Governorate

NBE donated EGP15 mn to continue its support in the establishment of a model village that includes: 100 houses, agricultural lands, projects, animal production, and industrial projects, projects in the field of manufacturing agricultural products, implementation of a developed irrigation network in the agricultural site, green spaces, and playgrounds.

Total Budget allocation: EGP 15 mn
Outcome: Prepared 100 houses

Northern Military Region

NBE supported the Bashayer Alkhair development project in Gheit Alenab area in Alexandria, which includes 2,000 housing units, a commercial area under the residential buildings with a total of 38,000 square meters, new roads and car parks with a total of 7,660 square meters, and a site coordination (sidewalks-curbs-green areas) with a total of 15,000 square meters.

Total Budget: EGP 100 mn

Beneficiaries: Served around 10,000 people

Before



After





8.10. PROMOTING ARTS, TOURISM, AND OUR CULTURAL HERITAGE

A nation's strengths lay not only upon its tangible assets such as a strong and vibrant economy, its products, and industries but also upon its intangibles ones such as its clean environment, its cultural heritage and monuments, its creative industries, and the talent of its people. Egypt is a case in point, as it enjoys an unprecedented legacy, a rich history, and a fascinating culture, a significant component of our social and economic development. In line with the Egypt Vision 2030, the Egyptian government has been promoting innovative cultural projects and training young people to develop arts and craftsmanship. Under this context, at NBE, in recognition of our national history and cultural heritage, we are supporting and financing programs that promote and highlight the creative and artistic work of our talented people.

City of Arts and Culture in the New Capital

NBE donated EUR 3 mn to support the purchase of various musical supplies and instruments necessary for the opening of the City of Arts and Culture in the new capital.

Budget allocation: EGP 58.3 mn/EUR 3 mn

Supporting the Arts Academy

Phase 1: NBE donated EGP 2.7 mn for development of the acting, directing and protocol halls at the academy to ensure its proper appearance for National Bank of Egypt and Arts Academy, in addition to supporting the development of the wall of Arts Academy by establishing 90 new libraries to support culture and arts in the area surrounding the Academy

Phase 2: NBE donated EGP 5 mn for the completion of the development of the wall of Arts Academy to support culture and arts in the area surrounding the Academy

Total Budget allocation: around EGP 8 mn

8.10.1. PEOPLE WITH DISABILITIES TALENT DEVELOPMENT

Al-Noor wa Al-Amal Association Music Institute

Al-Noor wa Al-Amal Orchestra is training blind girls with the goal to help them find a source of income and ensure a decent life. NBE has supported the association cover its the expenses and financial needs to continue its social contribution.

Allocated Budget: EGP 2.5 mn

8.10.2. EVENTS AND CONFERENCES

During the reporting period, NBE participated in several initiatives organised by CBE to smoothly implement initiatives for social causes to decrease the impact of COVID-19. The bank also participated in 51 conferences that focus on financial, cultural, environmental, technical, and infrastructural issues.

8.10.3. SOCIAL VOLUNTEERING AND EMPLOYEE ENGAGEMENT

At NBE, we encourage our employees and take part actively in various CSR projects and social activities and to make a real difference in society. We are proud of their active involvement and enthusiasm but also of their ideas for launching new initiatives and actions.

Participation in the Magdy Yakoub marathon: Employee engagement in the marathon Al Gharemat for poverty alleviation: Sponsoring volunteer programs

Our Way Forward

Moving forward, our main priorities are:

- · to continue having a positive impact on society,
- · increase our participation (investment) in charitable funds that create value for the Egyptian community,
- · keep on supporting the Egyptian government in implementing its ambitious national agenda as outlined in the Egypt Vision 2030 and its international commitments reflected in the SDGs and the Africa's Agenda 2063







09 Building an Environmentally Friendly Bank

- 9.1. How We Create Positive Impact
- 9.2. NBE: An Accelerator of Sustainable Growth and Green Transition
- 9.3. Financing the Green Transition: Tools and Products
- 9.4. Our Environmental Footprint
- .5. Environmental Awareness Campaigns

9.1. HOW WE CREATE POSITIVE IMPACT

Recognizing climate change as the most important environmental challenge of our time, NBE's commitments focus on its crucial role as a financier in the transition to a sustainable economy, with less dependence on natural resources. Therefore, regarding the environment, we are working at two levels:

- We are financing Egypt's transition to a cleaner, greener economy through green loans as well
 as numerous green initiatives for energy efficiency, renewable energy, circular economy, and
 urban development projects.
- 2. We are monitoring the environmental impact of our operations and we are setting up subsequent measures with the view to improving our overall efficiency and mitigating any negative impacts on the environment.







HIGHLIGHTS



During the reporting period:

- NBE installed solar PV stations across 28 branches in Egypt, avoiding a total of **4,938 mtCO2e**
- A renewable energy power plant with a capacity of 0.5MW has been built by the bank
- In 2021, the absolute carbon footprint reached 112,341 mtCO2e, the water footprint reached 4,238,393 m3 and the plastic footprint was around 1,424,674 kg





Alignment with Global Frameworks and National Agenda















Africa's Agenda 2063











ISO 26000 Core Subject Lines

The Environment





NBE'S CONTRIBUTION TO EGYPT VISION 2030:

EGYPT VISION 2030: National KPIs





Energy sector restructuring





Applying environmental standards and accurate



Raising the awareness to preserve environment and natural resources, providing incentives for more advanced alternatives and technologies for water conservation and natural resources protection.



Developing the infrastructure required to reduce air pollution and face climate changes

NBE's contribution



NBE is providing funding, green loans to businesses, green funds, direct help to the Egyptian government in support of green infrastructures, and in partnership with international bodies (OECD, EIB, EBRD).

NBE is actively contributing to raising environmental standards by measuring and reducing its environmental impact and preparing the first Ecological Impact Report.

NBE's involvement in awareness-raising campaigns for the environment.

NBE is providing green loans to businesses, green funds, direct help to the Egyptian government in support of green infrastructures via own infrastructure improvement e.g., solar panels

9.2. NBE: AN ACCELERATOR OF SUSTAINABLE GROWTH AND GREEN TRANSITION

According to Egypt Vision 2030, the environmental pillar is integrated horizontally across all economic sectors focusing on the importance of environmental protection for the longterm sustainability of the country. Egypt has adopted an ambitious energy diversification strategy with the target to achieve 20% renewable energy of the total national generation capacities by 2022. The strategy is also aiming at ensuring the continuous security and stability of power supply, the diversification of energy resources, and the optimum exploitation of the country's resources

In line with the SDG's, the Egypt Vision 2030, and the Africa's Agenda 2063, at NBE our approach toward preserving the environment is more than a business risk. We consider ourselves to be the drivers of financing Egypt's sustainable future. Over the last twenty years, we have been providing businesses of all sizes, especially SMEs, public and private organizations as well as the government at the regional and the national level with the necessary funding for the sustainable transformation of the Egyptian economy and society.

NBE is considered one the pioneer banks in the banking sector that dealt with climate change and environmental topics, being actively involved in many environmental projects and initiatives. We have been working in a systematic way to incorporate environmental targets within our projects and are taking action to include climate finance in the Bank's portfolio. Being aware of environmental impacts can help clients to take advantage of new opportunities while expanding and strengthening their own portfolios.

Emblematic Environmental Projects

The Public-Private Sector Industry Project (PPSIP)

NBE was the Apex Bank in one of Egypt's largest initiatives by Ministry of Environment (MOE) and Egyptian Environmental Affairs Agency (EEAA).

-Funding provided by NBE: around EGP 31.1 bn

Cleaner Production Program

NBE funded the industrial sector through the EPAP2 project, resulting in Carbon Emission Reduction of CO2 annually. The program was funded by the Aid Danish (DANIDA) and under the umbrella of the Federation of Egyptian Industries.

Duration: 2005-2033

-Total Fund provided: EGP 170 mn

The Egyptian Pollution Abatement Program (EPAP I, II, and III)

NBE has been cooperating with the Egyptian environmental affairs agency (EEA) since 1998 and managed the financing of the Egyptian Pollution Abatement Program (EPAP). The program focused on combating industrial pollution and promoting the concept of cleaner technology to mitigate GHG emissions

During the program's three phases, NBE cooperated with multiple development partners: the World Bank, the European Bank for Reconstruction and Development (EBRD), the Japanese Development Bank, and the German Development Bank

Funding provided by NBE: EGP 6.5 bn/EUR 330 mn

Purpose of NBE funding:

Financing the investment costs of existing industrial projects owned by the public and private sector (with a minimum of five years) that need environmental compatibility for their air and water pollution, as well as financing the waste management of industrial activity.

-Program outcomes:

- 670,000 tCO2 been reduced in 18,000 industrial facilities in cement, iron, and chemical
- · Achieved an overall 99% decrease in solvent emissions from the solvent recovery subproject at Rotografia
- Heavy metals have been reduced by 98% out of the three commissioned wastewater treatment projects



Supporting the Green Economy

Under the Green Economy Finance Program (GGF), NBE has supported the following:

- **Public Private Sector Industry Project (PPSI):** was launched in 2009 with the goal to provide funding for the public and private sectors (except for multinational companies) in Upper Egypt and the Delta (except Greater Cairo and Alexandria) to reduce pollution
- Cleaner Production model: In cooperation with the Egyptian Environmental Affairs
 Agency and KFW Bank, in partnership with the Environmental Compliance Office of
 the Federation of Egyptian Industries the project served the industrial sectors. During
 the period 2005-2023, the total funding provided amounted to EGP 170 mn and
 financed the procedures and measures that are compatible with environmental laws
 and combating pollution in the industrial environment (medium and small projects)

Project areas: Renewable Energy, Energy Efficiency, Energy Management in Buildings, Rationalization and Reuse of Water and Wastewater, Sustainable Land Management, Efficiency in the Use of Resources and Materials

Beneficiaries: SMEs operating in all economic activities that wish to improve energy and resource efficiency and utilisation of renewable energy

Impact: EGP 343 mn (USD 17.93 mn) invested in 32 sub-projects

GHG emissions saving of 28,400 tCO2/year

Energy savings of 355,500 GJ/year

9.3. FINANCING THE GREEN TRANSITION: TOOLS AND PRODUCTS

9.3.1. GREEN FINANCING AND GREEN LOANS

Being aware of the environmental wealth of our country, we are determined to safeguard and protect it. For that reason, NBE is the first and the largest lending entity to green projects in the country.

Our "Green Loans" is a credit facility program with the goal to support our customer's sustainable growth through environmentally targeted projects and practices. They are focused on energy efficiency and renewable energy, as well as on projects that demonstrate positive climate impacts and reduce emissions. Through our Green Loan program, we are partnering with government authorities as well as international bodies such as the European Bank for Reconstruction and Development (EBRD) to provide crucial financing for environmental and urban development projects that have the capacity to transform entire regions, and communities and improve the lives of millions of people across Egypt. We are committed to helping all our customers navigate through this transition while enabling them to achieve their sustainability targets.

Environmental projects in Egypt/risks and application of environmental legislation according to the Ministry of Environment and the Environmental Affairs Agency

Total no. of beneficiaries	Total Fund	Duration	Project
Revolving (on going 67 companies)	EGP 120 mn	2005-2033	ECO
151	EGP 15.7 bn EUR 800 mn	2020-2028	EIB (COVID)
Eight companies with 11 projects	EGP 2.7 bn EUR 140 mn	2014-2022	EPAP 3
II companies	EGP 1.96 bn EUR 100 mn	2019-2024	GEFF I-SMEs
Pipeline	EGP 1.96 bn EUR 100 mn	2021-2026	GEFF 2- SMEs
Four companies	EGP 1.96 bn EUR 100 mn	2020-2032	AFD
Pipeline	EGP 38.3 mn USD 2 mn	2019-2022	UNIDO-Ship
208 companies	EGP 1.9 bn USD 100 mn	2020-2022	EBRD (COVID)
Seven	EGP 574 mn USD 30 mn	2016-2026	GGF I
One	EGP 191.5 mn USD 10 mn	2019-2029	GGF 2
98	EGP 574 mn USD 30 mn	2019-2024	EBRD (YIB)
Three	EGP 382.9 mn USD 20 mn	2019-2024	EBRD (SIB)
25 companies and one cluster (36 projects)	EGP 3 bn USD 160 mn	2005-2015	EPAP 2

Financing climate conservation projects

NBE and the French Development Agency (AFD) signed a new credit facility agreement worth EUR 100 mn with the aim of financing climate conservation and sustainable development projects in Egypt. 60% of the facility will be allocated to finance projects concerned with mitigating the effects of climate change, while the remaining 40% will be directed to projects related to climate change adaptation.

Funding for solar-powered water pumps

In line with Egypt Vision 2030, NBE is planning to continue supporting sustainable development projects in Egypt. Towards that end, NBE and the International Finance Corporation (IFC) have partnered to boost funding for solar-powered water pumps. The Bank sees the importance of maximizing the use of renewable energy resources and this agreement is the first of its kind between the two organizations

The expansion of the West Nubarriya Station

NBE continues to provide assistance to the Egyptian government in implementing its ambitious agenda of mega infrastructure projects such as the expansion of the West Nubarriya Station by providing critical financing to the National Authority for Potable Water and Sewage



9.3.2. GREEN FINANCE

Vehicle replacement in cooperation with CBE

The Vehicle replacement initiative has been launched by the Central Bank of Egypt (CBE) with a portfolio of around EGP I bn as of December 2021. The program has the goal to provide incentives to companies and individuals to replace their vehicles to run on a dual fuel. The overall program contributes to transitioning to cleaning the transportation sector in Egypt.

Finance for solar irrigation

Promoting Egyptian Farmers' Switch to Solar Irrigation Systems

NBE has partnered with the International Finance Corporation (IFC) in July 2020 to help Egyptian farmers access financing to purchase solar irrigation systems, thus reducing their reliance on diesel-powered generators and boosting their productivity and incomes. IFC has provided NBE with PV feasibility calculator, a financial tool and capacity building that helped NBE in designing and developing an innovative financial product to enable Egyptian farmers who lack direct access to grid electricity to purchase and install solar irrigation pumps.

Key stakeholders:

- Farmers
- Solar PV firms
- Ministry of Agriculture
- Ministry of irrigation and water resources
- New and Renewable Energy Agency (NREA)

Outcomes achieved so far:

- Reduce Egypt's CO2 emissions by 7.5 MT/year
- Replace 470,000 diesel pumps
- Reduce farmers' spending on Fuel (30-35%)
- -Number of beneficiaries: 30
- -Value of PV pumps investments = around EGP 45 mn

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Building an Environmentally Friendly Bank

9.4. OUR ENVIRONMENTAL FOOTPRINT

NBE is one of the **first banks to introduce a solar energy system in its branches** in 2015, covering 28 branches that have been powered by solar energy.

Ecological Footprint:

	2020 (1/2 year) 2021		I – Base Year	
	Absolute	Absolute		Intensity
Land Footprint	15,873 Gha	29,660 Gha		0.97 Gha/FTE
Carbon Footprint	57,016 mtCO2e	112,341 mtCO2e		2.46 mtCO2e/FTE
Water Footprint	2,045,782 m3	4,238,393 m3		139.03 m3/FTE
Waste Footprint	365 tons	7,545 kg		0.24 tons/FTE
Plastic Footprint	55,399 kg	1,424,674 kg		46.73 kg/FTE

We take our role toward the environment very seriously. We are aware that our operations have impacts on the environment and subsequently the wider society. To tackle these impacts, we monitor systematically our footprint at all levels with the view to reducing our overall emissions, by energy reduction schemes, and more effective operations.

9.4.1. REDUCING PAPER USAGE IN THE WORKPLACE

- Decreasing the number of printers used and sharing printers among employees
- Providing double-sided printers to all employees (i.e., allowing printing on both sides to minimize paper consumption)
- Replacing the hard copies of the memos and credit proposals presented to the committees with soft copies
- Introducing an electronic archiving system as an alternative to paper submissions
- Reducing the periods of storing the Bank's documents, which leads to executing unused documents in the warehouses.
- Introducing a Reports Database "New Reports Saver App"
- Initiating the TeamMatea system for our audit works
- Reduced paper consumption (saving about **52.4%**) compared to last year
- Savings of about **EGP 74 mn**

9.4.2. ENERGY EFFICIENCY

In line with Egypt Vision 2030, as well as the SDGs, NBE has set up measures to enhance efficiency rationalization.

In more detail, we have:

- been gradually replacing the current lighting sources with LED lightning system
- upgrading air conditioning systems
- been increasing dependence on renewable energy particularly solar energy.
- rationalized our various means of transportation.

Towards that direction, we have installed a total number of 243,000 energy-saving LED lamps during the reporting period according to a time plan that includes all the main buildings and the ten regions.

Solar power stations were implemented across 28 branches in Egypt during the reporting period.

Special specifications glass facades

1,187 glass facades have been installed for the bank's towers, the Nile Corniche (Cairo Plaza) with special specifications to reduce the thermal load of the two towers which has achieved:

- Direct saving in electricity consumption
- Saving on operating cost
- Saving on maintenance and repair costs
- Reduce system downtime

The bank also carried out replacement and renewal work for 9,714 separate air conditioners in its branches and headquarters during the period from 2011 to 2022, an initiative that achieved:

- Saving in energy consumption = 14,910,170 kWh.
- The value of saving energy consumption during that period = 1,2013298 g

The initiative reduced the cost of operation and maintenance, breakdown rates and the cost of spare parts. It is important to note that consumption of energy sources is increasing because of the opening of new branches. We have been through implementing various measures to improve energy efficiency and dependence on renewable energy has led to a reduction in total consumption.

Low-Carbon and Resilient Transport Systems

NBE invests in Low-Carbon and Resilient Transport Systems through capital injection to finance the company future expansions in the following fields to be the first Investee in Green transportation sector.

The system seeks to use environment friendly transportation by accelerating the role of electric vehicles in the green economy, especially in public transportation to or in the new urban cities, most notably the New Administrative Capital City, and reduce the rate of carbon emissions as the vision of the company is to be carbon neutral by 2030.

Key stakeholders:

- Ministry of Transportation
- Ministry of Housing
- UNDP,
- EBRD
- The World Bank

Total Budget:

EGP 187.5 mn

Outcomes:

- +300 standard buses with low CO2 emissions
- Rates of carbon emissions caused by cars exhaust fumes have been reduced due to providing clean energy public transportation by the transportation system (more than 80,000 monthly trips serving more than 32 mn passengers in 2021)
- The smart city buses come with built in point-of-sale machines (electronic payment system) which reduces the pressure on paper money to save more trees consumed in printing banknote.
- +1,000 green jobs opportunities created





9.4.3.WATER CONSUMPTION

During the reporting period, absolute water consumption was increased due to the increase in the number of branches across the country. We continue to prioritize water consumption reduction.

Infrared water faucets and new low – flow faucets were installed in new and some of the existing branches. In 2021.

NBE Water Footprint = 4.238.393 m3 Intensity: 139.03 m3/full time employee

9.4.4. PROTECTING THE ENVIRONMENT BY DIGITALIZING OUR OPERATIONS

We aim to accelerate processes and reduce energy consumption in our premises: Thus, during the reporting period:

- We provide our customers with several channels for non-cash payment that aimed to make our services as affordable and convenient as possible (i.e., loan application, loan inquiry, loan calculator loan statement through Al Ahly Net and mobile application)
- We have introduced a system of staff self-services via NBE Staff mobile application such as Attendance management, Appraisal management, and Job Posting.
- We automated the process of rupturing the pensions of the deceased customers to the National Authority
- We are now sending SMS for issued Certificates
- We initiated a united Gift Application rather than using three separate Applications for each Donor

E-vault initiative for NBE's archiving system

At NBE we are striving to reduce our environmental footprint by digitalizing our activities and processes. Towards that end, we are working to provide securities statements in an electronic form, in addition to providing an electronic version of our custody securities contract with a digital signature.

9.5. ENVIRONMENTAL AWARENESS CAMPAIGNS

As a major regional and national player, we develop programs, initiatives, and activities that have the goal to raise awareness, educate and train employees, clients, partners as well as the wider community regarding actively taking a stance toward environmental protection

"Eco Egypt' campaign"

National Bank of Egypt (NBE) as one of the most important national Banks for environmental actions and the promotion of ecotourism locally and globally, became a strategic partner to support the "Eco Egypt" campaign for ecotourism. It raises awareness of natural reserves, and environmental protection among citizens.

As a strategic sponsor for the campaign, NBE recognizes that achieving such environmental objectives requires the cooperation of all sectors, the most important of which is the Banking sector. Hence, NBE's efforts focus on creating a conscious national economic climate that drives climate friendly investments.

Our Way Forward

Moving forward, we will continue to drive the market's attention towards green finance and the importance of preserving our natural resources through the financing of critical projects that lead to a more sustainable future for all. In parallel, we are setting up new policies and frameworks that will allow us to monitor and measure our own environmental impact in an efficient way with a view to reduce our environmental impacts at all levels.