

مصرف أبوظبي الإسلامي

ADIB



## SUSTAINABILITY IN ACTION: OUR STRATEGY FOR GROWTH AND INCLUSION



SUSTAINABILITY  
**REPORT**  
2024



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List of Abbreviations  
GRI Index  
Integrated Reporting (IR) Index  
SASB Index  
CBE Sustainable Finance Framework



# ABOUT THE REPORT

This document represents ADIB Egypt's second Annual Sustainability Report, offering stakeholders a comprehensive overview of the Bank's sustainability-related activities and financial performance.

In this report, "ADIB Egypt", "ADIB-E", "the Bank", or "we" refers to the Abu Dhabi Islamic Bank

Egypt, established as a Joint Stock Company (S.A.E) under Investment Law No. 159 of 1981. ADIB Egypt is also listed and traded on the Egyptian Stock Exchange.

## REPORTING PERIOD

The reporting period encompasses one calendar year, from January 1st 2024 to December 31st 2024. focusing specifically on activities and operations conducted within ADIB Egypt, However, the financial information presented includes data from both ADIB Egypt and its subsidiaries. To provide relevant context, some information prior to this period may be included.

## REPORTING GUIDELINES

This report adheres to the International Integrated Reporting Council's (IIRC) Integrated Reporting Framework and complies in accordance with the Global Reporting Initiative's (GRI) Sustainability Reporting Standards for 2021.

## ACKNOWLEDGMENT

We acknowledge the contributions of all internal functions at ADIB in preparing this report.

## FORWARD-LOOKING STATEMENTS

This report may include forward-looking statements related to the Bank's business, identified by terms such as "will", "planned", and "expected." These statements reflect the Bank's current views on future events and are subject to risks and uncertainties. Various factors could cause actual decisions or achievements to differ from those expressed in these statements.



## FOR FURTHER INFORMATION

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# ABOUT ADIB EGYPT



## MISSION

Sharia Compliant Financial Solutions for the Egyptian Community.



## VISION

To be a leading universal bank that is fully Sharia Compliant, focusing on service excellence, product and solution innovation.



## VALUES

The Bank is guided by Islamic finance values, principles of responsible corporate citizenship, and a strong belief that banking solutions should always be simple, fair, and transparent.

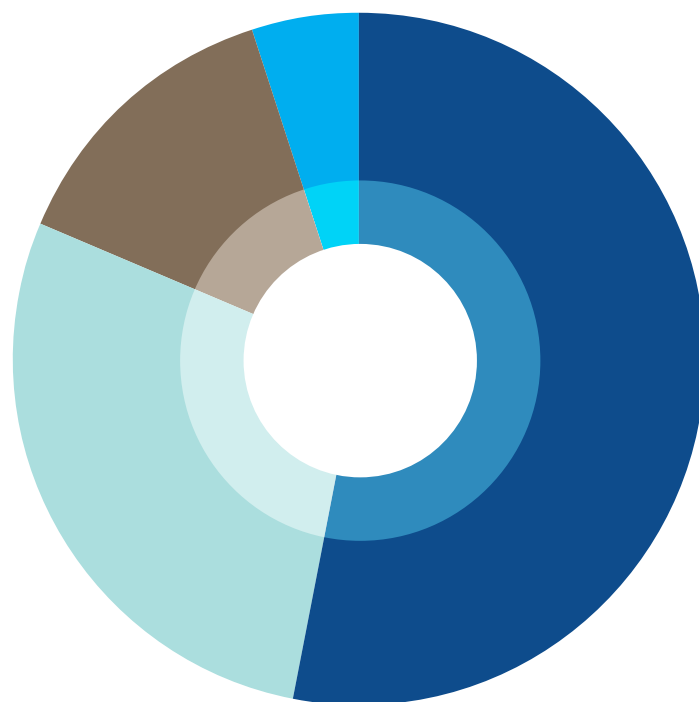
ADIB Egypt is an award-winning Bank that has established itself as a leading provider of Sharia-compliant financial solutions in Egypt. The bank began operations in 2007 following the acquisition of the National Bank for Development (NBD) by an Emirati consortium, comprising Abu Dhabi Islamic Bank (ADIB) and Emirates International Investment Company (EIIC). Since then, ADIB Egypt has expanded its presence, enhanced its services and reinforcing its commitment to financial excellence.

With a focus on serving both corporate and retail customers, ADIB Egypt offers a broad spectrum of banking solutions that align with Islamic principles. The Bank has strategically developed its infrastructure and modernized its extensive network of 70+ branches across the country. As part of its expansion, ADIB Egypt has launched various subsidiaries, including:

Company	Activity	Bank Ownership (Direct & Indirect)
ADIB Holding	Financial Services	99.93%
ADIB Capital	Securities	99.95%
ADI Consumer Finance	Financing	99.92%
ADI Micro Finance	Financing	99.92%
ADI Taskeek	Taskeek	99.92%
ADI Finance	Financial Leasing	99.39%
Cairo National company for Investments & Securities	Brokerage	74.85%
National Company for Trading & development (ENTAD)	Trading / Commercial	73.16%
Assult Islamic Company For Trading and Development	Agriculture	58.99%
ADIB Properties	Real Estate Investments	44.24%



## SHAREHOLDER STRUCTURE



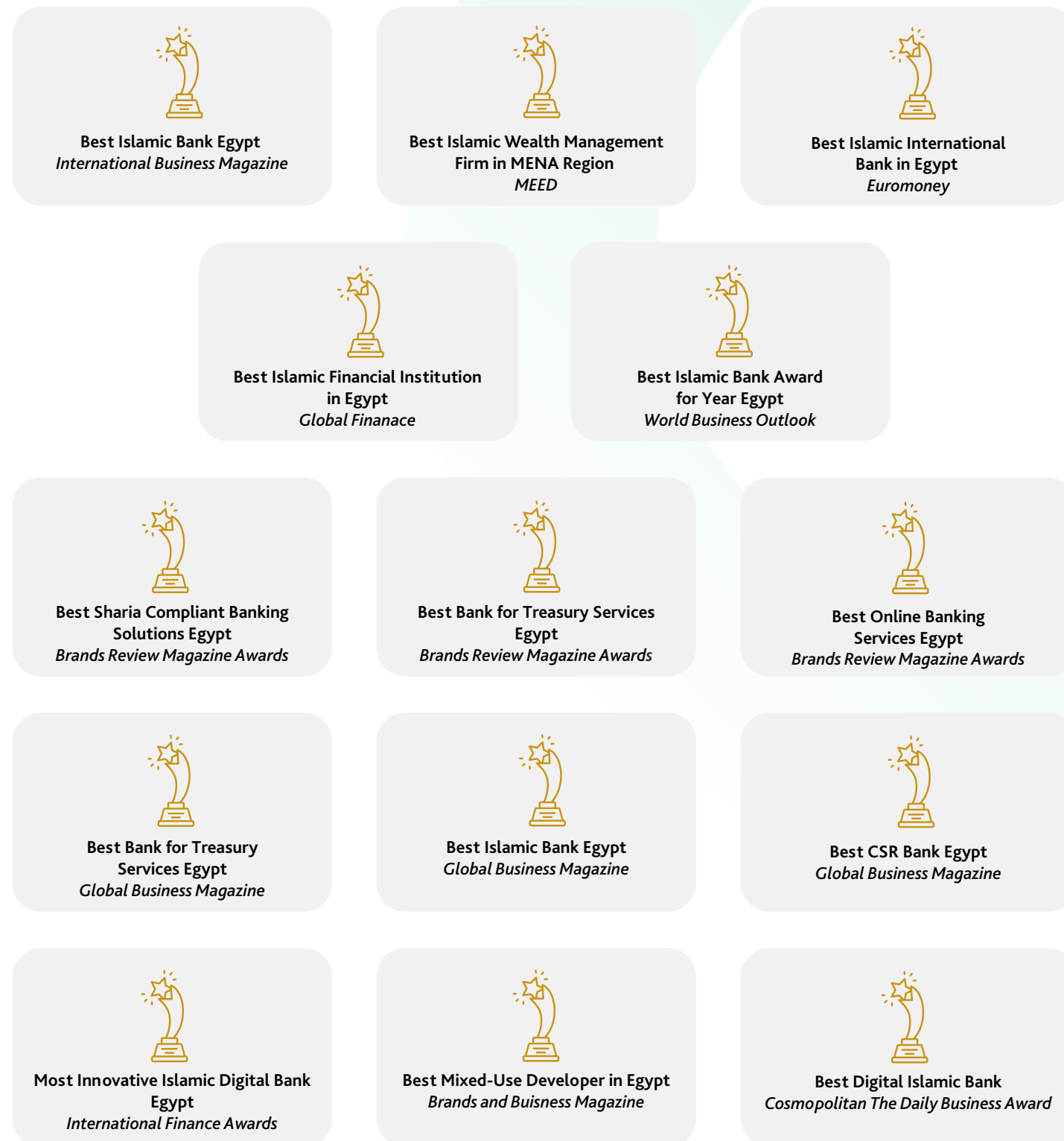
ADIB Egypt continuously evolves to meet the changing needs of the financial sector. With a focus on fintech, the Bank actively engages in the digital transformation of financial services, ensuring accessibility and efficiency for a wider audience. The Bank remains steadfast in its mission to serve the Egyptian community, reinforcing its position as a key player in the Islamic banking sector.

With a dedicated team of over 2,400 professionals, ADIB Egypt remains committed to delivering innovative, customer-centric financial solutions while upholding the highest ethical standards in Islamic banking.

## ADIB EGYPT CORPORATE SOCIAL RESPONSIBILITY

**ADIB Egypt** is deeply committed to corporate social responsibility (CSR). Through its dedicated charity foundation, the Bank actively collaborates with leading civil society organizations in Egypt to implement impactful social projects that support the most vulnerable segments of society. This commitment to sustainability extends across all aspects of its operations, ensuring a long-term positive impact on the community.

## ADIB EGYPT 2024 AWARDS







Best Islamic Bank Egypt  
GLOBAL BUSINESS REVIEW MAGAZINE



Best Islamic Banking CEO Of The Year  
Egypt - Mr. Mohamed Aly  
GLOBAL BUSINESS REVIEW MAGAZINE



Top listed 50 companies  
Forbes Middle East



Best Islamic Bank Egypt  
World Business Stars Magazine



Best Retail Bank Egypt  
World Business Stars Magazine



Best Islamic Corporate Bank Egypt  
World Business Stars Magazine



Most Innovative Islamic Corporate  
Bank – Egypt for ADIB  
Global Business Outlook



Fastest Growing Investment Bank  
Egypt for ADI Capital  
Global Business Outlook



Best Islamic Bank  
The Business Pinnacle



Best Islamic Bank Egypt  
Global Business & Finance Magazine



Most Innovative Internet  
Banking Egypt  
Global Business & Finance Magazine



Best Banking CEO Of The Year  
Egypt - Mr. Mohamed Aly  
World Business Achievers Awards



Best Islamic Auto Financing Bank  
Egypt  
World Business Achievers Awards



Islamic Private Bank.  
Wealth Briefing MENA Awards



Best CEO - Mohamed Aly  
Enigma Magazine



Best Islamic Bank Marketing and Public  
Relations Campaign in the SummerEgypt  
Global Brand Frontier Awards



Best CSR Bank Egypt  
Global Business Magazine



Best Islamic Bank Egypt  
World Economic Magazine



Best Internet Banking Egypt  
World Economic Magazine



Best CIO for Year - Ahmed Barakat  
Arab Security Conference

## SUSTAINABILITY & SUSTAINABLE FINANCE AWARDS 2024



Most Sustainable Islamic Bank – Egypt Awarded by International Business Magazine.



Best Islamic Bank for Sustainable Finance – Egypt Recognized by The Digital Banker.



Best Islamic Bank for Sustainable Financing – Egypt, Honored by Cosmopolitan, The Daily Business Award.



Most Sustainable Islamic Bank – Egypt , Granted by The Business Pinnacle.



Best Bank for Sustainable Development – Egypt Awarded by Global Banking and Finance Review Awards..



Best Islamic Bank for ESG – Egypt - presented by World Business Achievers Awards.



# ADIB EGYPT EESG HIGHLIGHTS



## REMARKABLE FINANCIAL GROWTH

ADIB Egypt achieved a +92.8% surge in net profit, alongside a +65.8% increase in total revenue and a +60.3% growth in total equity, reflecting robust financial performance and sustainable value creation.



## AWARD-WINNING COMMITMENT

ADIB Egypt received six prestigious awards in recognition of its leadership in sustainability and sustainable finance.



## SUSTAINABILITY STRATEGY LAUNCHED

The Bank officially launched its Sustainability and Sustainable Finance Strategy, aligning operations with long-term ESG goals.



## DEPARTMENTAL ESG ACCOUNTABILITY

ESG Key Performance Indicators (KPIs) were established for every department, embedding sustainability into the Bank's core functions.



## ETHICAL AND INCLUSIVE CULTURE

The Bank reported zero incidents of corruption and zero incidents of discrimination, reflecting its strong ethical standards and inclusive work environment.



## INVESTING IN PEOPLE

A total of 103,791 training hours were delivered across the Bank, averaging 42.02 hours per employee, underscoring ADIB Egypt's commitment to continuous learning and development.



## COMMUNITY INVESTMENT

ADIB Egypt invested EGP 20,664,304 in Corporate Social Responsibility (CSR) initiatives, reaffirming its dedication to positive social impact.





## CEO MESSAGE

I am pleased to present ADIB Egypt's second Sustainability Report, reflecting our journey throughout 2024. Within these pages, you will find detailed disclosures on our initiatives and performance in delivering long-term value for people, society, and the environment over the past year, in line with our vision and commitment to become a leading Responsible Islamic Bank.

As an Islamic bank, sustainability is deeply embedded in our DNA, aligning with our core values of ethical finance and social responsibility. This year marks a significant milestone, as ADIB Egypt proudly received six prestigious awards, emphasizing the efforts exerted in Sustainability and Sustainable Finance, and a recognition of our dedication to creating long-term value for our stakeholders and the communities we serve.

At ADIB Egypt, we view sustainability as an opportunity to grow our business, drive positive transformation for our customers, and extend our reach to new audiences. Therefore, we seek to find common ground between our responsibilities and the needs of our business.

Throughout 2024, we have taken bold steps to advance our ESG agenda, integrating sustainability into our business strategy, operations, and financing decisions. In parallel, we are reducing our environmental footprint through emissions reduction, energy efficiency, and digitalization initiatives while taking steps to build a more sustainable portfolio.

Our report highlights key initiatives and achievements that reinforce our commitment to environmental, social, and governance (ESG) principles—ensuring that we operate responsibly while fostering economic growth and financial inclusion.

We believe that sustainability is not just a goal but a continuous journey. Our vision extends beyond the present, aiming to build a better future for generations to come. As a leading player in the Egyptian banking sector, we strive to set an example for the industry, demonstrating how financial institutions can drive positive change while achieving sustainable growth.

Moving forward, we will continue to uphold and expand upon our ESG commitments, focusing on unlocking synergies between opportunity and sustainability to further strengthen our place at the table for the long term.

We invite you to explore this report and join us in our mission to create a more resilient, inclusive, and sustainable financial ecosystem.

**MOHAMED ALY**

CEO and Managing Director - ADIB Egypt





## SUSTAINABILITY AND SUSTAINABLE FINANCE HEAD MESSAGE

Sustainability and Sustainable finance are integral components of ADIB Egypt's strategic direction. As part of our long-term vision, we are committed to embedding ESG pillars into every aspect of our operations, from risk management and product development to stakeholder engagement.

Our strategy focuses on aligning with international sustainability frameworks, including the Global Reporting Initiative (GRI), UN sustainable Development Goals (SDGs), and Integrated Reporting Standards. By integrating sustainability into our strategic pillars, we ensure that value creation is inclusive, responsible, and resilient.

Sustainable finance serves as a key enabler in this journey, directing capital toward projects and initiatives that deliver both financial returns and positive environmental and social outcomes. This includes supporting green financing, expanding financial inclusion and contributing to the broader national and global climate agenda.

By embedding sustainability into our core business model, we aim to create a more resilient financial system – one that not only drives profitability but also fosters positive environmental and social outcomes. Through our dedication to innovation, responsible finance, and stakeholder collaboration, we strive to be a leading force in shaping the future of sustainable banking in Egypt and beyond.

**NEHAL REZK**

Sustainability and Sustainable  
Finance Head - ADIB Egypt



# 01

## WHO WE ARE

- › ADIB EGYPT SUSTAINABILITY APPROACH
- › OUR SUSTAINABILITY STRATEGY
- › BUILDING OUR ESG FOUNDATION





# ADIB EGYPT SUSTAINABILITY APPROACH

## SHARIA AND SUSTAINABILITY: A SHARED PURPOSE

Sharia and sustainability are deeply aligned, as both advocate for long-term economic growth, stability, ethical responsibility, justice, and the preservation of resources for future generations. At the heart of Sharia law are the maqasid Al-Sharia higher objectives aimed at safeguarding and promoting faith, life, intellect, lineage, and wealth. These principles closely parallel the core principles of sustainability, which focus on meeting present needs while ensuring future generations can prosper.

## RESILIENT ISLAMIC BANKING

As an Islamic bank, ADIB Egypt is inherently resilient due to its risk-sharing financial model, ethical investment principles, and emphasis on real economic activity. By utilizing asset-backed financing, the Bank ensures that transactions are tied to tangible assets, reducing financial vulnerabilities and promoting long-term stability. This approach minimizes speculative risks and strengthens economic resilience, contributing to a more sustainable and stable financial system.

## ETHICAL FINANCE, GROWING ECONOMY

ADIB Egypt adheres to Sharia principles and promotes sustainability by integrating ethical practices into its operations and financing. The Bank is committed to upholding human rights and ethical labor practices by offering fair wages and opposing any form of exploitation, harm, or unethical labor practices.

The Bank also ensures fairness in financial transactions by prohibiting interest, fostering an economy built on shared risk and social equity. Additionally, ADIB Egypt also prohibits financing activities linked to ethically and health-harmful industries, such as alcoholic beverages.

By promoting ethical investments, ADIB Egypt encourages individuals to actively participate in the economy while discouraging idle money. Through profit-sharing models like Mudarabah, the Bank channels funds into Sharia-compliant businesses, driving continuous economic activity, job creation, and long-term sustainable development.

## ENVIRONMENTAL STEWARDSHIP IN ISLAM

ADIB Egypt upholds the Sharia principle of stewardship of the Earth (Khilafah), which calls for protecting natural resources and minimizing environmental harm. The Bank strictly avoids wastefulness (Israf) and excessive consumption, promoting a balanced and responsible use of resources. This commitment aligns with modern sustainability efforts focused on resource conservation, pollution reduction, and responsible ecosystem management.

Furthermore, ADIB Egypt prohibits financing activities related to environmentally harmful industries, such as tobacco production, and discourages the use of products containing harmful chemicals that negatively impact human health and the environment.









By integrating these principles into its operations, the Bank fosters an eco-conscious approach to finance, ensuring that its economic activities support long-term sustainability and do not compromise the well-being of future generations.




















# OUR SUSTAINABILITY STRATEGY

ADIB Egypt is committed to maximizing its environmental, social, and governance (ESG) impact while fostering economic growth. In 2024, ADIB Egypt launched its Sustainability and Sustainable Finance Strategy to integrate ESG considerations into its core business operations. This strategy aligns with Sharia principles, the ADIB Group's sustainability strategy, the Central Bank of Egypt's (CBE) The strategy is built on six key pillars requirements, the Sustainable Development Goals, and Egypt's Vision 2030. The strategy is built on six key pillars:

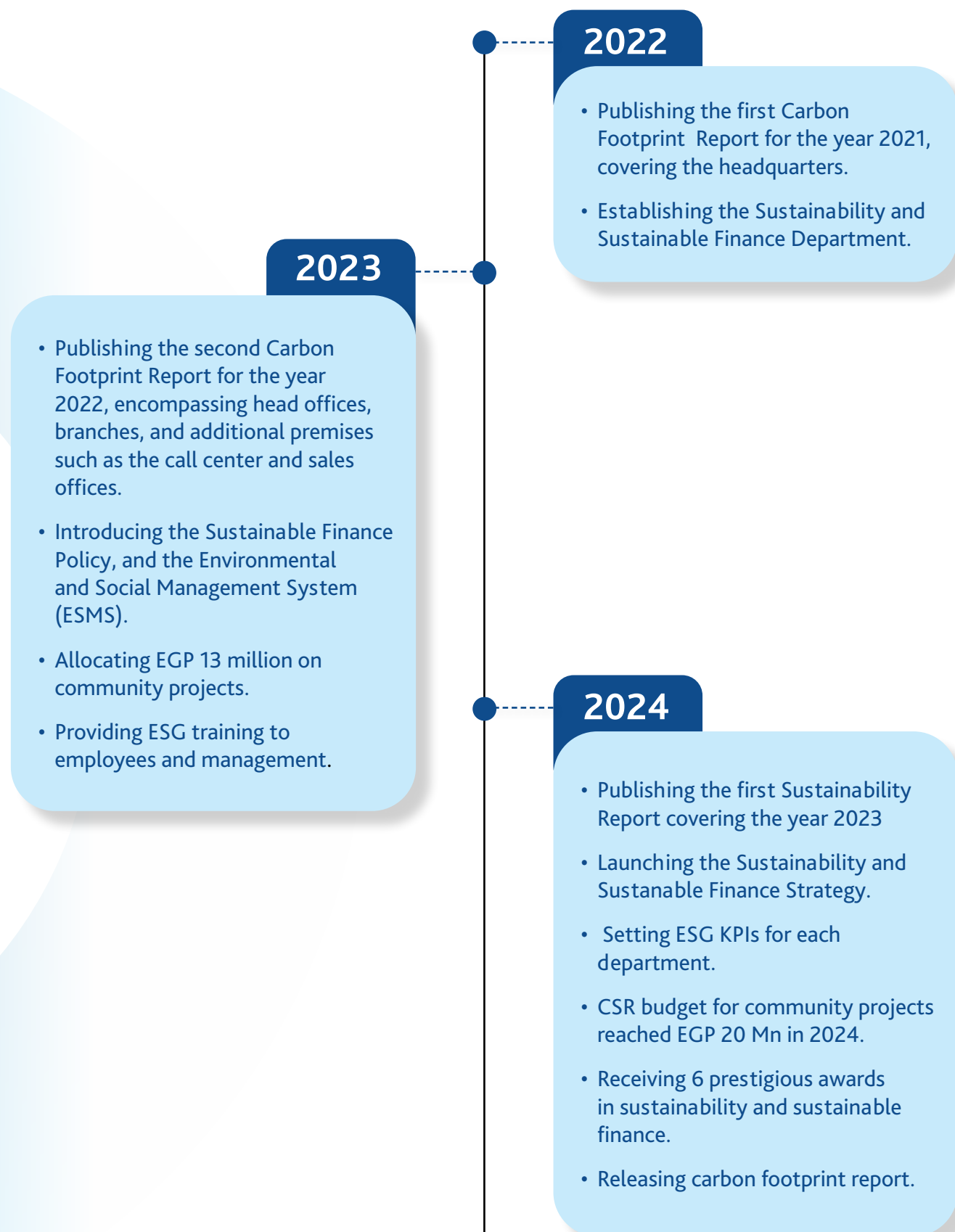


Pillars	Strategic Objectives	Relevant Capital	Relevant Material Topics	Egypt's Vision 2030 Alignment	SDGs Alignment
1. Governance Excellence	<ul style="list-style-type: none"> <li>Incorporating ESG criteria into financing and investment activities.</li> <li>Enhancing transparency, disclosure, understanding, practical actions, and monitoring of key ESG requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Monitors all six capitals: financial, human, social and relationship, manufactured, intellectual, and natural.</li> </ul>	<ul style="list-style-type: none"> <li>Governance &amp; Transparency</li> <li>Data Privacy</li> </ul>	 Governance and Partnerships	
2. Maximizing Positive Impact	<ul style="list-style-type: none"> <li>Embedding ESG and sustainability principles into retail, corporate, and SME product offerings.</li> <li>Implementing a marketing and communications campaign to maximize positive impact.</li> <li>Adopting sustainability impact measurement, evaluation, and management to support the «positive impact» differentiation strategy.</li> <li>Mitigating negative environmental and social impacts from the Bank's activities while enhancing positive contributions and upholding best-in-class corporate governance practices.</li> </ul>	<ul style="list-style-type: none"> <li>Natural Capital</li> <li>Social and Relationship Capital</li> </ul>	<ul style="list-style-type: none"> <li>Environmental Impact</li> <li>Responsible Banking</li> </ul>	 Integrated and Sustainable Environmental System   Well-Developed Infrastructure	    



Pillars	Strategic Objectives	Relevant Capital	Relevant Material Topics	Egypt's Vision 2030 Alignment	SDGs Alignment
3. Lifelong Partner for Our Customers	<ul style="list-style-type: none"> <li>Increasing customer satisfaction.</li> <li>Providing accessible banking services.</li> <li>Promoting financial inclusion by improving access to financial services and developing innovative products tailored for low and middle income individuals, as well as people with special needs.</li> </ul>	<ul style="list-style-type: none"> <li>Financial Capital</li> <li>Social and Relationship Capital</li> <li>Manufactured Capital</li> <li>Intellectual Capital</li> </ul>	<ul style="list-style-type: none"> <li>Customer Experience &amp; Digital Innovation</li> <li>Financial Inclusion</li> </ul>	 Governance and Partnerships   Diversified, Knowledge-based, and Competitive Economy	 
4. People-Centric Organisation	<ul style="list-style-type: none"> <li>Developing and enhancing the sustainability and sustainable finance capabilities of all bank employees.</li> <li>Prioritizing employee well-being.</li> </ul>	<ul style="list-style-type: none"> <li>Human Capital.</li> </ul>	<ul style="list-style-type: none"> <li>Employee Wellbeing.</li> <li>Employee's Training and Development.</li> </ul>	 Improve Egyptians' Quality of Life and Raise their Living Standards   Diversified, Knowledge-based, and Competitive Economy   Social Justice and Equality	   
5. Strong Economic Impact	<ul style="list-style-type: none"> <li>Developing an ESG procurement roadmap.</li> <li>Expanding financing and investment in projects that align with sustainable finance principles and contribute to sustainable development, such as renewable energy power plants and waste recycling initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>Financial Capital.</li> </ul>	<ul style="list-style-type: none"> <li>Responsible Banking.</li> <li>Environmental Impact.</li> </ul>	 Diversified, Knowledge-based, and Competitive Economy	 
6. Lifelong Partner for Our Communities	<ul style="list-style-type: none"> <li>Strengthening collaboration with ministries, government bodies, and stakeholders at both national and international levels to achieve various ESG objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Social and relationship capital.</li> </ul>	<ul style="list-style-type: none"> <li>Community Engagement.</li> </ul>	 Governance and Partnerships	 

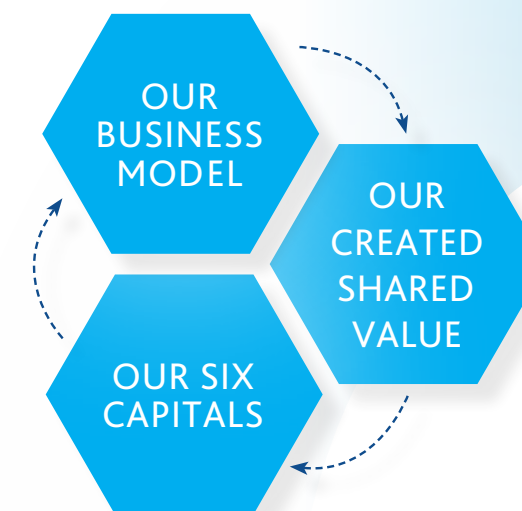
# BUILDING OUR ESG FOUNDATION



# ADIB EGYPT VALUE CREATION MODEL 2024

## VALUE CREATION PROCESS

At the heart of our business model is a commitment to creating value that benefits all stakeholders. ADIB Egypt generates long-term value through the strategic use of its six capitals: financial, human, social and relationship, manufactured, intellectual, and natural. Each capital represents an essential input into our operations, helping us deliver tangible outcomes and positive impacts for our customers, employees, and communities. We believe that by integrating these diverse forms of capital with our core values, simplicity, sensibility, transparency, mutual benefit, hospitality, tolerance, and Sharia inspiration, we foster sustainable growth and innovation across all business lines, from personal, SME, to corporate banking. Our value creation process is not just about financial success; it's about shaping a future where all stakeholders thrive.



**Financial Capital:** The funds ADIB Egypt uses to support its Islamic banking operations, grow its financing portfolio, and deliver returns to shareholders, while ensuring compliance with Sharia principles.

**Manufactured Capital:** ADIB Egypt's physical and digital infrastructure, including its network of branches, ATMs, and digital banking platforms that enable service delivery and customer engagement.

**Intellectual Capital:** The Bank's proprietary Sharia-compliant products, its brand reputation in Islamic finance, internal systems, and accumulated institutional knowledge.

**Human Capital:** The experience, capabilities, and values of ADIB Egypt's employees, especially their expertise in Islamic banking and commitment to service excellence and innovation.

**Social and Relationship Capital:** ADIB Egypt's relationships with its customers, regulators, Islamic scholars, business partners, and the broader community, built on trust, transparency, and shared values.

**Natural Capital:** The natural resources ADIB Egypt uses (e.g., energy and water) and its efforts to reduce its environmental footprint through sustainable operations and green financing initiatives.



## INPUTS

### Financial Capital

- Total assets: EGP 260.5 billion.
- Shareholders' equity: EGP 23.0 billion.

### Human Capital

- Total workforce: 2,470 employees.
- HR policies and the Code of Conduct support a workplace culture of inclusion, respect, and integrity.
- Annual Review of Staff Salaries.
- Training hours: 103,791 hours.
- Employee Engagement Survey.

### Social and Relationship Capital

- Advancing financial inclusion through the NilePreneurs Initiative.
- Customer Satisfaction Surveys.
- Procurement manual ensuring transparency, ethical guidance, and responsible decision-making in procurement processes.
- Voluntary actions under the CSR framework, focused on positive impacts in health, education, and community development.

### Manufactured Capital

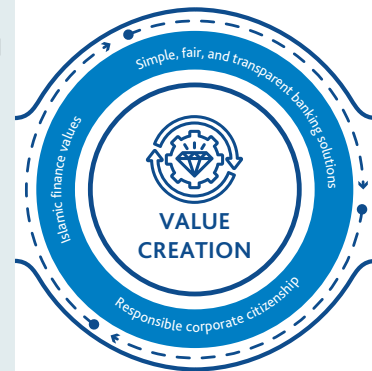
- Investment in infrastructure and technology to expand the ATM network and introduce advanced features.
- Planning and resource allocation for distributing branches across key regions.
- Adoption of sustainable technologies.
- Design of branches to accommodate People with Disabilities (PWD).

### Intellectual Capital

- Online banking & mobile apps.
- E-finance & payment solutions.
- Digital authorizations.
- POS collections & electronic payroll services.
- Electronic notifications.
- Stringent security infrastructure.
- Data privacy awareness initiatives.
- Privacy Breach Incident Management Policy.

### Natural Capital

- Implementation of energy-efficient technologies (LED lights, V-Kool films, VRF/VRV systems).
- Use of eco-friendly materials for construction.
- Introduction of water restrictor filters, photocell water mixers, and VSD pumps to enhance water management.
- Focus on reducing paper consumption through digitalization and recycling.



## OUTPUTS • OUTCOMES

### Financial Capital

- Total revenue: EGP 18 billion; 65.8% increase.
- Net profit: EGP 9.0 billion; 92.8% surge.
- Financial strength enables reinvestment, stakeholder value, and innovation

### Human Capital

- 713 female employees.
- 46 employees with disabilities.
- Zero incidents of discrimination.
- Competitive wages and benefits to retain talents.
- On average, female employees received 47.74 hours of training, while male employees participated in 39.70 hours.
- The Employee Engagement Survey provides insights into employee satisfaction, engagement, and key concerns.
- A loyal, diverse, and empowered workforce

### Social and Relationship Capital

- Providing financial and non-financial support to entrepreneurs and SMEs, fostering dedicated innovation hubs, and developing sector-specific programs.
- Customer Satisfaction Score: a measure of satisfaction levels across all touchpoints, branches, call center, and complaints.
- Over 25% of ADIB-E's SME clients are women.
- EGP 20 Mn invested in CSR initiatives.
- Elevated customer satisfaction, SME empowerment, ethical supply chains

### Manufactured Capital

- The number of ATMs increased to 139.
- 100% of ATMs now accept deposits.
- 72 branches are distributed across key regions.
- Instant card embossing enables the Bank to produce and personalize debit or credit cards immediately at branches.
- Improved service delivery and financial inclusion

### Intellectual Capital

- Seamless financial transactions and improved customer experience across digital platforms.
- Automated financial services for SMEs, contributing to a 10–15% annual growth in SME financing.
- Reduced paper usage through digitization, supporting sustainability efforts.
- High customer engagement and awareness of cybersecurity practices.
- Zero substantiated complaints related to data breaches.
- Greater financial inclusion, user trust, digital growth

### Natural Capital

- Optimizing energy and water consumption.
- Minimizing material waste.
- Lesser environmental footprint and better energy efficiency

## CAPITAL SYNERGY AND LONG-TERM VALUE

### Financial Capital

- Reinvesting financial capital into core business activities drives social and economic development.
- Additionally, directing investments toward human and intellectual capital supports sustained profitability and growth.

### Human Capital

- Human capital creates long-term value by fostering a skilled, motivated workforce that drives innovation, financial efficiency, and customer trust.
- Natural and manufactured capital are better utilized and preserved through responsible employee practices.

### Social and Relationship Capital

- Social and Relationship Capital's long-term value lies in fostering economic growth, job creation, and customer loyalty.
- Social and Relationship Capital, which includes trust and partnerships with stakeholders, synergizes with other capitals, driving financial performance, innovation, and a sustainable supply chain.

### Manufactured Capital

- Manufactured Capital contributes to increasing financial inclusion and enhancing operational sustainability.
- Its synergy with other capitals is evident in the reduced staff workload, cost savings, improved customer satisfaction, and minimized paper usage.

### Intellectual Capital

- The long-term value of ADIB-E's intellectual capital lies in establishing a resilient digital infrastructure that supports sustainable financial innovation and reinforces customer loyalty through secure, user-friendly platforms.
- This capital synergizes with others by reducing administrative burdens and enhancing digital competencies; achieving cost efficiencies and increasing revenue through digital services; and minimizing paper usage to support environmentally friendly operations.

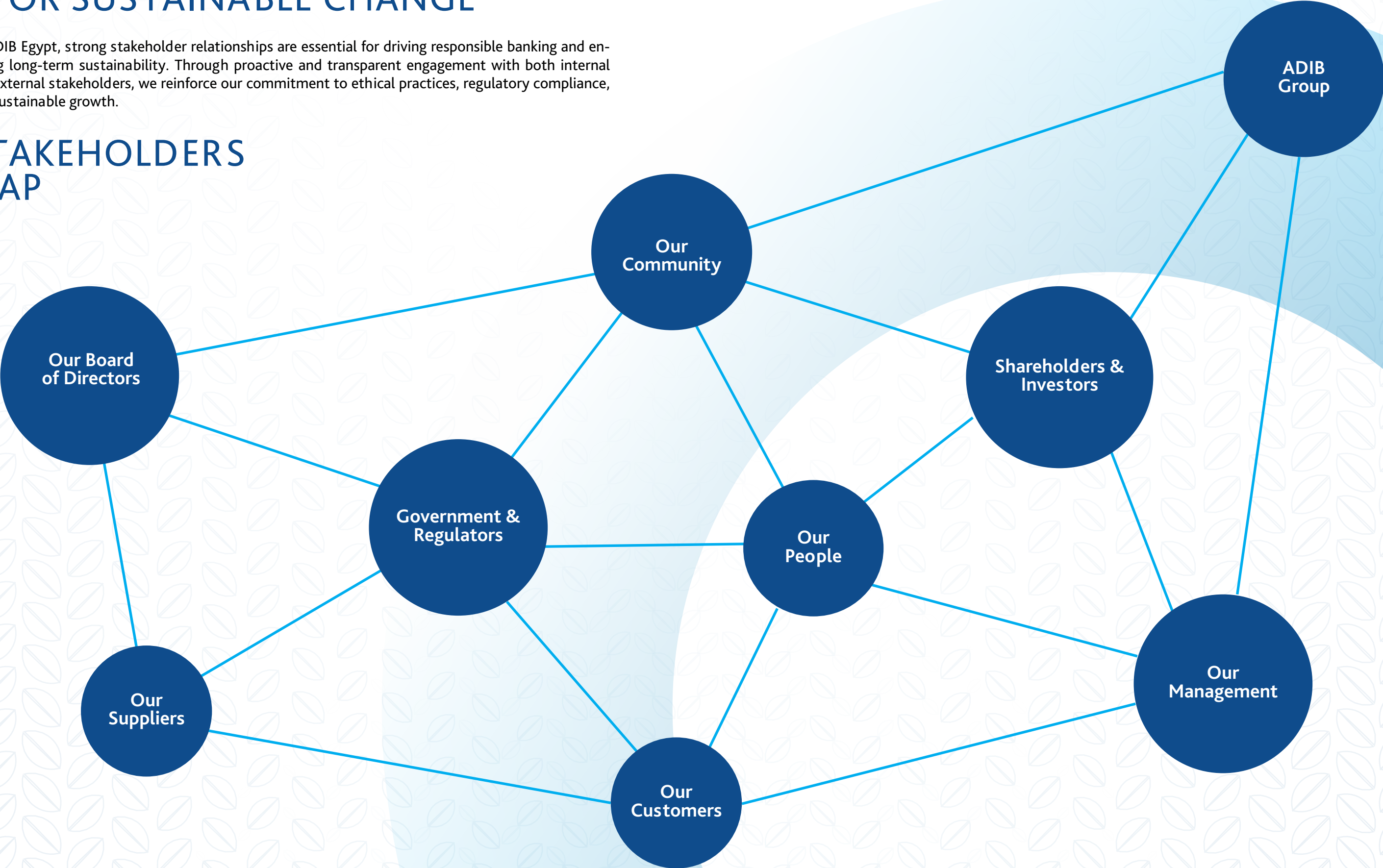
### Natural Capital

- Natural Capital's long-term value is rooted in the Bank's commitment to sustainability, reducing environmental impact, and aligning with global climate action efforts.
- The synergy with other capitals is evident: environmental initiatives build trust with stakeholders, improve work environments, and lead to cost savings, while also attracting responsible investors.

# STAKEHOLDER INVOLVEMENT FOR SUSTAINABLE CHANGE





At ADIB Egypt, strong stakeholder relationships are essential for driving responsible banking and ensuring long-term sustainability. Through proactive and transparent engagement with both internal and external stakeholders, we reinforce our commitment to ethical practices, regulatory compliance, and sustainable growth.

## STAKEHOLDERS MAP









INTERNAL STAKEHOLDERS

	Why We Engage?	How We Engage?	Relevant Strategy Pillar
<div>ADIB Group</div> <div></div>	To align with the Group's ESG commitments by integrating sustainability principles into the Bank's strategy and operations.	<ul style="list-style-type: none"><li>• Meetings</li><li>• Reports</li><li>• Emails</li></ul>	Our Sustainability and Sustainable Finance Strategy
<div>Our Management</div> <div></div>	To ensure ethical and transparent governance, responsible banking practices, and the retention of a satisfied and successful workforce to support business continuity.	<ul style="list-style-type: none"><li>• Meetings</li><li>• Reports</li><li>• Emails</li></ul>	Governance Excellence
<div>Our Board of Directors</div> <div></div>	To ensure business continuity and profitability while upholding strong governance, oversight, transparency, and responsible banking practices.	<ul style="list-style-type: none"><li>• Meetings</li><li>• Reports</li><li>• Emails</li></ul>	Governance Excellence
<div>Our People</div> <div></div>	To ensure employees' voices are heard and their needs are addressed, and to foster a thriving workforce by prioritizing well-being, training, and development opportunities.	<ul style="list-style-type: none"><li>• Meetings</li><li>• Workshops</li><li>• Emails</li><li>• Surveys</li></ul>	People-centric Organisation

EXTERNAL STAKEHOLDERS

	Why We Engage?	How We Engage?	Relevant Strategy Pillar
<div>Shareholders &amp; Investors</div> <div></div>	To ensure financial resilience and profitability while maintaining effective risk management, robust governance, transparency, and data privacy, as well as fostering digital innovation, enhancing customer experience, and minimizing environmental impact.	<ul style="list-style-type: none"><li>• Meetings</li><li>• Reports</li><li>• The Bank's Website</li><li>• The Egyptian Stock Exchange (EGX)</li></ul>	Governance Excellence Maximizing Positive Impact Strong Economic Impact Lifelong Partner for our Customers
<div>Government &amp; Regulators</div> <div></div>	To ensure compliance with regulatory requirements and initiatives while aligning with the country's Vision 2030 by embedding financial inclusion, strong governance, transparency, data privacy, environmental stewardship, and community engagement into the Bank's core values and operations.	<ul style="list-style-type: none"><li>• Meetings</li><li>• Reports</li></ul>	Governance Excellence Maximizing Positive Impact Lifelong Partner for our Communities Lifelong Partner for our Customers



	Why We Engage?	How We Engage?	Relevant Strategy Pillar
<b>Our Customers</b> 	To ensure customer satisfaction, data privacy, service accessibility, efficient complaint resolution, responsible marketing, and the delivery of high-quality sustainable products.	<ul style="list-style-type: none"> <li>• Face-To-Face Meetings</li> <li>• Call Centers</li> <li>• Phone Banking</li> <li>• Internet Banking</li> <li>• Emails</li> <li>• SMS</li> <li>• Social Media</li> <li>• Press Releases</li> <li>• Brand Activations</li> <li>• Account Relationship Management</li> <li>• Customer Satisfaction Surveys</li> </ul>	Lifelong Partner for our Communities
<b>Our Community</b> 	To create a meaningful impact through financial inclusion and education, youth engagement and employment, as well as environmental sustainability.	<ul style="list-style-type: none"> <li>• Partnerships with Non-Profit Organisations and Civil Society Groups</li> <li>• Social Investment Programmes</li> <li>• Cultural and Social Events</li> <li>• Sponsorships and Donations</li> </ul>	Lifelong Partner for our Communities
<b>Our Suppliers</b> 	To ensure the protection of human rights, the prevention of forced and child labor, and compliance with anti-corruption policies and procedures, promoting an ethical supply chain.	<ul style="list-style-type: none"> <li>• Calls</li> <li>• Emails</li> <li>• Meetings</li> <li>• handbooks</li> </ul>	Maximizing Positive Impact





# MATERIALITY ASSESSMENT: SUSTAINABILITY PRIORITIES THAT DRIVE IMPACT

## MATERIALITY ANALYSIS

Our materiality assessment serves as a strategic tool to identify, assess, and prioritise the environmental, social, and governance (ESG) topics that are most significant to our stakeholders and operations. This process is guided by the Global Reporting Initiative (GRI) 3: Material Topics and the European Sustainability Reporting Standards (ESRS). Stakeholder engagement remains central to the assessment, allowing us to capture diverse perspectives and enhance the relevance and impact of our findings.

## OUR MATERIALITY ASSESSMENT PROCESS

In 2024, ADIB Egypt conducted a multi-phase materiality assessment process consisting of the following steps:

1

### STAKEHOLDER IDENTIFICATION

We began by mapping our broad range of stakeholders, employees, customers, investors, regulators, management, the board of directors, and the community.

2

### IDENTIFICATION OF MATERIAL TOPICS

Next, we identified key topics critical to our strategic direction and resilience through:  
Active stakeholder engagement to gather valuable insights into their concerns and expectations.

Review of regulatory obligations, including compliance with the Central Bank of Egypt (CBE).

Benchmarking against ADIB Group and industry peers.

Alignment with ADIB's strategic priorities across the short, medium, and long term.

Consideration of global sustainability trends, developments in the financial sector, and Egypt's national priorities.

3

### DOUBLE MATERIALITY APPROACH

To prioritise the most impactful topics, ADIB Egypt applied a scoring framework that assessed each issue from two dimensions: financial and impact materiality

### FINANCIAL MATERIALITY

Evaluates how an environmental, social, or governance topic may impact the Bank's financial performance and long-term value creation by analysing potential risks and opportunities.

This represents an outside-in perspective.

### IMPACT MATERIALITY

Considers the Bank's influence on the broader economy, environment, and society.

This represents an inside-out perspective.

This dual-lens approach known as double materiality ensures that our materiality matrix reflects not only what is important to ADIB's financial success but also to the well-being of society and the environment. The resulting matrix provides a clear view of our top sustainability priorities, guiding our reporting, decision-making, and long-term strategy.

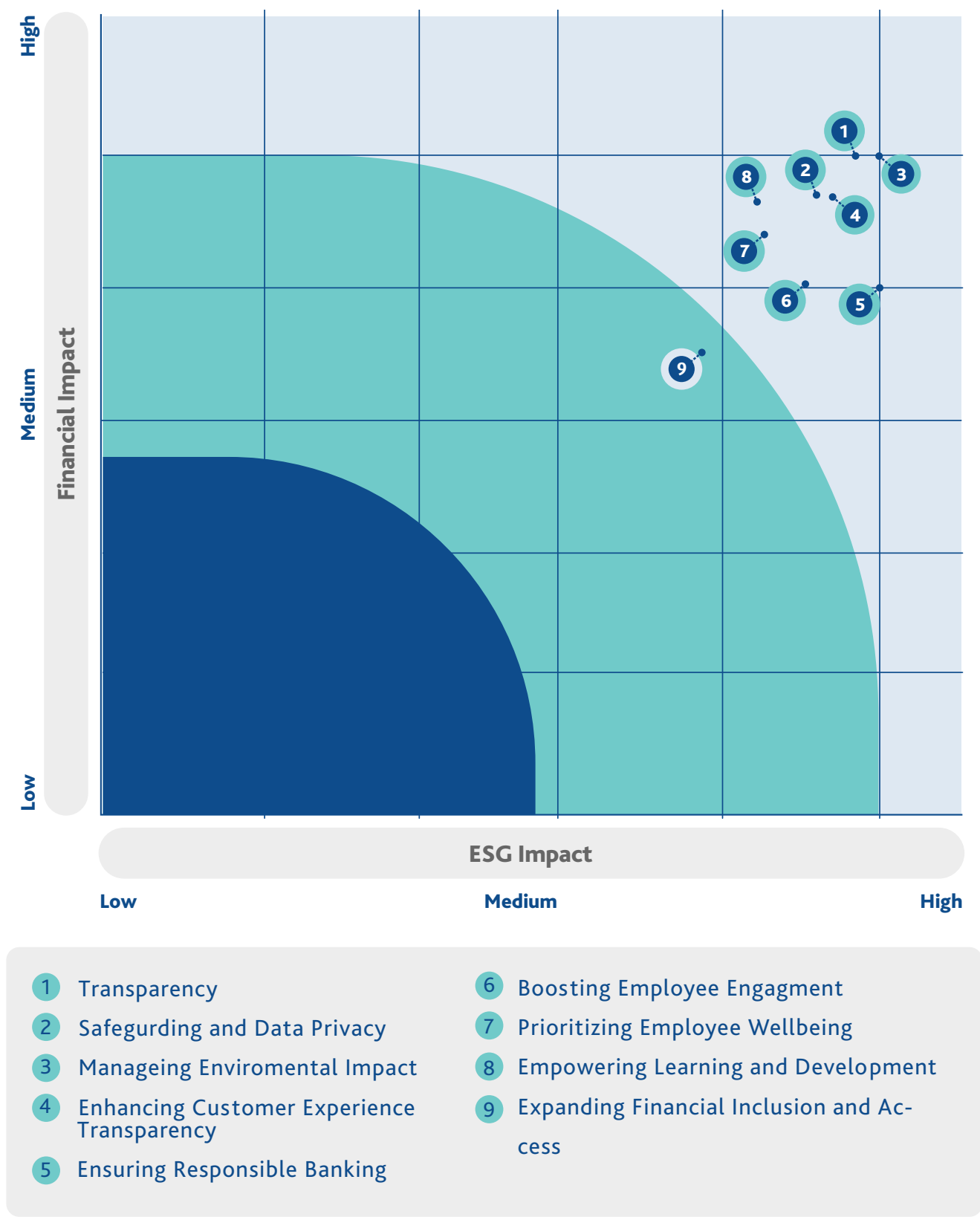


Material Topic	Opportunities	Risks	Financial Impact	ESG Impact	Management Approach
Transparency	<ul style="list-style-type: none"> <li>Transparent reporting builds credibility and fosters trust among the Bank's stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>A lack of transparency can erode trust among stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Establishing transparent reporting mechanisms to ensure clarity and accountability.</li> <li>Engaging internal and external stakeholders through consistent communication and feedback sessions.</li> </ul>
Safeguarding Data Privacy	<ul style="list-style-type: none"> <li>Implementing data privacy measures enhances customer trust and loyalty.</li> <li>Adhering to data privacy regulations positions the Bank as a responsible and ethically driven institution.</li> </ul>	<ul style="list-style-type: none"> <li>Data breaches can lead to unauthorized access, causing reputational damage and customer distrust.</li> <li>Failure to comply with data privacy regulations may lead to legal consequences and financial penalties.</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Adopting data encryption measures to protect customer information.</li> <li>Performing regular cybersecurity audits to detect and resolve potential vulnerabilities.</li> <li>Developing clear data privacy policies and ensuring adherence to applicable regulations.</li> </ul>
Enhancing Customer Experience & Digital Innovation	<ul style="list-style-type: none"> <li>Investments in customer experience and digital innovation can help the Bank stand out in a competitive market.</li> <li>Delivering positive customer experiences supports customer loyalty and encourages advocacy.</li> </ul>	<ul style="list-style-type: none"> <li>Ineffective digital services can lead to customer dissatisfaction.</li> <li>Inability to keep up with evolving customer expectations may result in a loss of market share.</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Enhancing digital platforms to ensure seamless customer interactions.</li> <li>Regularly conducting surveys, allowing for valuable feedback to continuously improve customer experience.</li> </ul>
Ensuring Responsible Banking	<ul style="list-style-type: none"> <li>Adopting responsible banking practices supports long-term financial stability.</li> <li>Responsible investing meets the increasing demand for ethical financial services.</li> </ul>	<ul style="list-style-type: none"> <li>Ignoring responsible lending practices may lead to financial instability.</li> <li>Failing to integrate ethical considerations can result in negative public perception.</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Medium-High</li> </ul>	<ul style="list-style-type: none"> <li>Implementing responsible lending practices to prevent financial instability.</li> <li>Embedding ethical considerations into lending and investment decisions.</li> <li>Participating in socially responsible investments and supporting sustainable initiatives.</li> </ul>
Managing Environmental Impact	<ul style="list-style-type: none"> <li>Implementing sustainable practices can result in cost savings and improved operational efficiency.</li> <li>Environmental responsibility aligns with evolving consumer preferences and regulatory expectations.</li> </ul>	<ul style="list-style-type: none"> <li>Environmental degradation can lead to regulatory penalties and damage to the Bank's reputation.</li> <li>Climate change-related disruptions may impact operations and supply chains.</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Medium-High</li> </ul>	<ul style="list-style-type: none"> <li>Integrating sustainable practices into daily operations, such as enhancing energy efficiency.</li> <li>Investing in renewable energy and working to reduce the Bank's carbon footprint.</li> <li>Establishing environmental policies to effectively manage ecological impact.</li> </ul>



Material Topic	Opportunities	Risks	Financial Impact	ESG Impact	Management Approach
Expanding Financial Inclusion & Access	<ul style="list-style-type: none"> <li>Supporting underbanked communities underscores a commitment to social responsibility while facilitating access to new market segments.</li> <li>Innovations in digital banking aimed at enhancing financial inclusion can contribute to the expansion of market share.</li> </ul>	<ul style="list-style-type: none"> <li>Inadequate risk management when serving underbanked populations may result in financial losses.</li> <li>Failing to meet regulatory requirements for financial inclusion could lead to legal consequences.</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Medium-High</li> </ul>	<ul style="list-style-type: none"> <li>Designing products and services tailored to the needs of underbanked and low-income segments.</li> <li>Broadening access to banking services through digital channels.</li> <li>Partnering with government agencies and non-profit organizations to enhance financial literacy.</li> </ul>
Empowering Learning & Development	<ul style="list-style-type: none"> <li>Career development programs help strengthen employees' skills, enhance productivity, and cultivate a loyal and motivated workforce.</li> </ul>	<ul style="list-style-type: none"> <li>Insufficient training can lead to skill gaps, negatively affecting employee performance and contributing to higher turnover rates.</li> </ul>	<ul style="list-style-type: none"> <li>Medium-High</li> </ul>	<ul style="list-style-type: none"> <li>Medium-High</li> </ul>	<ul style="list-style-type: none"> <li>Offering continuous training programs to improve employees' financial, personal, and technological skills.</li> <li>Introducing mentorship programs to facilitate knowledge transfer.</li> </ul>
Prioritizing Employee Wellbeing	<ul style="list-style-type: none"> <li>Initiatives that support employee well-being foster a healthier and more engaged workforce.</li> <li>Encouraging work-life balance can improve employee satisfaction and retention.</li> </ul>	<ul style="list-style-type: none"> <li>Poor employee health can lead to increased absenteeism and reduced productivity.</li> <li>Lack of adequate mental health support may negatively impact overall employee well-being.</li> </ul>	<ul style="list-style-type: none"> <li>Medium-High</li> </ul>	<ul style="list-style-type: none"> <li>Medium-High</li> </ul>	<ul style="list-style-type: none"> <li>Introducing wellness programs to support both physical and mental health.</li> <li>Ensuring access to comprehensive healthcare benefits.</li> </ul>
Boosting Community Engagement	<ul style="list-style-type: none"> <li>Building positive community relationships enhances the Bank's reputation and strengthens its brand image.</li> <li>Collaborating with local organizations fosters shared value and supports sustainable development.</li> </ul>	<ul style="list-style-type: none"> <li>Lack of effective community engagement can lead to negative public perception.</li> <li>Failure to address community needs may threaten the Bank's social license to operate.</li> </ul>	<ul style="list-style-type: none"> <li>Medium-High</li> </ul>	<ul style="list-style-type: none"> <li>Medium-High</li> </ul>	<ul style="list-style-type: none"> <li>Actively participating in community initiatives and demonstrating support for local causes.</li> <li>Forming partnerships with local organizations, responding to community needs.</li> <li>Developing employee volunteer programs, enabling meaningful contributions to community development.</li> </ul>

ADIB EGYPT MATERIALITY MATRIX





# 02

## PILLAR 1: GOVERNANCE EXCELLENCE

- › GOVERNANCE AT ADIB EGYPT
- › BOARD OF DIRECTORS
- › BOARD COMMITTEES
- › ADIB EGYPT'S POLICIES





# PILLAR 1: GOVERNANCE EXCELLENCE

## GOVERNANCE AT ADIB EGYPT

ADIB Egypt upholds strong governance principles by integrating Sharia law with corporate best practices to ensure sustainable growth. The Bank fosters a governance culture prioritizing transparency, accountability, and equitable stakeholder engagement. Through rigorous governance mechanisms, ADIB Egypt enhances investor confidence, promotes ethical business conduct, and ensures regulatory compliance.

### CORPORATE GOVERNANCE FRAMEWORK

ADIB Egypt's governance framework extends beyond regulatory requirements, embedding ethical and professional practices into daily operations. The Bank ensures timely, accurate disclosures, reinforcing transparency and trust among stakeholders. Compliance with governance principles enhances operational efficiency and strengthens shareholder confidence.

ADIB Egypt maintains a Governance Manual, updated periodically to reflect regulatory changes and global best practices, incorporating Central Bank of Egypt (CBE) regulations. This manual outlines governance structures, roles, and responsibilities to ensure effective decision-making and oversight. It encompasses key governance principles, including those outlined by the CBE and the Financial Regulatory Authority (FRA).

To uphold robust governance, ADIB Egypt has established a comprehensive suite of policies governing various aspects of its operations. Regular reviews and updates ensure adaptability to the dynamic financial landscape, safeguarding the Bank's integrity and upholding the highest corporate governance standards.

### GENERAL ASSEMBLY (GA)

The General Assembly (GA), comprising all shareholders, is the highest authority in the Bank. The GA convenes annually, ensuring transparency and shareholder participation. ADIB Egypt follows a one-share, one-vote policy and provides 30-day notice before Annual General Meetings. To maintain impartiality, the secretary of the GA and vote tellers are chosen from individuals who are not members of the GA or the Board of Directors.

The Bank is committed to promptly sharing all GA resolutions with the Financial Regulatory Authority and the Egyptian Stock Exchange, ensuring information accessibility no later than the start of the first trading session following the meeting. The Assembly allows every shareholder to voice opinions in line with legal requirements, the Bank's Articles of Association, and management's commitment to agenda transparency. Each agenda item is presented with the necessary data and information, empowering shareholders to make informed decisions regarding the Bank's performance.

THIS SECTION IS DIVIDED INTO TWO MAIN PARTS:

#### PART 01

BOARD OF DIRECTORS AND COMMITTEES

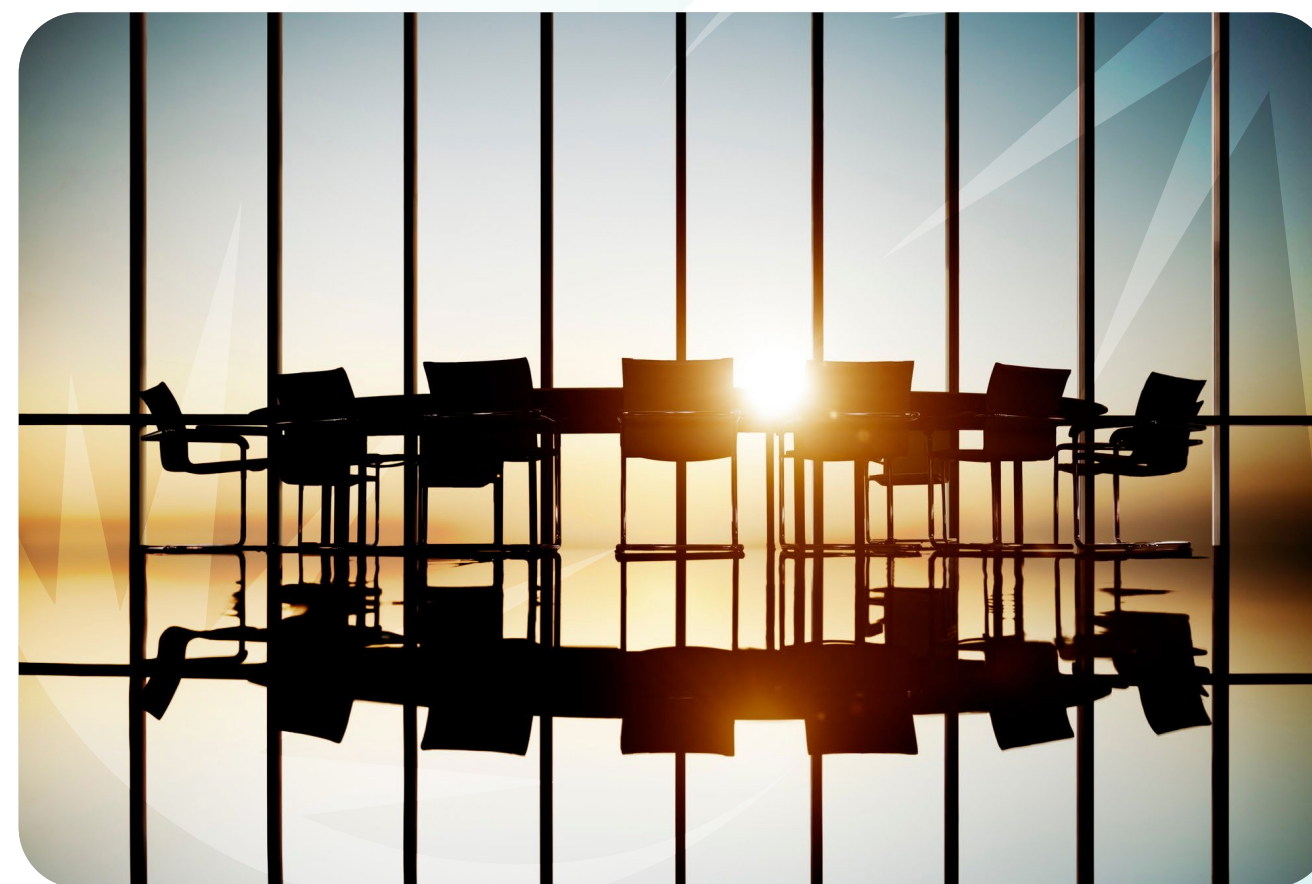
#### PART 02

ADIB EGYPT'S POLICIES

## BOARD OF DIRECTORS

The Board of Directors consists of eight members, structured for effective governance:

- Six non-executive members
- Two executive members







**Khalifa Almheiri**  
(Non-Executive Chairman)

A board member of ADIB since 2016, Khalifa Almheiri is the Executive Director of the Alternative Investments Department at the Abu Dhabi Investment Authority (ADIA), where he oversees hedge fund investments. He is a CFA charterholder and holds degrees in business and finance from the University of Arizona and London Business School. He also serves on ADIA's Investment Committee and the board of ADIA (Hong Kong) Ltd.



**Mohamed Aly**  
(CEO and MD)

A banking professional expert with over 38 years of experience in the financial services industry. Since assuming his role as Chief Executive Officer and Managing Director of ADIB - Egypt in 2017, Aly has successfully steered the bank through a transformative period, significantly enhancing its market position as a forefront banking institution.



**Heidi Kamal**  
(Executive Board Member)

Heidi Kamal is the Cluster Chief Risk Officer for ADIB Egypt and Sudan and serves on the ADIB Egypt board. She has led risk management functions across credit, operations, and markets, and has served on boards of multiple ADIB subsidiaries. She played a key role in transforming the National Bank for Development into ADIB Egypt and holds an MBA in international business.



**Joseph Iskander**  
(Non-Executive Board Member)

With over 20 years in financial services, Joseph Iskander is the CEO of Entrust Capital. He previously led investments at Emirates International Investment Company (EIIIC) and has experience in asset management, private equity, and financial restructuring.



**Bassam Hage**  
(Non-Executive Board Member)

A member of the Audit Committee of the United Nations Joint Staff Pension Fund (New York) from January 2024 and a member of the Independent Management Advisory Committee of International Telecommunication Union, "ITU" (Geneva) from January 2024. He has served on Boards and Committees demonstrating strong competencies as a board and audit committee member, noteworthy his roles include Advisor to the Board of Directors and Audit Committee of ADIB UAE, serving as non-executive director of ADIB Capital UAE and chairing the external Audit Committee of International Monetary Fund "IMF" Washington.



**Rania Al-Mashat**  
(Independent Board Member)

Dr. Rania Al-Mashat is Egypt's Minister of Planning, Economic Development, and International Cooperation and joined ADIB Egypt's board in 2023. A former IMF advisor and Egypt's first female Minister of Tourism, she has specialized in monetary policy and central banking. She previously served at the Central Bank of Egypt and taught economics at AUC.



**Saed Arekat**  
(Non-Executive Board Member)

Group CFO at National Holding, Saed Arekat has a 30-year career in finance across multiple sectors. He has a strong background in financial planning, governance, and digital transformation. He holds a Global MBA from the University of Manchester and has served on several boards and audit committees.



**Ahmed M. Darwish**  
(Independent board member)

Dr. Darwish is a leading expert in computer engineering, governance, and economic development. A former Egyptian Minister and Chairman of the Suez Canal Economic Zone, he has advised major international organizations on policy, governance, and ICT. He holds a Ph.D. from UC Davis and has been widely recognized for his contributions to public service and innovation.

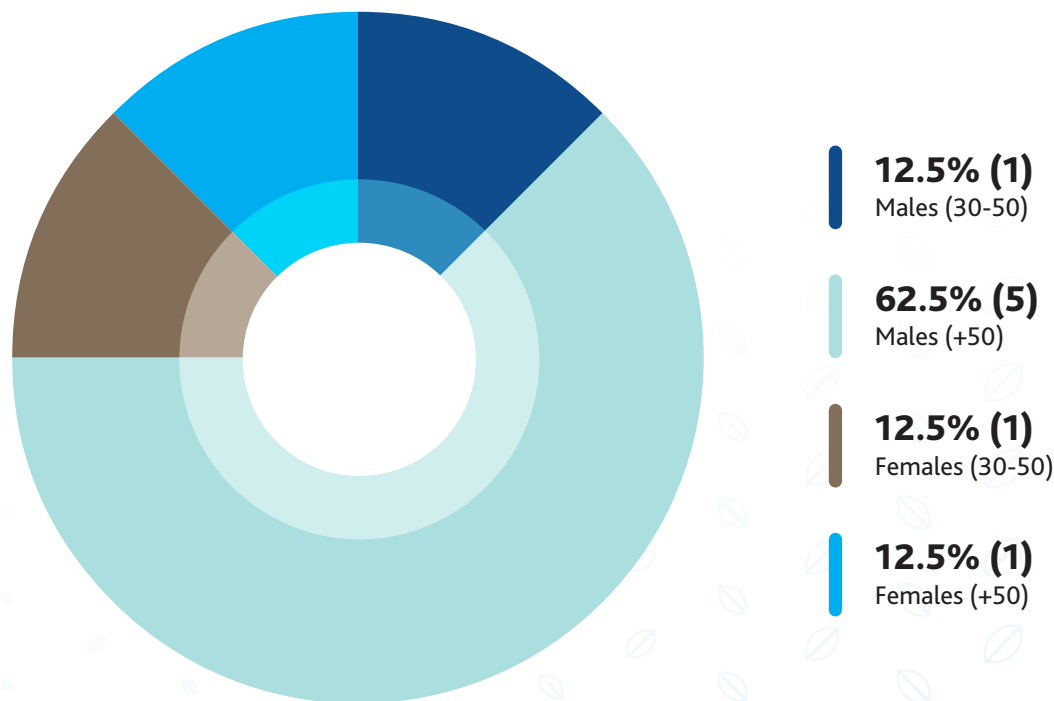
A majority of Board Members are non-executive, ensuring independent oversight. Among the non-Executive members, at least two hold independent status, characterized by technical and analytical skills, with a commitment to gender and religious neutrality.

BOARD RESPONSIBILITIES

The Board of Directors oversees various aspects of the Bank’s operational framework to maximize value and safeguard shareholder and stakeholder interests. Key responsibilities include:

- Approving strategic directions and key objectives, overseeing implementation, and ensuring alignment across all levels.
- Defining the organizational structure, determining power distribution, and outlining responsibilities.
- Selecting and supervising senior executives, including evaluating the CEO’s input.
- Monitoring senior management performance and ensuring governance adherence.
- Exercising oversight over the Bank’s operations while ensuring strategic rather than operational involvement.
- Quarterly review of ESG-related matters, including approving sustainability reports submitted by department heads and ensuring compliance with CBE’s latest sustainability regulations.

Board members serve three-year terms, renewable once. No Board member holds a CEO position in another bank. ADIB Egypt follows cumulative voting for Board elections, ensuring proportional shareholder representation. For transparency, shareholders receive nominee résumés before elections. The Board maintains diversity, with 25% female representation and 75% male representation. Two members (one male, one female) are aged 30-50 years, while the rest are 50+ years, ensuring diverse expertise. The Bank ensures no bias based on gender or religion.



INTERNAL SHARIA SUPERVISORY COMMITTEE

The Internal Sharia Supervisory Committee ensures ADIB Egypt’s compliance with Islamic principles. The independent body has full access to Bank records and submits a yearly report to the Board that is published on the website. The Sharia Board follows AAOIFI standards and is in communication with the Board of Directors, its committees, and the Bank’s top management when necessary.

SHARIA BOARD MEMBERS:



Dr. Nizam Yaqoubi (Chairman)



Dr. Muhammad Naguib Awadin



Dr. Muhammad Zair



Dr. Osama Al-Azhari



Dr. Osaid Al-Kilani (External Legal Adviser)



Dr. Muhammad Jasser (Board Secretary & Head of Sharia Department)

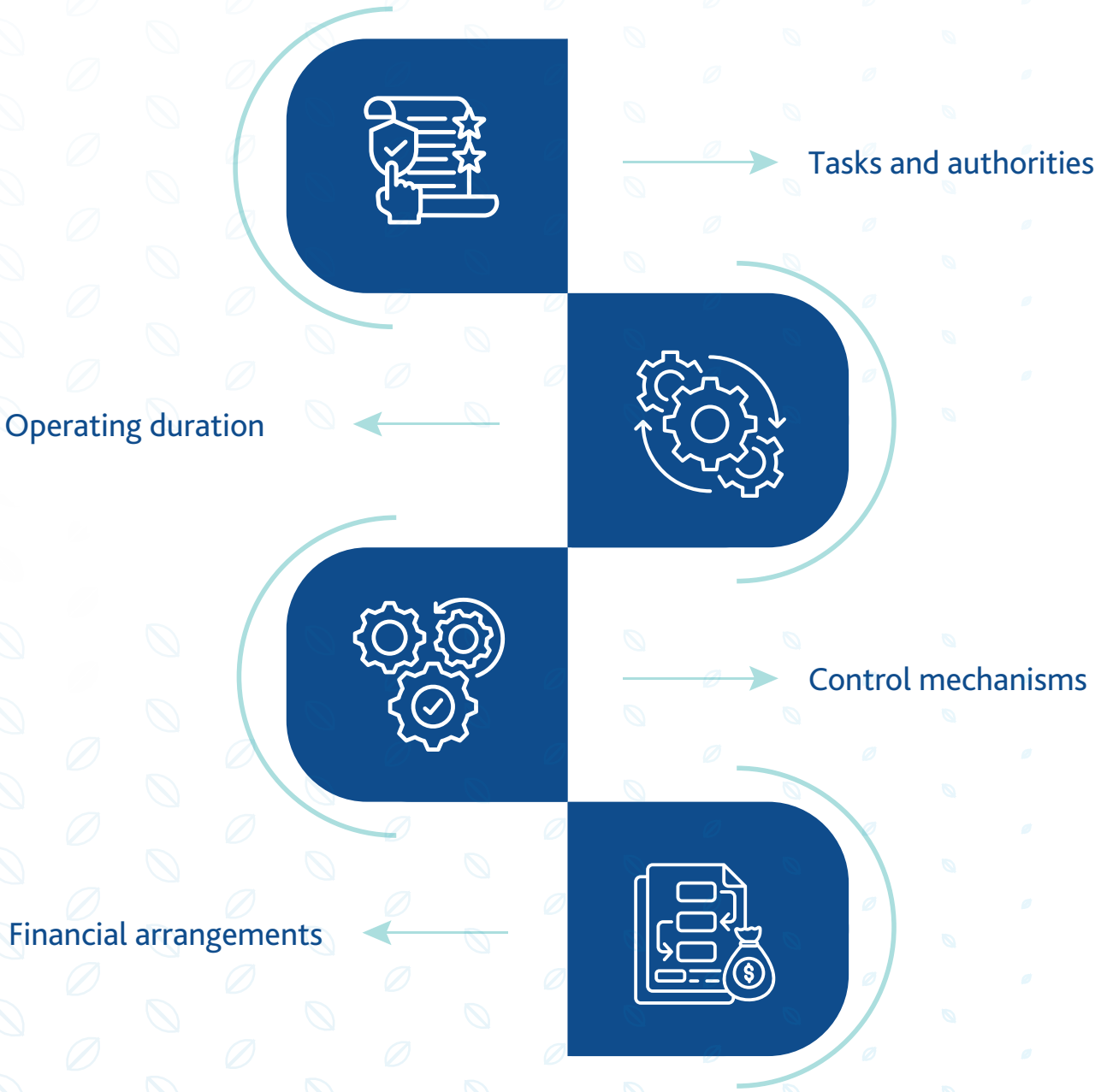


# BOARD COMMITTEES

To strengthen governance, ADIB Egypt has specialized Board Committees, each with distinct responsibilities and reporting lines:



Each committee operates under a charter approved by the Board, outlining:





Committees submit periodic reports to the Board, ensuring transparency and continuous performance assessment. The Committee members data is as of March 2025.

AUDIT COMMITTEE

The Audit Committee, aligned with its approved charter, supervises:

- Financial reporting and integrity checks
- Internal control system assessments
- Effectiveness of internal audit operations
- Compliance with laws and regulations

In addition to the Non-executive Members, the Committee includes the Bank’s heads of compliance and internal audit as permanent invitees and the external auditors. In 2024, the Audit Committee convened four times, reinforcing robust financial and operational oversight.



Bassam Hage  
Committee Chairman



Saed Arekat  
Member



Ahmed Darwish  
Member



Khalifa Almheiri  
Committee Chairman



Mohamed Aly  
Member



Bassam Hage  
Member



Heidi Kamal  
Committee Secretary

RISK MANAGEMENT COMMITTEE

Comprised of Executive and Non-Executive Members, the Risk Committee convened four times in 2024 The main responsibilities of the committee are:

- Monitor risk management functions and ensure policy compliance.
- Receive comprehensive reports from the Risk Department, offering insights into the effectiveness of risk management measures.
- Submit risk-related recommendations to the Board for consideration and decision-making.
- Play an integral role in shaping the Bank's risk management framework by submitting proposals for risk-related strategies and policies, which are subject to Board approval.





GOVERNANCE AND NOMINATIONS COMMITTEE

Consisting of two Non-Executive Members and one Independent Member, the Committee met twice in 2024. Responsibilities include:

- Evaluating and proposing governance policy changes
- Reviewing independent member nominations
- Overseeing member appointments and renewals



Saed Arekat  
Committee Chairman



Bassam Hage  
Member



Ahmed Darwish  
Member

SALARIES AND REMUNERATION COMMITTEE

Comprising three Non-Executive Members, the Committee met four times in 2024 to oversee:

- Compensation and remuneration policies
- Allowances for meeting attendance
- Annual bonus recommendations

Additionally, the Committee ensures that the Bank meets the market standards in attracting and retaining top talent.



Joseph Iskander  
Committee Chairman



Khalifa Almheiri  
Member



Bassam Hage  
Member





## ADIB EGYPT'S POLICIES

ADIB Egypt has established a comprehensive suite of policies to govern its operations, ensuring transparency, ethical conduct, and compliance with regulatory requirements. These include policies on the Conflict of Interest, Anti-Corruption, Whistleblowing, and Remuneration.

### Policy Review

All governance policies undergo review every three years or as required.

### CONFLICT OF INTEREST

ADIB Egypt enforces a strict Conflict of Interest Policy, requiring full disclosure from employees to maintain transparency and trust. The Board mandates adherence to this policy across all levels, ensuring that regulatory concerns and conflicts are promptly addressed. Critical concerns related to conflicts of interest are communicated through:

1. **Board Secretary**
2. **Sector Heads**
3. **Board Committees**

### ANTI-CORRUPTION

The Bank upholds the highest standards of integrity by effectively communicating its Anti-Corruption Policies and Procedures to the Board of Directors and employees. This ensures ethical standards are embedded across all operations.

### REMUNERATION

1. The Bank's remuneration policies include variable pay, ensuring alignment with performance and strategic goals.
2. Profit-sharing for employees requires General Assembly approval.
3. The Bank considers stakeholder and shareholder feedback when determining remuneration policies.
4. The Annual General Assembly votes on remuneration policies, incorporating stakeholder input.
5. The Bank publicly discloses the results of shareholder votes on remuneration policies and proposals, maintaining transparency in governance.

### WHISTLEBLOWING

ADIB Egypt has a robust Whistleblowing Mechanism, enabling employees to confidentially report concerns without fear of retaliation. This fosters a culture of accountability and ethical responsibility.

## RISK MANAGEMENT AND COMPLIANCE AT ADIB EGYPT

ADIB Egypt recognizes the critical importance of risk management in safeguarding financial stability, reputation, and operational integrity.

Risk Management falls under the second line of defense within ADIB Egypt. It directs management and supports business units (the first line of defense) in identifying, implementing, evaluating, and monitoring relevant risks and controls.

Operational Risk Management, a key division under Risk Management, is responsible for:

- Developing and coordinating all operational risk activities within the Bank.
- Preparing periodic reports on operational risks, including operational losses and breaches of controls, for submission to the Risk Committee.
- Addressing key risks, including reputational, financial, and franchise risks, through vigilant checks and balances to ensure operational transparency.

The Compliance Department collaborates with the CBE and other governing bodies to provide comprehensive oversight and adherence to regulatory standards. In the most recent assessments, 100% of operations were evaluated for corruption-related risks, with no significant risks identified.

Addressing sustainability-related risks and opportunities is essential for our long-term resilience and growth. These factors can significantly impact our profitability and market position. To proactively manage these challenges, we employ a structured approach, leveraging dedicated committees that integrate sustainability considerations into our business strategy. These committees ensure alignment between operational priorities and technological advancements, guided by strategic decisions set forth by our Executive Committee.

This outcome underscores the effectiveness of ADIB Egypt's risk management framework and commitment to integrity.

### AUDIT AND COMPLIANCE

ADIB-E's Internal Audit Division (IAD) independently examines and evaluates the adequacy and effectiveness of the Bank's internal controls and risk management processes.

The IAD ensures:



Compliance with corporate policies, plans, and procedures.



Compliance with specific laws and regulations.



Accuracy, reliability, and timeliness of financial, managerial, and operational information.



Efficient resource utilization and operational effectiveness.



## LEGAL AT ADIB EGYPT

At ADIB Egypt, we are committed to fostering a comprehensive understanding of risk across all functions and business units, enabling us to manage risks effectively on an enterprise-wide scale. This approach not only helps mitigate potential legal risks but also allows us to leverage risk management as a competitive advantage.

While addressing legal-related risks, we have encountered critical incidents that underscored the importance of maintaining stringent audit controls and legal compliance. Our robust mechanisms ensure that such occurrences are handled with the utmost seriousness, leading to prompt corrective actions, including disciplinary measures or dismissal when necessary.

**To prevent recurring violations and reinforce a culture of compliance, we have implemented the following measures:**

- **Employee Awareness & Training:** Relevant departments promptly educate employees on legal responsibilities and the seriousness of non-compliant practices, ensuring a clear understanding of the consequences for both the employee and the Bank.
- **Regulatory Circulars:** Periodic internal communications are issued to all employees to reinforce compliance standards, reducing the likelihood of repeated violations and fostering a culture of accountability.
- **Enhanced Disciplinary Measures:** The Disciplinary Committee has the authority to impose stricter penalties beyond those stipulated in the sanctions list, reinforcing deterrence and ensuring that violations are met with appropriate consequences.

Our risk management framework is closely aligned with our overarching strategic objectives, ensuring that legal compliance is integrated into our core business operations. We adhere to strategic directives set by our Executive Committee, ensuring a balanced approach between risk mitigation and business growth. However, we remain vigilant in continuously improving and adapting our legal frameworks to align with evolving market dynamics and regulatory landscapes.

## CUSTOMER PRIVACY

At ADIB Egypt, customer trust is the foundation of our business. We are committed to maintaining the highest standards of privacy and data protection, ensuring strict compliance with international best practices. As a testament to this commitment, ADIB-E is certified under:



ISO 27001 for  
Information Security  
Management  
Systems.



ISO 27701 for  
Privacy Information  
Management.

## SECURITY MEASURES

ADIB Egypt has implemented stringent security measures to protect customer data and prevent unauthorized access, including:

- 256-bit DigiCert Secure Socket Layer (SSL) encryption to secure sensitive information.
- Firewalls that act as a barrier, preventing unauthorized access to sensitive data.
- Server authentication to safeguard against cyber threats.
- Personally identifiable information is not collected from website visitors unless explicitly stated.
- Customer information is never disclosed unless legally required.
- All staff members and authorized third parties adhere to security obligations.



## DATA PRIVACY AWARENESS

ADIB Egypt actively raises awareness about data privacy and cybersecurity among customers through its website and dedicated social media campaigns, encouraging them to take an active role in safeguarding their personal information. Key security practices are delivered, such as:

- Never share card details or CVV codes through unverified channels.
- Staying vigilant against fraudulent emails and calls promising financial rewards.
- Being cautious of scammers impersonating sellers on social media platforms.
- Maintaining confidentiality while using ATMs.

## PRIVACY BREACH MANAGEMENT

ADIB Egypt follows a robust incident management policy to swiftly and effectively address security breaches. In compliance with regulatory requirements, the Bank ensures that security breach incidents are reported to the Central Bank of Egypt.

In 2024, ADIB Egypt did not receive any substantiated complaints related to breaches of customer privacy, including data leaks, thefts, or losses, demonstrating its unwavering commitment to maintaining the highest standards of data security.



**Zero Data Breach Complaints**



# 03

## PILLAR 2: MAXIMIZING POSITIVE IMPACT

- › EMBEDDING SUSTAINABILITY IN FINANCING ACTIVITIES
- › GREEN OPERATIONS FOR ENVIRONMENTAL STEWARDSHIP
- › SUSTAINABLE PROCUREMENT & SUPPLIER ENGAGEMENT





# MAXIMIZING POSITIVE IMPACT

Maximizing our positive impact is at the core of our sustainability strategy. We achieve this by integrating ESG principles across all business lines—retail, corporate, and SMEs—as well as our product offerings. Additionally, we continuously monitor our environmental performance and enforce responsible procurement practices, ensuring our suppliers align with our commitment to sustainability.

## EMBEDDING SUSTAINABILITY IN FINANCING ACTIVITIES

### FIRSTLY: INTEGRATING SUSTAINABILITY INTO CORPORATE AND SME FINANCING

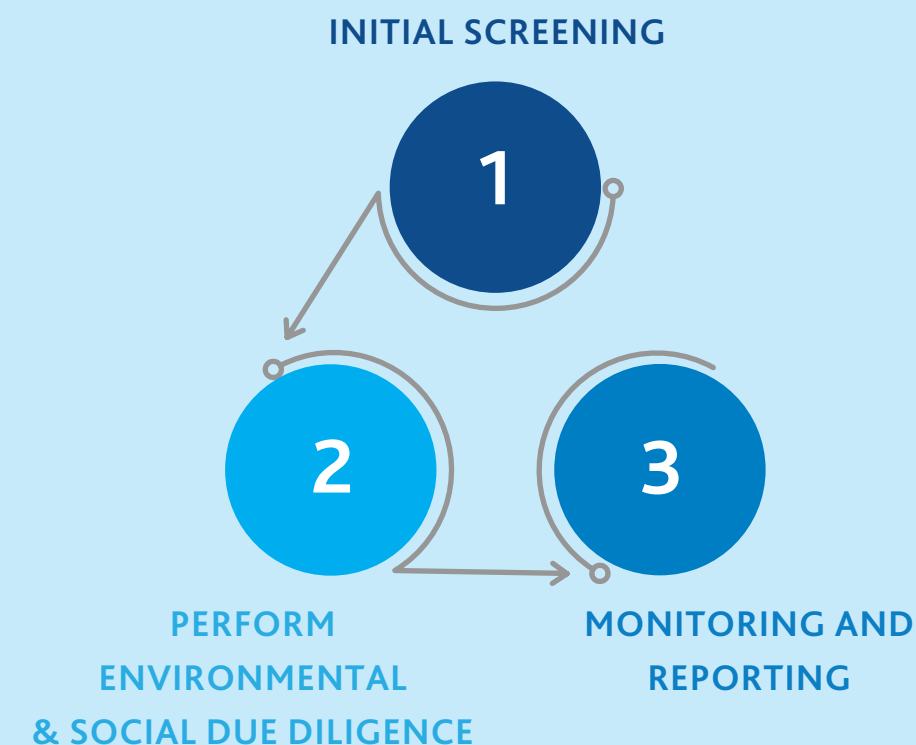
ADIB Egypt is committed to embedding sustainability principles into its corporate and SME financing processes. Our credit policy incorporates sustainable criteria, ensuring that all financing decisions account for environmental and social (E&S) risks in compliance with:

- National Laws and EEAA Regulations
- Central Bank of Egypt (CBE) Sustainability Requirements
- IFC Performance Standards
- International Financial Institutions (IFIs) Policies

These internationally recognized standards serve as benchmarks for the financial sector, ensuring that our financing activities contribute to environmental and social well-being while protecting stakeholders.

To systematically identify, assess, and mitigate E&S risks, ADIB Egypt has implemented a comprehensive Environmental and Social Risk Management (ESRM) Framework. This framework establishes a robust due diligence process that ensures responsible risk evaluation and informed decision-making across our financing portfolio.

## ENVIRONMENTAL & SOCIAL (E&S) MANAGEMENT PROCESS



### INITIAL SCREENING

This phase involves reviewing and assessing financing requests from business functions to determine their eligibility. This includes verifying that the proposed financing does not involve any activities prohibited under the Exclusion List. Additionally, each project is assigned a risk category—A, B, or C—based on the extent of its environmental and social impact.

### ENVIRONMENTAL & SOCIAL DUE DILIGENCE (ESDD) PROCESS

Environmental and Social Due Diligence (ESDD) is a critical process that ensures financed projects comply with applicable performance standards and contribute to sustainable development throughout their lifecycle. This process evaluates environmental and social risks while implementing mitigation strategies to uphold regulatory and ethical obligations.

# MONITORING AND REPORTING

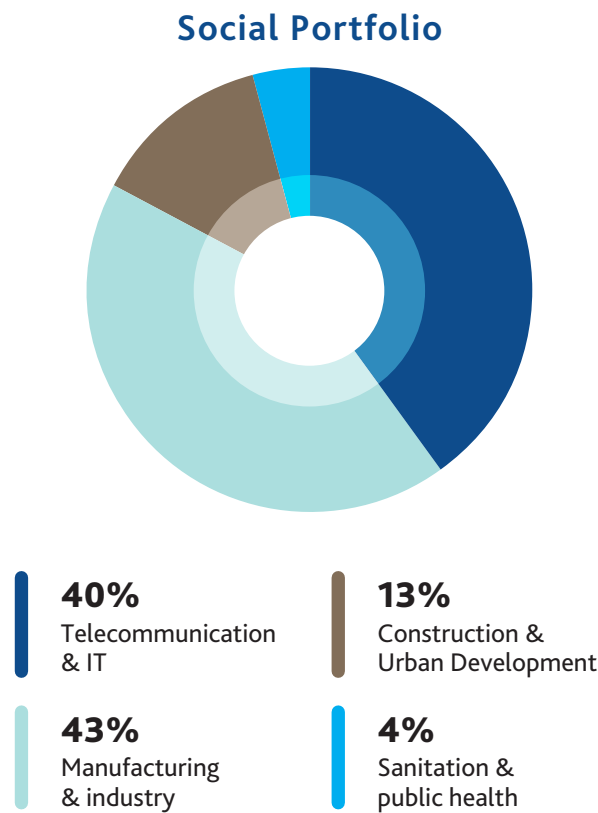
To maintain ongoing compliance and transparency, ADIB Egypt actively monitors the implementation of action plans. When necessary, on-site field visits are conducted to validate the information. A consolidated report summarizing the project's status and providing recommendations for corrective actions is then communicated to Top Management for further review and oversight.

Through this rigorous approach, ADIB Egypt reinforces its commitment to maintaining a responsible and sustainable financing portfolio—one that balances economic growth with environmental and social considerations.

Our Green portfolio primarily supports the transition to cleaner and more sustainable energy solutions through financing the generation, transmission, and distribution of electrical energy.



Our social portfolio for 2024 focuses on four key pillars that drive economic growth and improve quality of life:



# SECONDLY: INTEGRATING SUSTAINABILITY IN CONSUMER BANKING OFFERINGS

ADIB Egypt provides a range of financial products and services that integrate environmental and social considerations, reinforcing the Bank's broader sustainability commitments:

- Electric Vehicle Financing – ADIB Egypt has incorporated electric vehicle financing into all its auto finance programs, supporting the global transition to low-carbon transportation.
- Environmental Considerations in Small Business Financing within the Retail sector – The Bank has embedded environmental and social impact assessments ensuring that its financing activities align with sustainability principles. Customers are required to provide mandatory environmental documentation, promoting adherence to sustainability regulations

Additionally, the Bank is actively developing and implementing a Green Energy Financing initiative a specialized financing scheme aimed at supporting small businesses in the green energy sector and promoting the adoption of renewable energy solutions.

ADIB Egypt evaluates the impact of its sustainable financial products using the following indicator:

## GROWTH IN CUSTOMER ENROLLMENT:

The Bank monitors the increase in customer participation across its financing programs, particularly those with environmental and social benefits.

From 2022 to 2024, ADIB Egypt's retail financing programs have experienced significant growth, reflecting its commitment to offering diverse financial solutions tailored to various customer segments. By introducing sustainable financial products such as electric vehicle financing and small business finance aligned with environmental compliance ADIB Egypt is fostering both financial inclusion and environmental sustainability.




# GREEN OPERATIONS FOR ENVIRONMENTAL STEWARDSHIP

At ADIB Egypt, we go beyond integrating ESG principles in our business lines—we are equally committed to minimizing our direct environmental impact. As part of our sustainability strategy, we have taken concrete steps to measure, manage, and reduce our carbon footprint, aligning with global climate action efforts.

In 2022, ADIB Egypt conducted its first comprehensive evaluation of all its facilities, establishing this as the base year for future comparisons. That same year, we published our inaugural **Carbon Footprint Report**, providing a transparent baseline to guide our ongoing efforts to minimize our environmental impact.


Our carbon footprint assessment follows globally recognized standards and protocols, ensuring transparency, consistency, and comparability in emissions measurement and disclosure. We adhere to the **Greenhouse Gas (GHG) Protocol Guidelines** and the **ISO 14064-1:2018 Specification for Environmental Management Systems**, which provide a robust framework for quantifying and reporting greenhouse gas emissions at an organizational level.






**The Greenhouse Gas Protocol:**

- Corporate Accounting and Reporting Standard
- Corporate Value Chain (Scope 3) Accounting and Reporting Standard



**ISO 14065-1:2019:**

- Quantification and reporting of GHG emissions and removals at an organizational level.



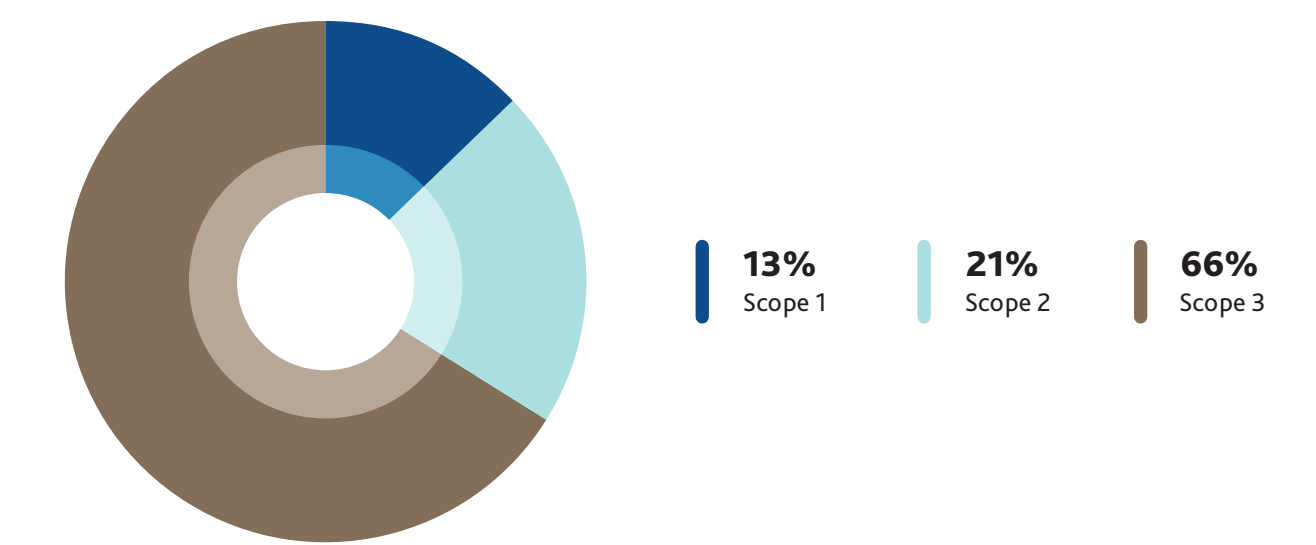
**Intergovernmental Panel on Climate Change (IPCC):**




- Guideline for Greenhouse Gas Inventories


## GHG EMISSIONS PERFORMANCE







ADIB Egypt employs the operational control approach to monitor Scope 1, Scope 2, and Scope 3 emissions across all branches, headquarters, and warehouses. Our 2023 carbon footprint assessment, covering the period from January 1 to December 31, reflects our ongoing initiatives to reduce emissions.

EMISSIONS PER SCOPE (mtCO<sub>2</sub>e) | 2024



SCOPE 1		2022	2023	2024
	Stationary Combustion	6	11	2.3
	Mobile Combustion	167	225	142.5
	Fugitive Emissions	1,348	824	1,322

SCOPE 2		2022	2023	2024
	Electricity Consumption	5,427	5,520	2,477

SCOPE 3		2022	2023	2024
	Category 1: Purchased Goods and Services	245	171	213
	Category 2: Capital Goods	-	46	170.8
	Category 3: Fuel and Energy-Related Activities	45	449	325
	Category 4: Waste Generated in Operations	171	98	6
	Category 5: Business Travel	99	338	102
	Category 6: Employee Commuting	3,254	3,762	6,894

## ENERGY EFFICIENCY AND EMISSIONS REDUCTION INITIATIVES

To reduce our energy consumption and emissions, ADIB Egypt is implementing a range of sustainable practices, including:

- LED technology for enhanced energy efficiency
- Green walls to improve air quality and insulation
- Water restrictor filters to reduce water consumption
- V-Kool films to minimize solar heat gains
- Variable Refrigerant Flow (VRF/VRV) systems for optimized cooling efficiency
- Eco-friendly materials such as carpets, porcelain, and gypsum boards for sustainable construction.

## RESOURCE MANAGEMENT

At ADIB Egypt, we are committed to responsible resource management as part of our broader sustainability strategy. By implementing targeted initiatives, we aim to optimize resource efficiency and minimize our environmental footprint.

### Water Consumption Management

In 2024, ADIB Egypt's total water consumption reached 207,195 m³/year. To enhance water efficiency and reduce consumption, we have implemented several key initiatives, including:

- Water restrictor filters to minimize excessive water flow
- Photocell water mixers in selected areas to optimize usage
- Variable Speed Drive (VSD) pumps to enhance water distribution efficiency

These measures contribute to our ongoing efforts to conserve water resources while maintaining operational efficiency.

### Waste Management – Paper Reduction Initiatives

ADIB Egypt is actively working to reduce waste generation, with a focus on paper consumption. In 2024, the total paper waste generated amounted to 23.2 tons. Through digitalization efforts, responsible paper-use policies, and enhanced recycling programs, we continue to explore ways to minimize waste and promote circular economy principles.





# SUSTAINABLE PROCUREMENT & SUPPLIER ENGAGEMENT

At ADIB Egypt, we are committed to maximizing our positive impact not only through direct community engagement but also by fostering sustainability across our operations and partnerships.

Recognizing the interconnected nature of our business, we emphasize ethical and responsible sourcing, ensuring that our suppliers align with ADIB Egypt's values and commitment to societal well-being. Suppliers are not merely transactional entities but integral partners in promoting sustainable and ethical practices.

To reinforce this commitment, ADIB Egypt has developed a comprehensive procurement manual, serving as a guiding framework that ensures transparency, ethical direction, and responsible decision-making in procurement. By implementing this manual, we prioritize not just financial viability but also social and environmental responsibility in our supplier engagements.

Additionally, ADIB Egypt actively supports local businesses, allocating a percentage of its procurement budget to local suppliers. This approach strengthens economic growth, fosters local entrepreneurship, and enhances community resilience.

This strategic reliance on local suppliers ensures the Bank's operational needs are met and actively fosters economic growth within the region. This symbiotic relationship reflects ADIB Egypt's dedication to supporting and strengthening the local business ecosystem.

Ethical and Responsible Procurement practices further solidify ADIB Egypt's commitment to ethical business conduct. Ultimately, ADIB Egypt's endeavors contribute to Economic Growth and Local Development, reflecting a holistic approach to societal well-being.

Year	Local Procurement Budget	Foreign Procurement Budget
2022	95.11%	4.89%
2023	92.85%	7.15%
2024	96%	4%





# 04

## PILLAR 3: LIFELONG PARTNER FOR OUR CUSTOMERS

- › COMPREHENSIVE BANKING SOLUTIONS
- › EXPANDING ACCESS: ADIB EGYPT'S ATM & BRANCH NETWORK
- › ENHANCING CUSTOMER SATISFACTION





# LIFELONG PARTNER FOR OUR CUSTOMERS

## COMPREHENSIVE BANKING SOLUTIONS

As part of our Sustainability and Sustainable Finance Strategy, we are committed to fostering financial inclusion and long-term customer relationships under our strategic pillar, "Long-Life Partner for Our Customers." Our vision is to become Egypt's leading Universal Islamic Bank, providing Sharia-compliant financial solutions that evolve with our customers' needs.

Grounded in integrity, transparency, and social responsibility, we strive to enhance customer satisfaction, expand access to banking services, and develop tailored solutions for low and middle income individuals and people with special needs, through the following key banking functions:



01

Corporate  
Banking

02

SMEs & Business  
Banking

03

Consumer Banking



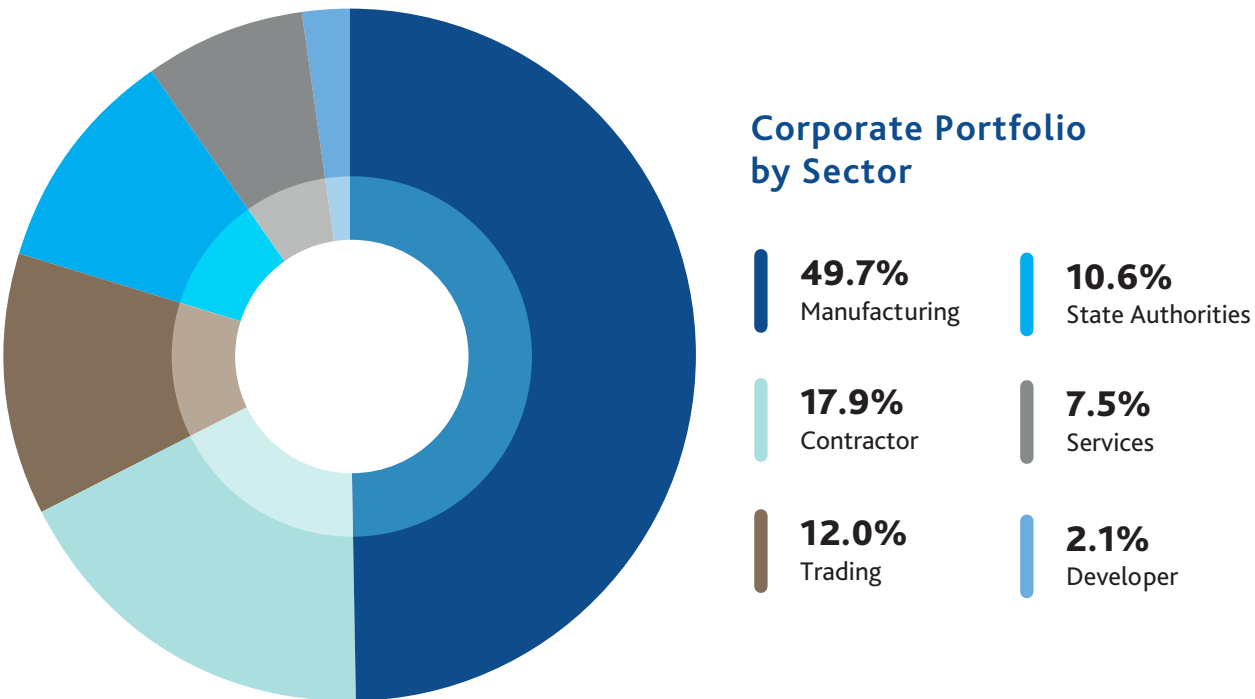
# CORPORATE BANKING

ADIB Egypt provides a comprehensive suite of financing products, including:

- Corporate, project, and structured finance
- Sukuk backed by strong advisory capabilities
- Balance sheet and liquidity solutions for large-scale financing transactions

Our team brings extensive regional market knowledge, sophisticated Sharia structuring expertise, and robust distribution capabilities. We offer advisory expertise in optimizing balance sheet structures and financing solutions to address current and future funding requirements in challenging market conditions.

ADIB Egypt maintains a well-diversified corporate banking portfolio, strategically catering to key economic sectors. As of the latest reporting period, the Bank's total corporate sector exposure stands at EGP 112.5 Mn, reflecting its commitment to supporting businesses across various industries.



The Bank's largest exposure is in manufacturing, followed by significant investments in contracting, trading, and state authorities, demonstrating its role in driving industrial growth, infrastructure development, and public sector financing. Additionally, ADIB Egypt continues to support businesses in services, real estate development, and agriculture, ensuring a balanced and resilient portfolio. This strategic sectoral distribution highlights ADIB Egypt's dedication to fostering economic growth, strengthening key industries, and contributing to Egypt's sustainable development.





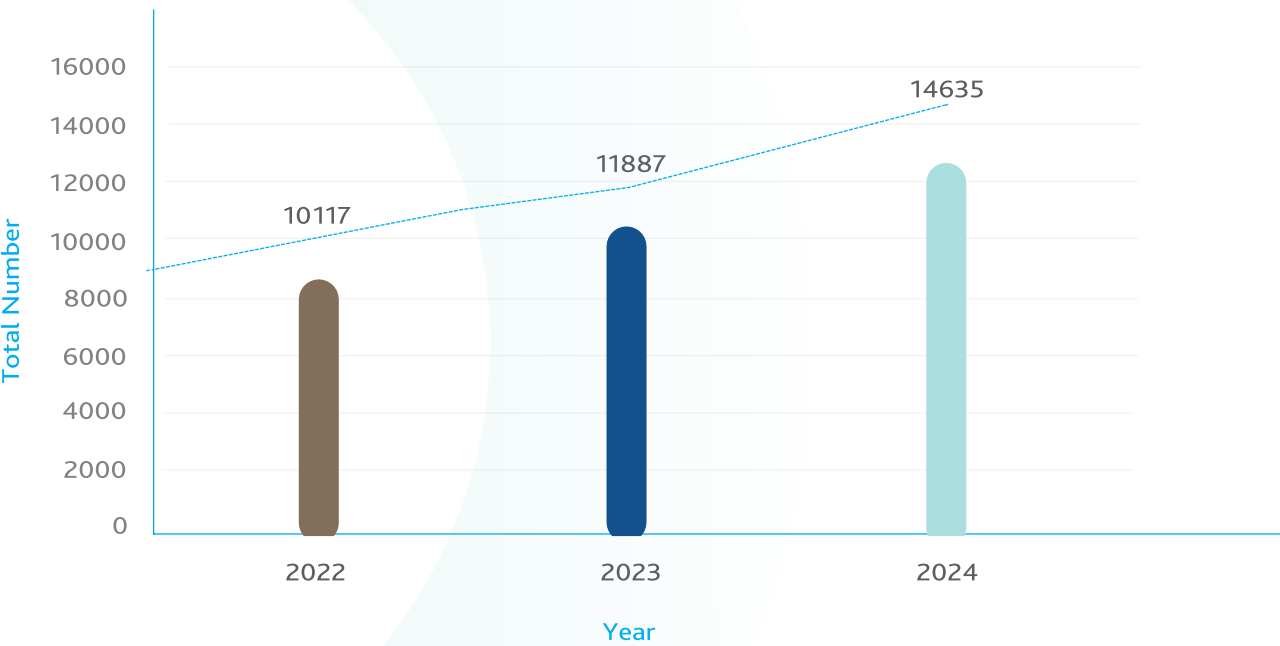
SMES AND BUSINESS BANKING

ADIB Egypt ensures compliance with the Central Bank of Egypt's (CBE) regulations, requiring SMEs to make up at least 25% of its portfolio. SMEs are classified based on sales turnover, with a cap of EGP 200 million. To uphold regulatory standards, ADIB Egypt also provides regular training on compliance and anti-money laundering protocols.

SME Client Growth

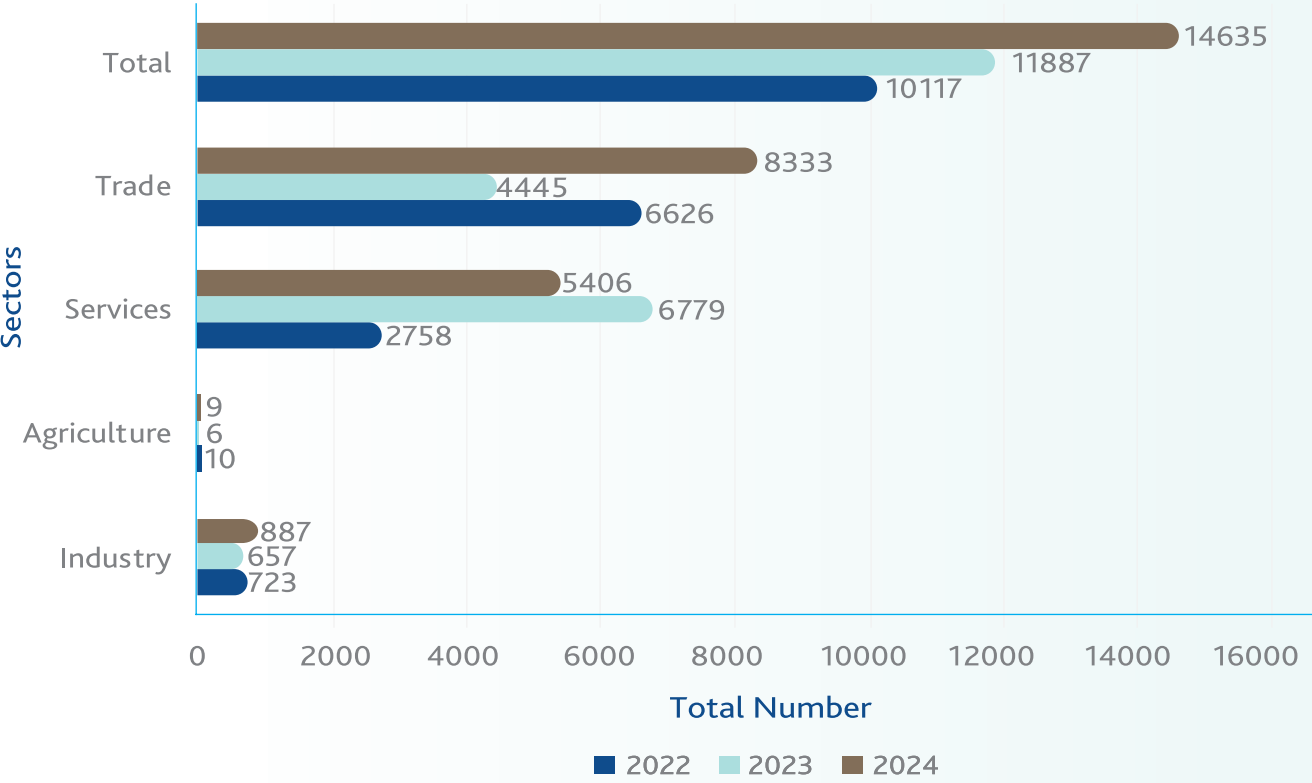
The Bank's SME clients increased by over 40%, showcasing ADIB Egypt's strong support for entrepreneurship. ADIB Egypt's SME portfolio growth across sectors and regions reflects its strategic vision to foster entrepreneurship, enhance economic resilience, support job creation, and promote balanced regional development. This growth aligns with Egypt Vision 2030's economic development pillar.

Total number of SMEs clients



SECTOR DISTRIBUTION

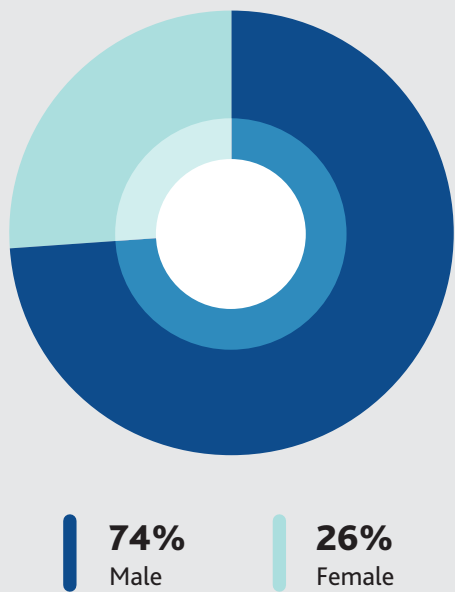
SMEs Clients categorized by sector



GENDER DISTRIBUTION

More than 25% of ADIB Egypt's SME clients are female, demonstrating the Bank's commitment to women's empowerment. ADIB Egypt continues to bridge the gender gap through targeted financial products and services for women entrepreneurs, supporting inclusive economic participation and financial independence.

SMEs clients gender distribution in 2024





## DRIVING SMES DIGITAL TRANSFORMATION

ADIB Egypt enhances SME access to financial services through cutting-edge digital banking solutions, including:

- **Online Banking & Mobile Apps:** Ensuring seamless financial transactions and account management.
- **E-Finance & Payment Solutions:** Reducing cash dependency through digital payment processing.
- **Digital Authorizations & Paper Reduction:** Enhancing efficiency while minimizing environmental impact.
- **POS Collections & Electronic Payroll Services:** Facilitating business growth with automated financial management tools.
- Electronic Notifications & Trade Acknowledgments
- ACH Bulk Payments

## Future Plans for SME Support

- **Expanding Green Financing:** ADIB Egypt aims to collaborate with institutions to support renewable energy projects and raise awareness of green financing opportunities. Additionally, ADIB Egypt will collaborate with organizations involved in environmental and agricultural development to facilitate access to tailored banking services for both companies and farmers.
- **Simplified SME Financing:** The Bank is developing a streamlined financing program for SMEs with a simplified application process and reduced documentation requirements.

By leveraging digital solutions, ADIB Egypt accelerates SME facility disbursement, supports financial inclusion, and drives a **10-15% annual growth in SME financing**. SMEs also receive the same digital support and training as corporate clients, empowering them to thrive in an increasingly competitive market.

We are making significant progress toward achieving our digital transformation strategy, which enhances both financial inclusion and financial access. For years, the Bank has been developing specialized products and services to meet the needs of diverse segments. Our digital initiatives reflect our ongoing commitment and achievements in bringing this strategy to life.



# CONSUMER BANKING

ADIB Egypt's retail financing portfolio has experienced significant growth over the last three years. The total volume of retail financing increased from EGP 15.7 Million in 2022 to EGP 31.8 Million in 2024, marking an impressive 102% growth. This upward trend reflects ADIB Egypt's expansion of consumer banking products, including personal finance, auto loans, mortgages, and insurance, providing financial inclusion through diverse retail financing options.

ADIB Egypt offers a wide variety of services and products tailored to its clients' needs, fully compliant with Sharia banking principles. The bank provides solutions across a range of banking services and investment products:

Banking Products

- Current Accounts
- Savings Accounts

Cards Products

- Debit Cards
- Pre-Paid Cards
- Cash Back Cards

Financing Products

- Personal Finance
- Auto Murabaha
- Ijara – Real Estate

# SUPPORTING FINANCIAL INCLUSION

In addition to the standard banking offerings, ADIB Egypt is taking wide strides to align with Beyond's standard banking services. ADIB Egypt is making significant strides in advancing financial inclusion, aligning with Egypt's national vision and the Central Bank of Egypt's (CBE) initiatives. The bank is committed to empowering SMEs through strategic initiatives, innovative financing solutions, and digital transformation.

## SUPPORTING FINANCIAL INCLUSION THROUGH THE NILEPRENEURS INITIATIVE

As part of the Central Bank of Egypt's (CBE) NilePreneurs Initiative, ADIB Egypt fosters entrepreneurship, innovation, and SME development by providing:

- **Financial and Non-Financial Support:** Tailored financing solutions, mentorship programs, and capacity-building workshops to help SMEs scale sustainably.
- **Innovation Hubs:** Assisting startups and SMEs in adopting new technologies, boosting productivity, and driving economic growth.
- **Sector-Specific Programs:** Focusing on key industries such as agribusiness, manufacturing, and digital technologies to promote sustainable practices and economic diversification.



# EXPANDING ACCESS: ADIB EGYPT'S ATM & BRANCH NETWORK

As of 2024, ADIB Egypt operates a total of 139 ATMs, reflecting a slight increase from 135 ATMs in both 2022 and 2023. This growth reflects strategic decisions influenced by population density, the lack of ATMs in specific locations, gaps in ATM availability, and the need to support high-traffic areas. The evolution of ADIB Egypt's ATM network over the past three years underscores a targeted approach to enhancing accessibility and efficiency.

The fluctuations of ATM numbers across different regions are primarily influenced by regional usage patterns, changing customer demands, and the logistical feasibility of installation sites. For instance, the expansion in West Cairo and Cairo Downtown highlights ADIB Egypt's proactive response to growing urban populations and increased transaction volumes in these regions. Conversely, reductions in other areas are strategic, optimizing resource allocation where usage has declined.

Hence, the adjustments in the ATM network align with ADIB Egypt's broader strategy to enhance customer service and improve operational efficiency. By focusing on areas with higher footfall and demand, ADIB Egypt not only optimizes resource utilization but also strengthens its service delivery, ensuring customers have convenient access to banking services.

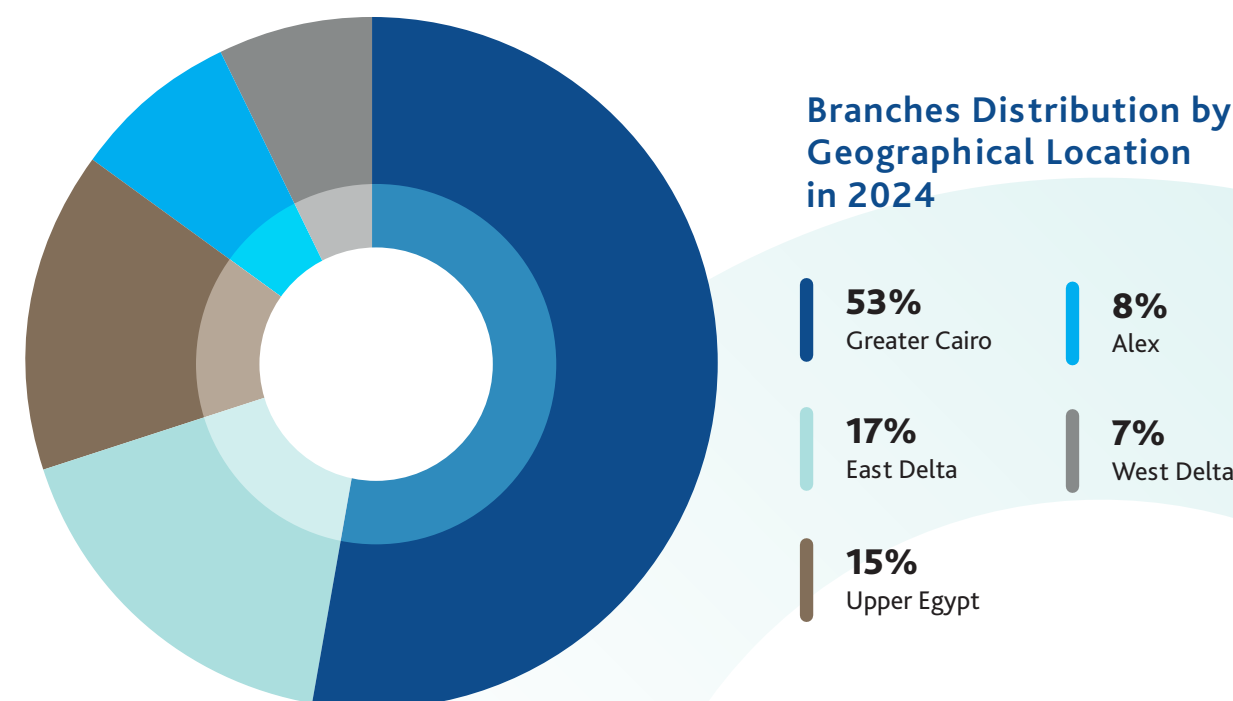
## TO FURTHER ENHANCE CUSTOMER EXPERIENCE, ADIB EGYPT HAS INTRODUCED SEVERAL ADVANCED FEATURES IN ITS ATMS:

- 100% of ATMs now accept deposits, broadening the scope of self-service banking.
- Cardless services, enabling secure transactions without the need for physical cards.
- Contactless service, supporting faster and more secure transactions, aligning with global digital banking trends.

In 2024, ADIB Egypt operates 72 branches, strategically distributed across key regions to support its growth objectives. The distribution is shaped by factors such as target market segments, business potential of specific areas, and population density, ensuring maximum market penetration. The significant presence in Greater Cairo reflects the region's economic vitality and dense population, while branches in Upper Egypt, East Delta, and Alexandria demonstrate ADIB Egypt's commitment to serving diverse communities across Egypt. This approach not only broadens ADIB Egypt's customer reach but also fosters stronger relationships within local markets.

ADIB Egypt's expansion plan aims to increase the number of branches and broaden its customer base across diverse geographic regions and demographic segments. This strategic initiative enhances financial inclusion by making financial services more accessible to a wider population, regardless of location or socio-economic background. This initiative supports Egypt's national agenda for inclusive economic growth, helping to bridge the financial gap for underserved communities.

Branches Distribution by Geographical Location in 2024



ADIB Egypt categorizes its branches into A, B, and C types based on portfolio size and customer volume. This classification allows the bank to tailor its services effectively, ensuring operational efficiency and customer satisfaction.

## IN LINE WITH ITS COMMITMENT TO ACCESSIBILITY, ADIB EGYPT HAS IMPLEMENTED SEVERAL INITIATIVES:

- Branches designed to accommodate People with Disabilities (PWD), promoting accessibility and equal service opportunities.
- Implementation of digitization technologies, such as instant card embossing at branches, which reduces paper usage and supports a more environmentally friendly, cost-efficient banking model.



## ENHANCING CUSTOMER SATISFACTION

At ADIB Egypt, we highly value our clients and are committed to fostering strong, lasting relationships. To ensure an exceptional customer experience, a dedicated Customer Experience Department is responsible for addressing customer pain points and complaints across all touchpoints, including processes, digital and technological solutions, and human interactions.

On a macro level, our goal is to develop skilled professionals who analyze customer insights to identify pain points and transform them into areas of satisfaction. We also focus on bridging the gap between our brand promise and actual service delivery. This is achieved by:

- Hiring a diverse team with expertise in customer experience and analytics.
- Conducting quarterly service quality sessions and workshops for branches, Call Center and Complaints staff.
- Sharing Voice of Customer (VoC) insights with key stakeholders to drive service improvements.
- Embedding Voice of Customer (VoC) in all service and product enhancements.
- Having a regular forum to share Voice of Customer (VoC) and Service KPIs with bank seniors across all functions.
- Awarding staff who are service excellence ambassadors in ADIB Egypt.

### ON A MICRO LEVEL, OUR STRATEGIC EFFORTS INCLUDE:

- Establishing a service matrix to measure and guide customer interactions for each channel.
- Providing daily incident reports for immediate issue resolution.
- Implementing a robust complaints resolution monitoring system to track and improve service quality.

### ADDITIONALLY, WE CONDUCT DIVERSIFIED CUSTOMER ANALYTICS ON A MONTHLY, QUARTERLY, AND ANNUAL BASIS, INCLUDING:

- Customer Satisfaction Score (CSAT) to assess relationship with ADIB Egypt and measure satisfaction levels across all touchpoints.
- Mystery Shopping to assess touchpoints vs. ADIB Egypt Standards.

Customer Satisfaction for key channels Branches, Call center and Complaints have increased in 2024 by 7%.





# 05

## PILLAR 4: PEOPLE-CENTRIC ORGANIZATION

- › GROWING OUR WORKFORCE WITH DIVERSITY & INCLUSION
- › ATTRACTING & DEVELOPING THE BEST TALENT
- › EMPLOYEE TURNOVER & OUR APPROACH TO RETENTION
- › EMPLOYEES REMUNERATION & BENEFITS FOSTERING A RESPECTFUL AND ENGAGING WORKPLACE
- › PRIORITIZING EMPLOYEE HEALTH & SAFETY



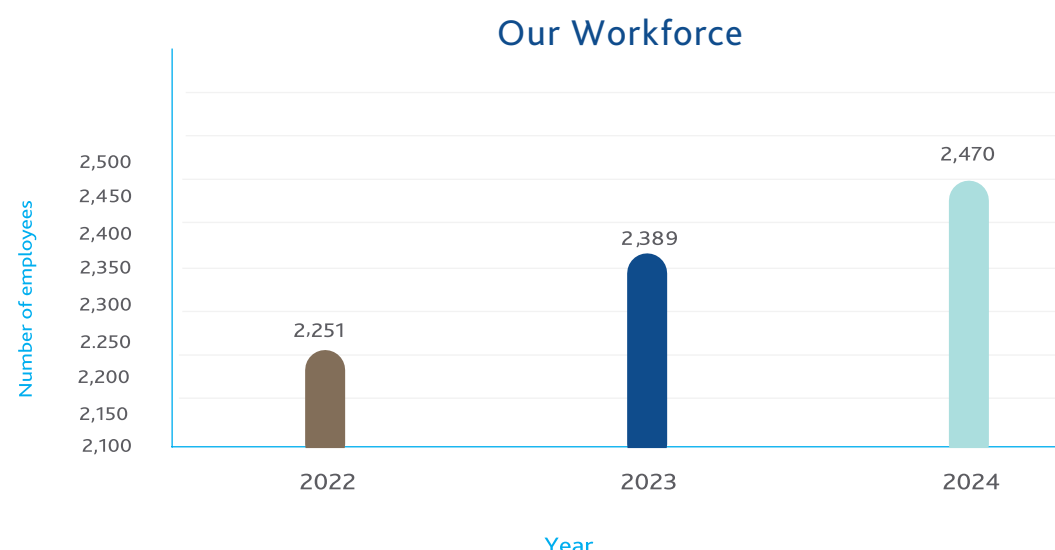


# PILLAR 4: PEOPLE-CENTRIC ORGANIZATION

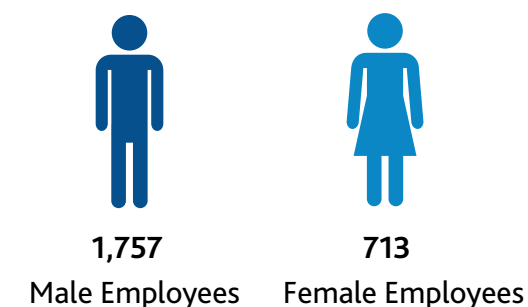
Our people are at the heart of our success. Therefore, we are dedicated to fostering a people-centric organization that prioritizes diversity, inclusivity, and continuous development. By focusing on employee motivation and satisfaction, we ensure a workforce that remains engaged and committed. At the same time, we uphold our strong focus on ethical standards and operational excellence.

## Growing Our Workforce with Diversity & Inclusion

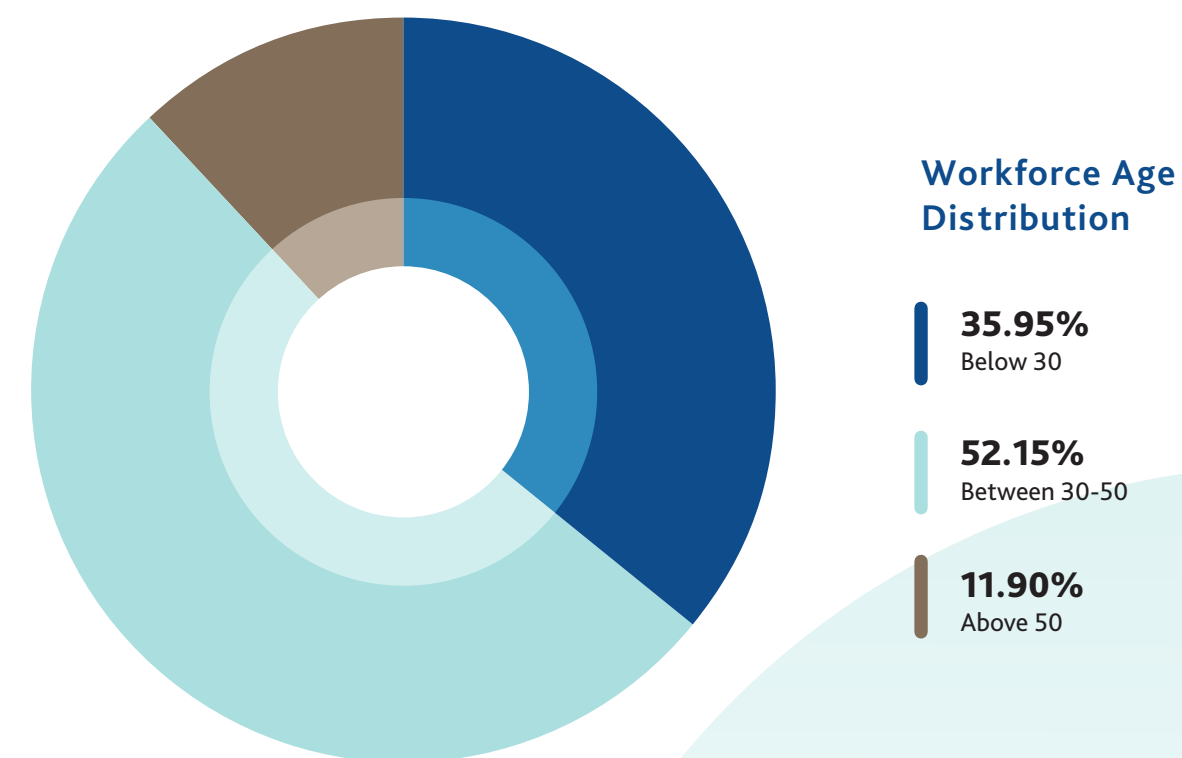
Over the past years, ADIB Egypt has expanded its workforce to support the continued growth of its operations. As of 2024, the Bank employed 2,470 people, with temporary staff accounting for 21%, enabling scaling and adaptation in response to business needs.



Diversity and inclusivity have been essential for building a strong foundation of innovation and experience. In 2024, the number of female employees increased to 713, raising the percentage of female employees in our total workforce. The Bank has also prioritized empowering women in leadership roles, with 2 women in executive positions and 107 in middle management.



ADIB Egypt values diversity in age. As of 2024, 52.15% of employees were between the ages of 30 and 50, and 35.95% of our workforce was under the age of 30. Meanwhile, 11.90% of our employees were over the age of 50. This balanced age distribution ensures a combination of youthful innovation and experienced leadership.



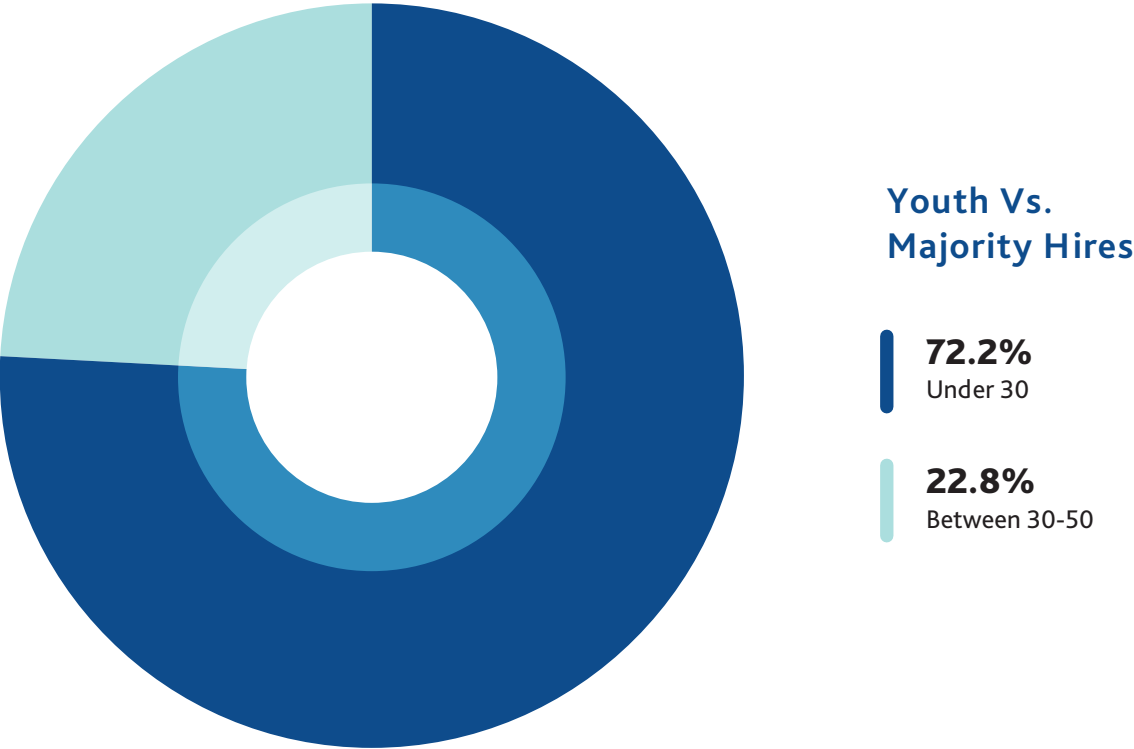
In collaboration with the Central Bank of Egypt (CBE) through the "Etaha Program," ADIB Egypt is dedicated to increasing employability opportunities for people with disabilities. As of 2024, the Bank employed 46 individuals with disabilities. Additionally, the Bank offers a Physically Challenged Allowance to support their financial needs.



46  
Employees with Disabilities

# ATTRACTING & DEVELOPING THE BEST TALENT

In 2024, ADIB Egypt attracted 478 top talents, strengthening our commitment to a diverse, inclusive, and high-performing workforce. With a youth-majority recruitment strategy, 77.2% of our new hires were under the age of 30, showcasing our dedication to bringing in new perspectives and innovative ideas. Additionally, we made progress in promoting gender diversity, with women representing 38.3% of our new hires, compared to 35.8% in the previous year—an important step forward in creating a more balanced and inclusive workplace.





## EMPLOYEE TURNOVER & OUR APPROACH TO RETENTION

While we remain focused on talent growth and retention, ADIB Egypt experienced a turnover rate of 16.84% in 2024. Voluntary turnover stands at 13.24%, with employees choosing to pursue new opportunities, as indicated in exit interviews. On the other hand, employee layoffs accounted for 3.60%, reflecting our continued efforts to strategically align our workforce with the company's business goals and values. This approach ensures that we maintain operational efficiency while staying committed to our long-term vision.

The gender breakdown of turnover showed that 69.71% of total turnover was attributed to male employees, while female employees represented 30.29% of departures. Additionally, turnover by age group revealed that 54.09% of those leaving were under the age of 30, 39.18% were between the ages of 30 and 50, and only 6.73% were over the age of 50.

### PEOPLE RETENTION

The Bank follows a comprehensive retention plan to ensure employees feel valued, heard, and motivated. Key initiatives within this plan include:

A Recognition Scheme to celebrate employee achievements

An Internal Hiring Process that offers opportunities for career advancement

An Annual Review of Staff Salaries to maintain competitive and fair compensation



Training Programs to foster continuous learning and skill development

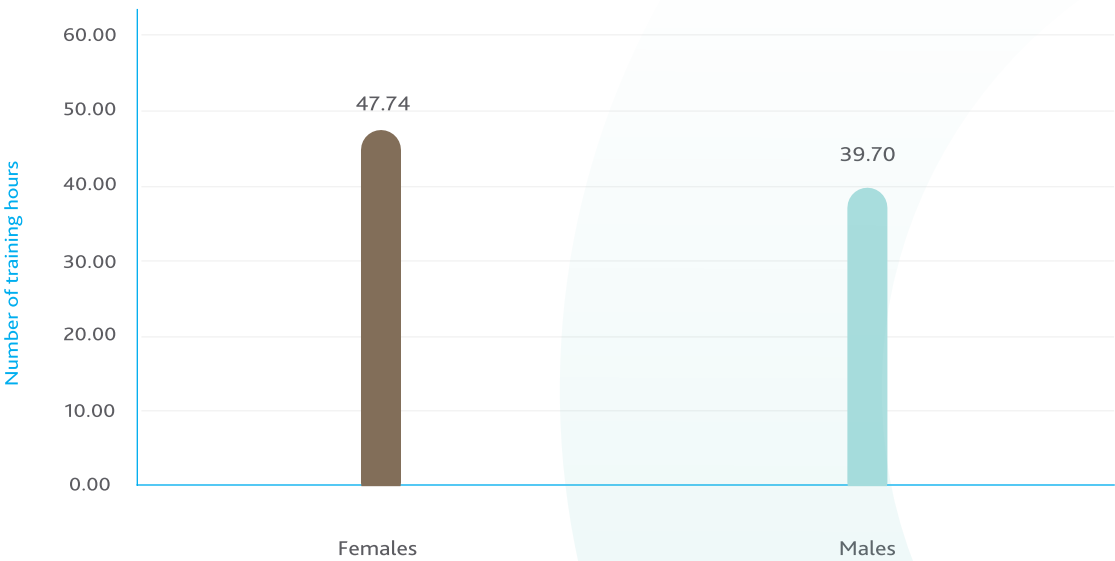
Measurement of employee satisfaction through Employee Engagement Surveys and Insight Discovery, which provide valuable feedback on employee needs and concerns, enabling the Bank to make data-driven decisions to enhance employee satisfaction

DRIVING EXCELLENCE WITH TRAINING & DEVELOPMENT

At ADIB Egypt, performance is measured through annual performance appraisals, which involve thorough discussions between employees and their managers. This process is applied across all levels of the organization, ensuring that all employees, regardless of their position, receive meaningful feedback. During these appraisals, employees' achievements and areas for growth are reviewed, providing them with a clear framework for learning and development.

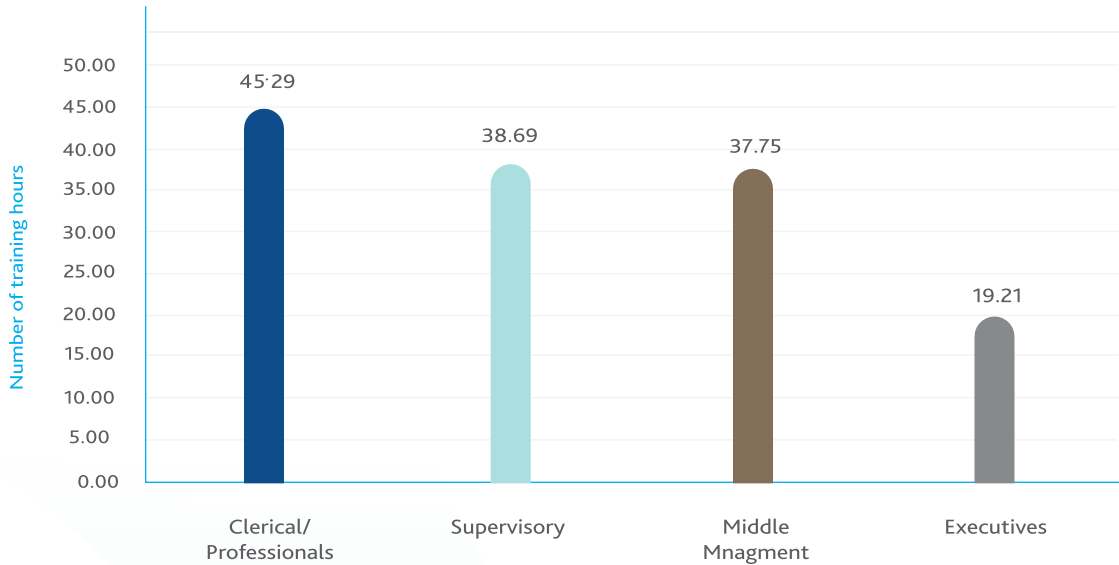
Training is central to ADIB Egypt's dedication to the continuous development of employees' behavioral and technical skills. In 2024, a total of 103,791 training hours were provided across the Bank, with an average of 42.02 hours per employee. Female employees, on average, received 47.74 hours of training, while male employees participated in an average of 39.70 hours.

Average Training Hours by Gender



Training hours vary across different employee levels. Clerical/Professionals received an average of 45.29 hours of training, reflecting the focus on skill enhancement in this category. Supervisory staff averaged 38.69 hours, while Middle Management employees received an average of 37.75 hours, and Executives participated in an average of 19.21 hours of training.

Average Training Hours by Employee Level



Our adherence to ethical standards is demonstrated through the communication of our anti-money laundering (AML) policies to all employees. As part of this, 2,117 employees, representing 85.71% of our workforce, have received comprehensive training on anti-money laundering.



Zero Incidents of Corruption





## EMPLOYEES REMUNERATION & BENEFITS

ADIB Egypt provides competitive wages and comprehensive benefits to attract and retain motivated talents. The ratio of the entry-level salary to the minimum wage is 1, demonstrating fair and equal compensation. Furthermore, ADIB Egypt surpasses the minimum wage and aligns with living standards, especially during the merit increase cycle.

Our extensive benefits package, designed to support the financial security and overall well-being of our employees, includes:

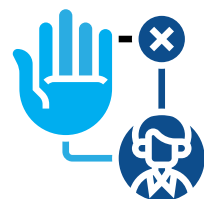
- **Pension Fund:** ADIB Egypt provides a pension fund to which employees contribute a percentage of their salary; on the other hand, the bank contributes double the amount, capped at 6%.
- **Salary in Advance:** Employees can access their salaries before the official due date, offering financial flexibility.
- **Murabaha Staff Rate:** Employees are offered special rates for purchasing goods through the Murabaha service.
- **Overtime & Incentives:** Employees are compensated for overtime work and there is a performance based incentives.
- **Medical Insurance:** This benefit covers all employees, along with their spouses and children. Outsourced staff also have access, ensuring the availability of essential healthcare.
- **Life Insurance:** This benefit provides financial protection for the families of all employees and outsourced staff in the event of unforeseen circumstances, offering coverage of at least EGP 2 million for a period of up to 90 months.
- **Parental Leave:** In 2024, 10 female employees took parental leave, with an impressive return rate of 80%, reflecting the Bank's support for work-life balance.



# FOSTERING A RESPECTFUL AND ENGAGING WORKPLACE

The Bank has a grievance mechanism in place to address employee concerns. Employees can report grievances through a dedicated grievance email. Each case is carefully reviewed by the Grievance Committee, which consists of five sector heads who provide recommendations to the CEO for approval. Once decisions are made, the outcomes are communicated back to the employees. During the reporting period, 14% of grievances were resolved.

ADIB Egypt ensures a respectful work environment by upholding human rights principles outlined in its HR policies and Code of Conduct . In line with this commitment, the Bank provides a comprehensive whistleblowing process, offering a confidential reporting channel for addressing incidents of bullying, harassment, and discrimination based on gender, age, or abilities. Notably, during the reporting period, no incidents of discrimination were reported, reflecting the Bank's ongoing efforts to maintain a safe and inclusive workplace for all.



Zero Incidents of Discrimination

## EMPLOYEE ENGAGEMENT AND ACTIVITIES

At ADIB Egypt, we prioritize employee well-being and engagement through various initiatives that foster inclusivity, teamwork, and personal enrichment.

### SPORTS AND RECREATIONAL ACTIVITIES

- **Ramadan Tournament:** An internal staff tournament featuring football, padel, PlayStation, and table tennis, promoting teamwork and a healthy work-life balance.
- **Unity Cup:** ADIB Egypt employees participated in this tournament, which included People with Disabilities (PWD), fostering inclusivity and diversity.
- **Upper Egypt Marathon:** Employees took part in this marathon to support development initiatives in Upper Egypt.



## EXCLUSIVE EMPLOYEE BENEFITS

- **El Malahy Tickets:** Employees received highly discounted tickets, with the bank covering a portion of the cost.
- **Kidzania Tickets:** ADIB Egypt subsidized Kidzania entry tickets, making them more affordable for employees and their families.
- **Hotel Corporate Deals:** The Bank secured exclusive corporate discounts for employees at hotels in various locations, including Alexandria, Gouna, and Luxor.
- **Ahlan Ramadan Bazaar:** In collaboration with the Ministry of Social Solidarity, ADIB Egypt supported the Financial Inclusion Initiative by organizing a Ramadan bazaar within the bank premises. The event featured a variety of handcrafted products from local exhibitors, aiming to encourage staff to support locally made goods offered at affordable prices and with exclusive event-only discounts.

The primary goal was to promote the concept of buying locally among our employees. To boost participation and enhance the experience, attendees received personalized wooden Ramadan lanterns with their names hand-inscribed on the spot.

## PRIORITIZING EMPLOYEE HEALTH & SAFETY

At ADIB Egypt, the health and safety of our employees is one of our top priorities. We are fully committed to maintaining a safe and healthy work environment, as this directly contributes to employee well-being and productivity. Our Occupational Health and Safety Management System complies with all relevant legal requirements, including the Egyptian Civil Defense Code, the Central Bank of Egypt (CBE) regulations, and the Egyptian Labor Law No. 12 of 2003.

To ensure our team is well-prepared for any emergency, we offer comprehensive health and safety training programs, including an annual Civil Defense Training.





# 06

## PILLAR 5: STRONG ECONOMIC IMPACT

- › ROBUST FINANCIAL PERFORMANCE
- › RESPONSIBLE BANKING AND ESG-DRIVEN GROWTH

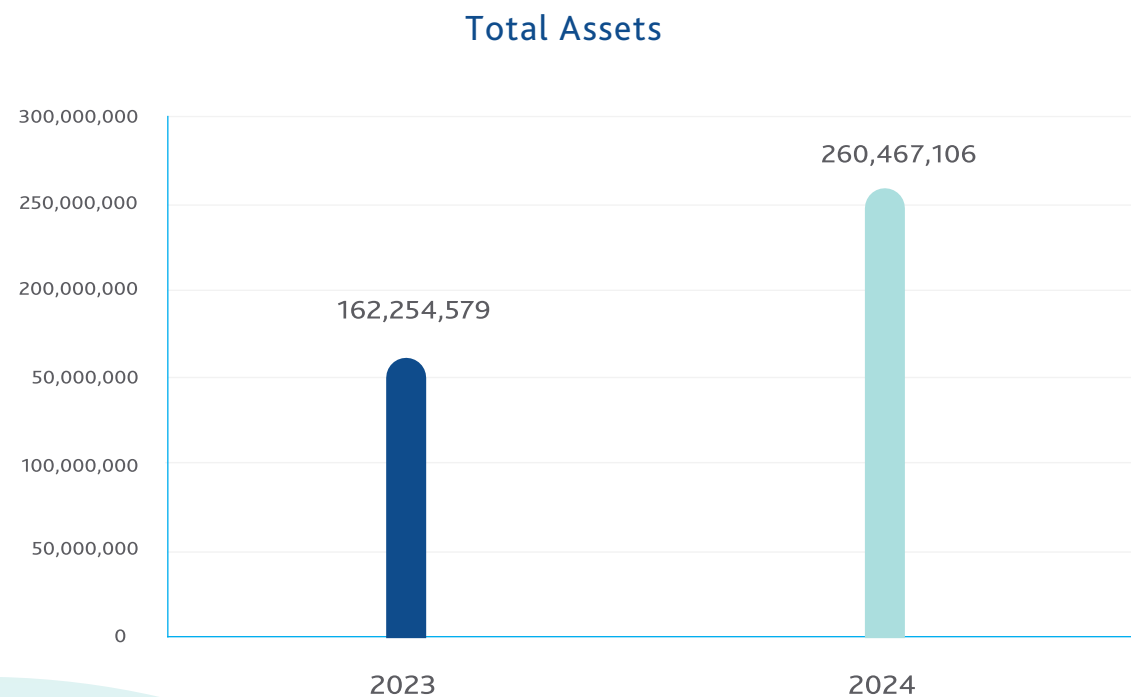


# PILLAR 5: STRONG ECONOMIC IMPACT

## ROBUST FINANCIAL PERFORMANCE

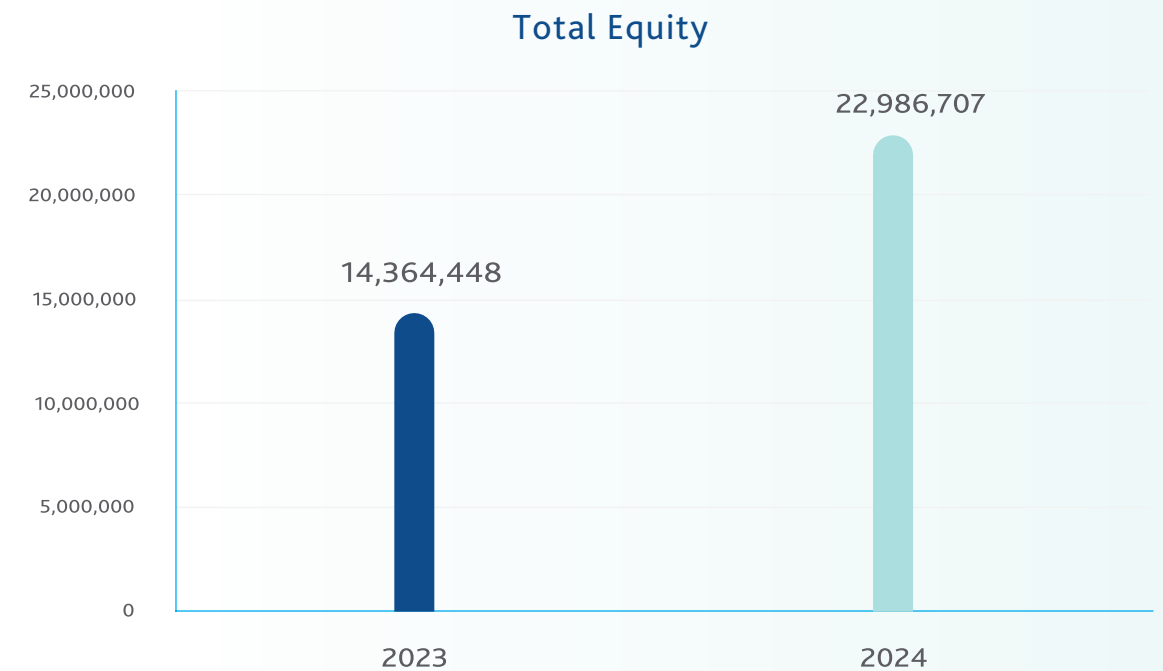
At ADIB Egypt, we are committed to maintaining a strong and resilient financial position that fosters sustainable economic growth. Our 2024 financial performance reflects this commitment, demonstrating substantial growth across key financial indicators.

### Total Assets Growth (+60.5%)



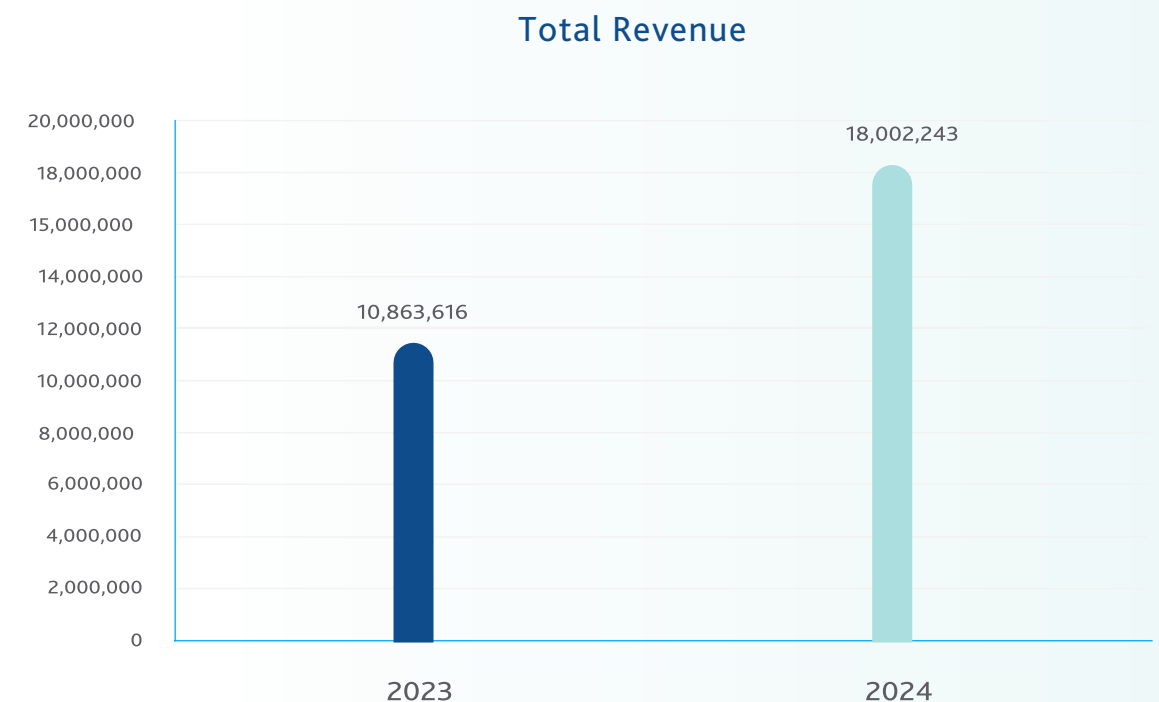
ADIB Egypt's total assets surged to EGP 260.5 billion in 2024, reflecting a strategic expansion in our financing portfolio and investment activities. This growth highlights our ability to effectively mobilize resources while maintaining a robust risk management framework. The increase in assets positions ADIB Egypt for stronger market competitiveness and long-term financial stability.

### Total Equity Growth (+60.3%)



The significant rise in total equity to EGP 23.0 billion underscores our solid capitalization and commitment to sustainable growth. This increase is driven by higher retained earnings and a strong profit trajectory, reinforcing investor confidence and ensuring compliance with regulatory capital requirements.

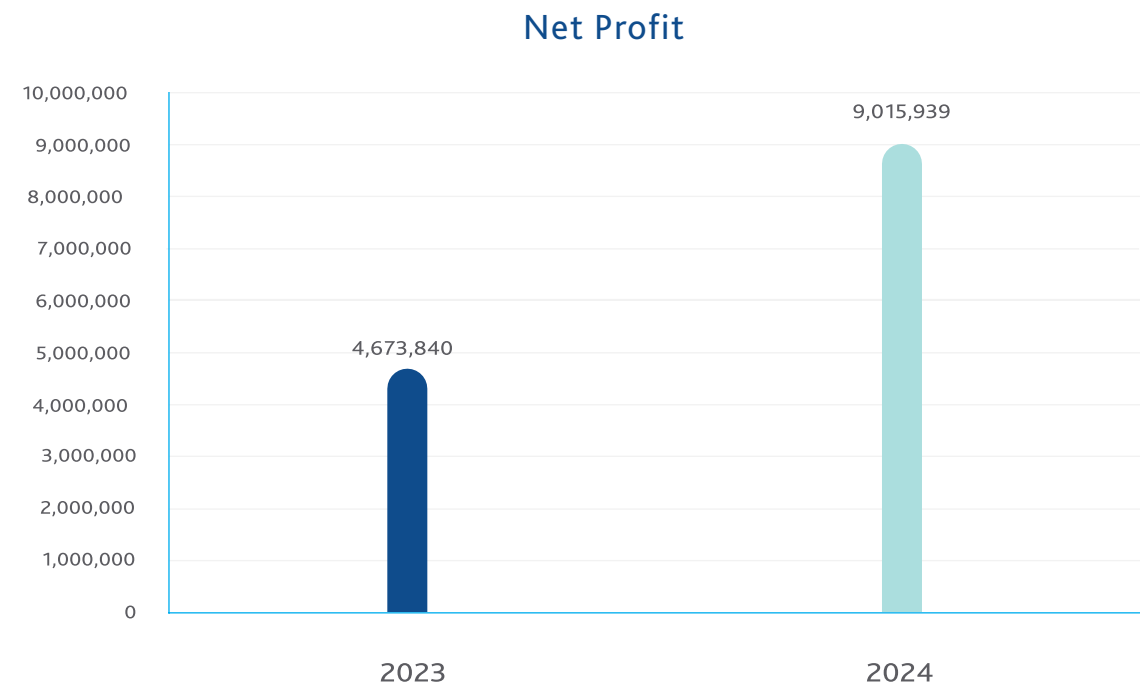
### Total Revenue Growth (+65.8%)





Total revenue climbed to EGP 18 billion, driven by expanding core banking operations, higher fee-based income, and increased financing activities. This substantial growth reflects our ability to capture market opportunities, optimize financial solutions, and enhance customer engagement.

Net Profit Surge (+92.8%)



Net profit nearly doubled, reaching EGP 9.0 billion, highlighting enhanced operational efficiency, improved cost management, and a strong return on investments. This remarkable profitability growth reflects our resilient business model and effective risk mitigation strategies.

RESPONSIBLE BANKING  
AND ESG-DRIVEN GROWTH

At ADIB Egypt, integrating environmental, social, and governance (ESG) principles into our business strategy is not just a commitment to responsible banking—it is a key driver of economic opportunity and long-term financial growth. Our Environmental and Social Management System (ESMS) enables us to identify, manage, and capitalize on ESG-driven opportunities, aligning our financial success with sustainable development goals while meeting investor and stakeholder expectations.

By embedding ESG into our core operations, we are expanding our role in sustainable financing and investment, particularly in high-impact sectors such as:

**Renewable Energy:**



Supporting the establishment of new and renewable energy projects, contributing to Egypt's clean energy transition, and unlocking new financing opportunities.

**Waste Management:**



Investing in waste recycling initiatives, reinforcing circular economy principles, and tapping into a growing sector with strong economic and environmental benefits.

By leveraging ESG as a catalyst for financial growth, ADIB Egypt is enhancing its market competitiveness, attracting responsible investments, and securing long-term economic resilience, all while making a positive impact on society and the environment.





# 07

## PILLAR 6: LIFELONG PARTNER FOR OUR COMMUNITIES

- › OUR COMMITMENT TO SOCIAL IMPACT
- › ADIB EGYPT CSR STRATEGY
- › OUR CSR PILLARS





# PILLAR 6: LIFELONG PARTNER FOR OUR COMMUNITIES

## OUR COMMITMENT TO SOCIAL IMPACT

At ADIB Egypt, we are dedicated to being the partner of choice for our communities, committing ourselves to a lifelong relationship with them.

To achieve this vision, we follow a Corporate Social Responsibility (CSR) strategy centered on three main pillars: Health, Education, and Community Development. Through the ADIB Charity Foundation, we implement large-scale projects focusing on improving health and education in local communities.

As part of ADIB Egypt's mission to foster social justice, we prioritize education, healthcare, and community development. These crucial areas are fundamental for advancing society and ensuring its overall well-being. Sustainability is embedded in our values, ensuring that future generations can benefit from the initiatives we support.

Our projects are designed in close collaboration with residents to empower those in need and enable them to pass on valuable experiences to future generations.

ADIB Egypt is firmly committed to corporate social responsibility, which contributes to the social and economic development of communities while ensuring environmental protection.

As a responsible member of Egyptian society, we believe that "Our Community is Our Future." Thus, we work to be a strong pillar of support, playing an active role in fostering a brighter and healthier future for all. We take a proactive approach to identifying the most pressing societal issues, ensuring that we reach those most in need, regardless of where they live.

## ADIB EGYPT CSR STRATEGY

Corporate Social Responsibility (CSR) is an essential aspect of ADIB Egypt's operations. Our actions under the CSR framework are voluntary and aim to positively impact the communities we serve. Our business touches the lives of millions of people across Egypt, and we are committed to improving their quality of life.

### Purpose:

The primary purpose of our CSR efforts is to make a meaningful and measurable difference in the lives of economically, physically, and socially disadvantaged communities. We aim to create sustainable living, promote education and skills development, raise awareness on public interest topics like financial literacy, encourage environmental sustainability, and support health initiatives.





### Main Focus:

Our CSR initiatives focus on areas that are crucial for enhancing the Egyptian society. We support programs and activities that contribute to:

01

The development of a sustainable economy

02

Environmental respect and protection

03

Engaging with communities and civil society

A key driver of ADIB'-Es CSR strategy is the **ADIB Charity Foundation**, a non-profit organization dedicated to creating a meaningful impact across several essential sectors. The Foundation focuses on delivering support in areas such as social welfare, healthcare, education, community development, economic empowerment, and environmental sustainability. Initially registered under license number 910 on May 1, 2020, with the Central Administration of Associations and Federations, the Foundation temporarily suspended its activities in response to the COVID-19 pandemic, shifting its focus toward urgent crisis relief. Following the resolution of internal matters, the Foundation officially resumed its operations on April 1, 2023, and obtained a new fundraising license (No. 87 of 2023) to support its revitalized initiatives.

Guided by the vision that "Our Community is Our Future," the Foundation is committed to advancing the goals of sustainable development through impactful projects that support the most vulnerable segments of society. Its mission is to enhance well-being, raise awareness, and generate long-term, positive outcomes in alignment with Egypt's national development agenda.

To fulfill this mission, the Foundation is driven by a set of core values and strategic pillars. It aims to create targeted social impact by focusing on underserved communities and ensuring measurable, lasting improvements. Through collaborative implementation, it partners with specialized institutions to design and execute projects that yield tangible results. The Foundation's work is firmly aligned with national development goals, ensuring that all initiatives contribute meaningfully to Egypt's broader sustainable growth strategy.

Community engagement is another cornerstone of its approach, with ADIB Egypt employees and customers actively involved in various programs and outreach efforts. Moreover, the Foundation is committed to environmental stewardship, embedding sustainability in the planning and execution of all its projects. A significant component of its work also involves awareness and education, offering programs that address critical topics such as financial inclusion, environmental conservation, women's health, and early detection of chronic illnesses.





# OUR CSR PILLARS

## HEALTH PILLAR

### BAHEYA WOMEN'S HOSPITAL PROGRAMS

**SCOPE:** Completing the single accommodation room that was sponsored by our foundation in 2023 by sponsoring the purchase of an electric bed with a solution holder



**BENEFICIARIES**  
500,000 women treated yearly for breast cancer.

### SOHAG UNIVERSITY HOSPITAL DIABETIC FOOT TREATMENT PROGRAMS

**SCOPE:** Funding two diabetic foot treatment units, Ensuring the operation of two rooms inside Sohag University Hospital to receive cases of screening for diabetic foot patients, treating infected cases and following up with them until they are fully recovered..



**BENEFICIARIES**  
4,320 annual diabetic foot screenings  
1,152 infected cases treated

### AHL MASR HOSPITAL FOR BURN VICTIMS PROGRAMS

**SCOPE:** We sponsor an ICU room fully equipped to provide medical and psychological treatment for burn patients from low-income families, free of charge.



**BENEFICIARIES**  
500 burn victims are treated annually through the ICU room sponsored

### SOHAG ONCOLOGY INSTITUTE PROGRAMS

**SCOPE:** Funding Two units, one for cryopreserving marrow and the other for isolating patients with blood tumors after performing marrow transplant surgeries, who used to be transferred annually to Cairo, which makes a physical and financial burden on patients, after equipping and establishing these units, these surgeries will be performed within the institute in Sohag.



**BENEFICIARIES**  
Receiving 6000 cases and treating nearly 1000 cases per year

## EDUCATION PILLAR

### TECHNICAL ACADEMY SPONSORSHIP PROGRAMS

**SCOPE:** We sponsor 50% of the tuition fees for 32 students, helping them complete their technical education to empower them and support their families financially.



**BENEFICIARIES**  
32 students supported, after studying their social and material conditions through a case study, enabling them to complete their technical education and graduate quickly to support their families.

## COMMUNITY DEVELOPMENT PILLAR

### SONAA ELKHAIR FOUNDATION - RAMADAN CARTONS DISTRIBUTION PROGRAMS

**SCOPE:** Objective: We distribute 15-kilogram Ramadan food cartons to low-income families in Upper Egypt, targeting the most vulnerable during the holy month of Ramadan.



**BENEFICIARIES**  
4,000 families in Upper Egypt receive Ramadan food cartons

To maximize the impact of these projects, we conduct thorough feasibility studies with our partners to assess the specific needs of each community. Environmental considerations are central to our planning process, as we perform environmental assessments on every project. We also regularly carry out impact assessments to minimize social and environmental risks. Reports on our projects are provided monthly and quarterly, complemented by site visits before and after implementation. Furthermore, we sign maintenance contracts and ensure efficient operations, especially in the medical sector, to guarantee the long-term success of our initiatives.

In 2024, ADIB Egypt invested EGP 20,664,304 in CSR initiatives across our three core pillars, demonstrating our unwavering commitment to community development.

We take pride in the recognition received from our esteemed partners through Honor Shields, celebrating the positive impact of our contributions.

#### Recognized Partners

- Ahl Masr Foundation
- Zewail University

# 08

## ALIGNING WITH GLOBAL AND NATIONAL STANDARDS

- › LIST OF ABBREVIATIONS
- › GRI INDEX
- › INTEGRATED REPORTING (IR) INDEX
- › SASB INDEX
- › CBE SUSTAINABLE FINANCE FRAMEWORK
- › INTEGRATED REPORTING (IR) INDEX





## LIST OF ABBREVIATIONS

Abbreviation	Meaning
ADIB	Abu Dhabi Islamic Bank
AML	anti-money laundering
CBE	Central Bank of Egypt's
CEO	Chief Executive Officer
CIO	Chief Information Officer
CSAT	Customer Satisfaction Score
CSR	corporate social responsibility
EEAA	Egyptian Environmental Affairs Agency
EESG	Economic, Environmental, Social and Governance '
EGP	Egyptian Pound
EGX	Egyptian Stock Exchange
EIIC	Emirates International Investment Company
ESDD	Environmental & Social Due Diligence
ESG	environmental, social, and governance
ESMS	Environmental and Social Management System
ESRM	Environmental and Social Risk Management
ESRS	European Sustainability Reporting Standards
FRA	Financial Regulatory Authority

Abbreviation	Meaning
GA	General Assembly
GHG	Greenhouse Gas
GRI	Global Reporting Initiative's
IAD	Internal Audit Division
IFC	International Finance Corporation
IFIs	International Financial Institutions
IIRC	International Integrated Reporting Council's
IR	Integrated Reporting
ISO	International Organization for Standardization
KPIs	Key Performance Indicators
NBD	National Bank for Development
PWD	People with Disabilities
SASB	Sustainability Accounting Standards Board
SDGs	Sustainable Development Goals
SSL	Secure Socket Layer
tCO2e	tonne of carbon dioxide equivalent
VoC	Voice of Customer
VRF	Variable Refrigerant Flow
VRV	Variable Refrigerant Volume
VSD	Variable Speed Drive

## GRI INDEX

GRI Standard / Other Source	Disclosure	Location	Omission	
			Requirement(S) Omitted	Reason
GRI 2: General Disclosures 2021	2-1 Organizational details	P.6-13		
	2-2 Entities included in the organization's sustainability reporting	P.7-8		
	2-3 Reporting period, frequency and contact point	P.4-5		
	2-4 Restatements of information			Not Applicable
	2-5 External assurance	P.138 - 139		
	2-6 Activities, value chain and other business relationships	P.6-13		
	2-7 Employees	P.92-94		
	2-8 Workers who are not employees	P.92-94		
	2-9 Governance structure and composition	P.46-61		
	2-10 Nomination and selection of the highest governance body	P.56		
	2-11 Chair of the highest governance body	P.46-51		
	2-12 Role of the highest governance body in overseeing the management of impacts	P.46-61		
	2-13 Delegation of responsibility for managing impacts	P.20-21,46		
	2-14 Role of the highest governance body in sustainability reporting	P.50		
	2-15 Conflicts of interest	P.58		
	2-16 Communication of critical concerns	P.58		
	2-17 Collective knowledge of the highest governance body	P.47		
	2-18 Evaluation of the performance of the highest governance body	P.56-57		
	2-19 Remuneration policies	P.58		
	2-20 Process to determine remuneration	P.58		



GRI Standard / Other Source	Disclosure	Location	Omission	
			Requirement(S) Omitted	Reason
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio			Information Unavailable/ Incomplete
	2-22 Statement on sustainable development strategy	P.15-22		
	2-23 Policy commitments	Throughout the Report		
	2-24 Embedding policy commitments	Throughout the Report		
	2-25 Processes to remediate negative impacts	P.102		
	2-26 Mechanisms for seeking advice and raising concerns	P.102		
	2-27 Compliance with laws and regulations	P.59-61		
	2-28 Membership associations	All employees have a freedom of association		
	2-29 Approach to stakeholder engagement	P.72,102		
	2-30 Collective bargaining agreements			Information Unavailable/ Incomplete
GRI 3: Material Topics 2021	3-1 Process to determine material topics	P.36-42		
	3-2 List of material topics	P.38-41		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	P.106-108		
	201-2 Financial implications and other risks and opportunities due to climate change	P.38-41		
	201-3 Defined benefit plan obligations and other retirement plans	P.100		
	201-4 Financial assistance received from government			Not Applicable
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	P.100		
	202-2 Proportion of senior management hired from the local community	P.48 - 49		

GRI Standard / Other Source	Disclosure	Location	Omission	
			Requirement(S) Omitted	Reason
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	P.7,27-29		
	203-2 Significant indirect economic impacts	P.29,64,80		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	P.72		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	P.58		
	205-2 Communication and training about anti-corruption policies and procedures	P.58-60		
	205-3 Confirmed incidents of corruption and actions taken	P.99		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			Information Not Available/ Incomplete
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	P.69-70		
	302-2 Energy consumption outside of the organization	P.69-70		
	302-3 Energy intensity	P.69-70		
	302-4 Reduction of energy consumption	P.28-29,70		
	302-5 Reductions in energy requirements of products and services			Information Not Available/ Incomplete
GRI 3: Material Topics 2021	3-3 Management of material topics			



GRI Standard / Other Source	Disclosure	Location	Omission	
			Requirement(S) Omitted	Reason
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	P.28,70-71		
	303-2 Management of water discharge-related impacts	P.28-29		
	303-3 Water withdrawal			Information Not Available
	303-4 Water discharge			Information Not Available
	303-5 Water consumption	P.70-71		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	P.69		
	305-2 Energy indirect (Scope 2) GHG emissions	P.69		
	305-3 Other indirect (Scope 3) GHG emissions	P.70		
	305-4 GHG emissions intensity	P.69		
	305-5 Reduction of GHG emissions	P.69-70		
	305-6 Emissions of ozone-depleting substances (ODS)			Not Applicable
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			Not Applicable
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	P.70		
	306-2 Management of significant waste-related impacts	P.71,109		
	306-3 Waste generated	P.71		
	306-4 Waste diverted from disposal	P.24,28,71,109		
	306-5 Waste directed to disposal			Information Not Available

GRI Standard / Other Source	Disclosure	Location	Omission	
			Requirement(S) Omitted	Reason
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	P.13,29,98		
	404-2 Programs for upgrading employee skills and transition assistance programs	P.103,114		
	404-3 Percentage of employees receiving regular performance and career development reviews	P.98		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	P.50,92-94		
	405-2 Ratio of basic salary and remuneration of women to men	P.100		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	P.60,66,102		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk			Information Not Available
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	P.34		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Zero		
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures			Information Not Available
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples			Information Not Available
GRI 3: Material Topics 2021	3-3 Management of material topics			



GRI Standard / Other Source	Disclosure	Location	Omission	
			Requirement(S) Omitted	Reason
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessment, and development programs	P.117		
	413-2 Operations with significant actual and potential negative impacts on local communities			Information Not Available
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	P.34,72		
	414-2 Negative social impacts in the supply chain and actions taken			Information Not Available
GRI 3: Material Topics 2021	3-3 Management of material topics			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	P.29,61		

## INTEGRATED REPORTING INDEX

IR Content Elements	Page Number
A. Organizational overview and external environment	6, 17
B. Governance	46 - 61
C. Business model	28 - 29
D. Risks and opportunities	38 - 41
E. Strategy and resource allocation	27 - 29
F. Performance	28 - 29, 38 - 41
G. Outlook	Throughout the Report
H. Basis of preparation and presentation	4, 36 - 41, 120 - 137

IR Guiding Principles	Page Number
A. Strategic focus and future orientation	20 - 25
B. Connectivity of information	The report was crafted in order to interlink ADIB Egypt's strategy with the 6 capital and the material topics it choose to elaborate on.
C. Stakeholder relationships	30 - 34
D. Materiality	38 - 42
E. Conciseness	The report was developed using a materiality approach in order to determine the most important topics for ADIB Egypt to include, as well as all relevant topics to comply with the National regulations and international standards.
F. Reliability and completeness	As a first sustainability report, we tried to take all available information on positive and negative impacts into consideration. For future reports, data will be more complete.
G. Consistency and comparability	As a base year report, we tried to make it as comprehensive as possible in order to set a ground for future reports to track progress on priority areas for ESG impact and for the business.

## SASB COMMERCIAL BANKS

Topic	Metric	Page Number
Data Security	(1) Number of data breaches,	61
	(2) percentage that are personal databreaches, (3) number of account holders affected	61
	Description of approach to identifying and addressing data security risks	61
Financial Inclusion & Capacity Building	(1) Number and (2) amount of loans outstanding that qualify for programmes designed to promote small business and community development	80 - 81
	(1) Number and (2) amount of past due and nonaccrual loans or loans subject to forbearance that qualify for programmes designed to promote small business and community development	N/A
	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	N/A
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	N/A
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	64-67
Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	N/A
	Gross exposure for each industry by asset class	N/A
	Percentage of gross exposure included in the financed emissions calculation	72
	Description of the methodology used to calculate financed emissions	N/A
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anticompetitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	102
	Description of whistleblower policies and procedures	58
Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	N/A
	Description of approach to integrate results of mandatory and voluntary stress tests into capital adequacy planning, longterm corporate strategy, and other business activities	N/A



## UNITED NATIONS GLOBAL COMPACT (UNGC) PRINCIPLES MAPPING

UNGC Principle	Statement	Page Number
HUMAN RIGHTS		
Principle -1	Businesses should support and respect the protection of internationally proclaimed human rights; and	21
Principle -2	Make sure that they are not complicit in human rights abuses.	21
LABOR		
Principle -3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	All ADIBE employees have the freedom of association to syndicates
Principle -4	The elimination of all forms of forced and compulsory labor;	ADIBE has zero tolerance for forced and compulsory labor and does not contract suppliers and vendors who have a risk of employing forced labor.
Principle -5	The effective abolition of child labor; and	ADIBE has zero tolerance for child labor and does not contract suppliers and vendors who have a risk of employing children.
Principle -6	The elimination of discrimination in respect of employment and occupation.	102
ENVIRONMENT		
Principle -7	Businesses should support a precautionary approach to environmental challenges;	68 - 71
Principle -8	Undertake initiatives to promote greater environmental responsibility; and	70 - 71
Principle -9	Encourage the development and diffusion of environmentally friendly technologies	70 - 71
ANTI-CORRUPTION		
Principle -10	Businesses should work against corruption in all its forms, including extortion and bribery.	58, 99

## CBE REPORTING GUIDELINES

N#	Principle of Sustainable Finance	Page Number
Principle -1	Capacity-Building and Necessary Knowledge	92 - 103
Principle -2	Enhancing Sustainable Finance	17, 21, 24
Principle -3	Involvement of the Stakeholders	30 - 34
Principle -4	Managing Climate Change Risks	38, 68
Principle -5	Applying the Principles of Sustainability to the Bank's Internal Activities and Operations	70 - 71
Principle -6	Reporting	4



## LIMITED ASSURANCE STATEMENT

### TO THE BOARD OF DIRECTORS ABU DHABI ISLAMIC BANK-EGYPT

Dcarbon for Environmental Consultancy is a sustainability consultancy firm registered under Egyptian law no. 159 for the year 1981 and its executive regulation. Dcarbon is a Certified Global Reporting Initiative (GRI) training partner and a GRI Gold Community member. Our main goal is to assist public and private organizations understand and address their economic, environmental, and social impact.

Abu Dhabi Islamic Bank-Egypt (ADIB-Egypt) engaged Dcarbon to perform a Limited Assurance review for the consolidated sustainability report covering the year starting January 1st, 2024, and ending December 31, 2024 ('the Report').

#### ENGAGEMENT SUMMARY

Scope of DCarbon assurance engagement: Whether the 2024 information, data, and narrative presented in the Report are fairly presented in accordance with the reporting criteria of completeness, reliability, and accuracy.

Reporting criteria: The GRI Sustainability Reporting Standards (GRI Standards 2021) and the Integrated Reporting Framework <IR>.

Assurance level: Limited assurance.

Respective responsibilities: ADIB-Egypt Management is responsible for preparing the report content in accordance with the reporting criteria and for selecting the disclosures to be verified. DCarbon, on the other hand, is responsible for providing conclusions on the agreed scope based on the assurance activities performed and exercising our professional judgment. This clear division of tasks ensures a comprehensive and unbiased report review.

ADIB-Egypt management's responsibility includes selecting and applying appropriate methods for preparing the report and making plausible assumptions and estimates of non-financial disclosures under the given circumstances. The responsibility further includes the internal controls, which management has determined necessary to prepare a sustainability report free from misstatement, whether due to fraud or error.

DCarbon's extensive collaboration with ADIB-Egypt has revealed the active and integral role of ADIB-Egypt's leadership and management in governing the release of this report. The joint efforts, with the involvement of departmental focal person and the dedicated sustainability team, have all contributed significantly to the quality of this report, demonstrating shared commitment to sustainability.

#### ASSURANCE SCOPE, BOUNDARY, AND LIMITATIONS

The Scope covers ADIB-Egypt Governance, Business Strategy and Policies, Materiality Assessment, and stakeholder engagement process.

The Boundary covers data and information captured across its operational and business functions. It includes the Bank's Head Office support functions, Corporate Governance, and stakeholders' engagements as part of this assurance and as indicated in the Report.

The Limitation: the limited assurance review process was conducted with utmost thoroughness. It included sustainability data and information for operations in Egypt from 01 January 2024 to 31 December 2024, as per

the GRI Standards requirements. Assurance scope excludes:

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

#### ASSURANCE PROCEDURES

The assurance was conducted by DCarbon's multidisciplinary, independent team of experts in auditing economic, social, and environmental information, adhering to our values of integrity, confidentiality, professional competence, objectivity, and due diligence.

The nature, timing, and extent of the procedures followed were based on rounds of engagement with relevant departments, senior management, and Board representatives at ADIB-Egypt, as well as the sustainability focal points delegated by the Board of Directors. The Executive Management was responsible for identifying material sustainability issues, establishing and maintaining appropriate internal performance management systems, and developing the relevant data systems for reporting.

Ms. Tayseer Salah, Ms. Nour Alaa, and Ms. Yvette Maher, DCarbon's Senior Sustainability Analyst, supported the alignment of GRI standards, validation process, and data mining and verification.

Assurance activities included procedures to obtain evidence about the reliability of the disclosures:

- Interview the employees delegated by ADIB-Egypt regarding their sustainability strategy, principles, and management.
- Matching the non-financial disclosures shown in the report with the documents provided.
- Review the evidence of internal policies, procedures, and strategy documents provided by ADIB-Egypt.
- Review of the Double Materiality and Stakeholders' engagement process deployed by ADIB-Egypt.
- Evaluation of the processing and monitoring of data collection for GRI disclosures.
- Review of the Report narrative to ensure that there is no misrepresentation of disclosures as per the scope of assurance and our findings.

#### CONCLUSION

Our opinion has been formed based on the outcome of the activities performed as outlined. Considering the risk of material error, we believe that the evidence we have obtained is sufficient and appropriate to provide the basis of our conclusion.

Based on our activities, nothing has come to our attention to indicate that the 2024 sustainability report information and data are not fairly presented in accordance with the reporting criteria. This GRI in Accordance Report meets all the GRI Standards requirements.

EHAB SHALABY, PH.D



2024





مصرف أبو ظبي الإسلامي  
مصرف أبو ظبي الإسلامي  
**ADIB**



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