

# A JOURNEY OF GROWTH & TRANSFORMATION

**2020-2022**  
*Sustainability Report*



# About The Report

This report marks the first Sustainability Report of Suez Canal Bank. Throughout this report, “SCB”, “the Bank”, and “we” refer to Suez Canal Bank S.A.E, an Egyptian Joint Stock Company established in 1978 under Investment Law No. 43 of 1974.

## Reporting Period

This report covers three fiscal years from January 1st, 2020, to December 31st, 2022. Information before or after these dates may be included to emphasize relevant context to the reporting period and will be clearly indicated.

## Scope of the Report

This Sustainability Report is the first line of reports that will be published thereafter on an annual basis. The report highlights SCB’s sustainability approach and efforts.

## Referenced Reporting Guidelines

This report is prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards.

## Forward-Looking Statements

This Sustainability Report contains forward-looking statements on different future estimations expected in the banking industry landscape on national and regional levels. These statements are based on the Bank’s assumptions and forecasts, and there is no guarantee that the actual outcomes could face changes.

## Mistakes and Typographical Errors

Any errors discovered following the report’s publication will be corrected and displayed on our website. Considering the environment, the report is published as a downloadable PDF file on our website.

## Interactive Sustainability Facts

The report includes clickable tabs for related key insights and facts about sustainability, especially in Egypt.

## For Further Information

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## MESSAGE FROM CEO & MANAGING DIRECTOR

It is a pleasure to introduce our first Sustainability Report. I trust it also fills the entire team of Suez Canal Bank (SCB) with a sense of pride and accomplishment.

Annual Financial Reports crystalize our progressive, inclusive, and unprecedented growth throughout the last few years. This Sustainability Report allows us to delve deeper and demonstrate the collaborative efforts behind our success story,

### “ A story of growth and transformation ”

SCB's history dates back to 1978, when the Bank emerged as a private local bank. In 1982, SCB became listed in the Egyptian Stock Exchange. An action that strengthened the governance practices including: transparency – disclosures - credibility - visibility...etc. Proudly in 2022, and for the first time ever across the 45-year bank history,

### “ SCB ranked among the top 50 listed companies in Egypt, by Forbes ”

Achievements have not materialized without challenges. We had to lay a strong foundation. In this context, SCB set many pillars that beaconed the roadmap towards sustainable growth. To ensure steady growth of business, SCB worked on expanding and diversifying its portfolio through adding and streamlining new/existing business lines, along with developing and restructuring almost all functions.

Customer satisfaction was at the core of this Business Transformation, being intrinsically linked to our success. Quality Department and Customer Protection Department were created in 2017 & 2020 respectively to ensure continuous progress and improvement of our products & services.



This broad vision was, and is being, interpreted into achieving record and accelerated profits through 2017–2022.

“Total assets and total equity base have almost doubled, whilst net profit has almost tripled during the same period”

In parallel, and at an early stage, we prioritized investing in our Human Capital as we believe it is the originator and driver of success. Recruiting qualified calibers along with identifying potential existing talents were at the forefront of the journey. Synergy proved to be enriching for the entire team, resulting in an enhanced performance that reflected in every business aspect.

Staff training has become an integral part of our culture and a permanent objective across all levels. The sustainability of Human Capital quality can never be achieved without continuous focus on training in a very dynamic and developing business environment.

Moreover SCB ensures continuous improvement of medical systems, as well as staff well-being to allow work-life balance.

Not long after we started to celebrate our success story of growth and transformation, we were struck by a new challenge that had shaken up the entire world.

“We saw in COVID-19 pandemic an opportunity to test all our gradually built resilience and previous years’ efforts”

SCB enhanced medical system allowed us to provide our Human Capital with all the necessary support during such challenging times. Precautionary measures minimized the risk of spreading the disease among our team members. Last but not least, SCB arranged for all staff and family vaccination inside the Bank’s premises.

During the challenges presented by COVID-19,

“our digital technologies facilitated a seamless transition to remote work, ensuring operational continuity”

SCB built its state-of-the-art Data Center to play a crucial role in the digital transformation and overall value creation for business. As technology continues to advance, the new Data Center provides the infrastructure and capabilities to manage, process, store, and analyze this data effectively. Information security is paramount in our digital initiatives.

Rigorous measures, including advanced data encryption and regular security audits, safeguard our customers’ data across platforms like online banking, SCB Wallet, and InstaPay.

Internally, our focus on optimizing workflows through digital technologies enhances efficiency. Gradual transitioning to a paperless banking environment aligns with global environmental goals and streamlines processes, reducing our ecological footprint

“Our commitment to responsible consumption and production is evident in energy saving, and waste management”

The current Head Office carried out carbon footprint measurement (scope 1 & 2). Based on the results, we took remedial actions to reduce our operational GHG emissions, during the transitory period, till we move to the new Head Office Building, located in the New Administrative Capital. SCB devoted heavy investments in this new premises with green buildings standards.

SCB is also in the final stages of enhancing policies by integrating ESG such as the procurement policies, in which we aim to prioritize suppliers who uphold ESG practices.

SCB has ambitious goals towards other green practices

as well, more specifically in our finance portfolio, which currently includes a remarkable share of green projects, especially in sectors related to Egypt’s NDCs and Egypt 2030 vision. Based on our commitment towards the environment, we monitor our portfolio regularly, aiming to a gradual maximization of green projects till it becomes the norm.

Our commitment extends beyond financial transactions. SCB engages with communities through financial literacy campaigns, educational scholarships, and healthcare partnerships.

Our goal is to contribute to sustainable and inclusive growth, with special focus on Health & Education

Furthermore, our involvement in environmental conferences, including COP27, showcases our dedication to fostering partnerships that contribute to UN SDGs.

While our journey of growth and transformation is still going, we feel obliged to share the concrete milestones achieved so far.

“In 2022 the momentum continued and SCB witnessed a remarkable 72% annual increase in net profits”

surpassing the one-billion-Egyptian-pound mark for the first time in its history. These financial triumphs were not only recognized locally but also on the international front.

“The year 2022 brought prestigious accolades”

including the Best CEO Award from International Finance. Additionally, the Bank ranked as the best in commercial finance by The World Union of Arab Bankers. These recent accolades are part of a series from 2020 to 2022, demonstrating our consistent performance and growth.

Our achievements extend to being named among the ‘Top 25 Companies’ by Diplomacy Magazine, receiving the ‘Banking Excellence and Achievement in Customer Service’ award, and we’ve been honored with the title of ‘World’s Greatest CEO’, and acknowledged for quality of banking services via internet by World Union of Arab Bankers, and securing the ‘Best Deals in Emerging Markets’ by EMEA Finance. Additionally, the ‘Leaders Award’ for economic influence and sustainable development from Alam AL-Mal, and recognition for our support to SMEs vision 2030 by the Union of Arab Banks, highlight our leadership. We also take pride in being honored at the Arab Banking Conference 2022.”

SCB stellar performance also caught the attention of global financial institutions, securing a position among the Top 50 Companies listed in the Stock Exchange, according to Forbes Magazine.

This transformative journey of growth isn’t just a narrative of financial success; it’s a testament to the Bank’s commitment to excellence, innovation, and contributing positively to the community it serves.

SCB is not only a financial institution but also a catalyst for positive change. Together, let us continue to shape a future of sustainable growth and inclusive prosperity

CEO & Managing Director  
Akef El Maghraby



# Shaping our Future

## SCB Foundational Pillars:

Six years ago, SCB embarked on an ambitious journey of growth & transformation. Maximizing profitability has been the most compelling priority back then, as it will always be. Nevertheless, SCB ultimate goal was not limited to that prioritized purpose. The vision was broader and far-reaching.

SCB target was to lay a concrete foundation that would ensure consistent & responsible growth on the long term. To achieve this end, SCB had to set the pillars for its new strategy, along with a clear action plan for each pillar.

### 01 Business



To ensure steady growth of business, SCB worked on expanding and diversifying its portfolio through two simultaneous routes:

- First, creating new business lines like Retail and SMEs to broaden our range of services, deconcentrate our portfolio and diversify sources of income.
- Second, developing and restructuring existing business lines to apply enhanced business models.

The transformation soon came to fruition with achieving unprecedented growth rates, in the history of the bank. The incremental profitability rates, year in year out, gradually reflected in the bank financial position and led to correspondent increase in capital.

### 02 Human Capital



Human Capital plays a key role in the success of any institution. Out of this strong belief, SCB maintained a people-oriented approach throughout the journey of growth & transformation. After years of stagnation, the task seemed rather challenging. Nevertheless, SCB management had a clear vision to carry out this mission thoroughly. The initial step was to focus on recruitment to ensure attracting qualified calibers. In parallel, SCB also worked on identifying potential talents among the existing human capital. Such synergistic approach maximized the skills and productivity across the entire bank.

To keep the wheel rolling thereafter, SCB subsequently paid similar attention to Learning & Development. Identifying Training Needs gradually became an integral part of all staff appraisals. Training delivery channels broadened to include asynchronous & synchronous e-learning methods; thus, maximizing training opportunities through various paces. Quality plays no smaller part in the process of diversifying training programs & channels. In recent years, there has been an ongoing increase rate of participation in high value programs locally and internationally. The purpose is to optimize knowledge and exposure.

The consolidated efforts, in managing Human Capital, consequently resulted in the creation of a succession plan, consistently in progress.

On top of all this, SCB people-oriented approach prioritizes the well-being of their staff through continuous enhancement of medical system and staff benefits.

SCB management also encourages the two-way communication for feedback. This is not limited to satisfaction surveys, SCB top management applies various methods to ensure accessibility. They also regularly carry out special recognition programs for top achieving staff, especially the juniors.

### 03



### Digital Transformation

Digitization is the norm in today's world. SCB could not attain its goal of growth and transformation without heavy investments in the field of digital banking.

At a rapid pace, SCB enhanced digital transformation in operational processing. At the same time, proper training and processes were applied to enhance Cybersecurity. On the customer experience level, SCB worked on enhancing remote channels like: online transactions, instapay, SMS, wallet and social media platforms. As a result, SCB did not only grow business but also managed to be a key player in its social responsibility towards financial inclusion. Furthermore, SCB staff were introduced to e-learning where skills and capabilities could be conveniently and regularly enhanced.

SCB still has a much more ambitious goal in this area and will continue working on it till the optimum goal is achieved.

### 04



### Governance

Being a listed bank, SCB maintains a strong governance structure that complies with regulator's requirements. In the journey of growth and transformation, SCB opted for further enhancements in applying modern policies that protect customers' rights and prevent behavioral or professional breaches.

### 05



### Social Impact & Responsibility

SCB believes in its duty towards the community and has always been keen on participating actively in the public welfare. In line with SCB journey for growth and transformation, the bank adopted a similar vision towards its social impact and responsibility.

The growth and development of society depends primarily on two pillars: Health & Education. Consequently, SCB contributions have been focused on those two aspects in recent years

### 06



### Green Practices

The journey of growth and transformation is only successful when sustainability and continuity are securely ensured. Based on this fact, SCB pays no less attention to its impact on the environment. In the plan of relocating the main premises, SCB opted to move to a green building. In the meantime, SCB carried out a carbon footprint measurement on the current building and adopted methods to reduce emissions.

On the Business level, SCB proactively seeks and finances green projects for a broader environmental impact. At the same time, SCB has set a broader plan that integrates ESG in all its financial practices and operations. To include all ESG pillars in its green practices, SCB has also modified some branches/ATMs to meet the needs of customers with disabilities.





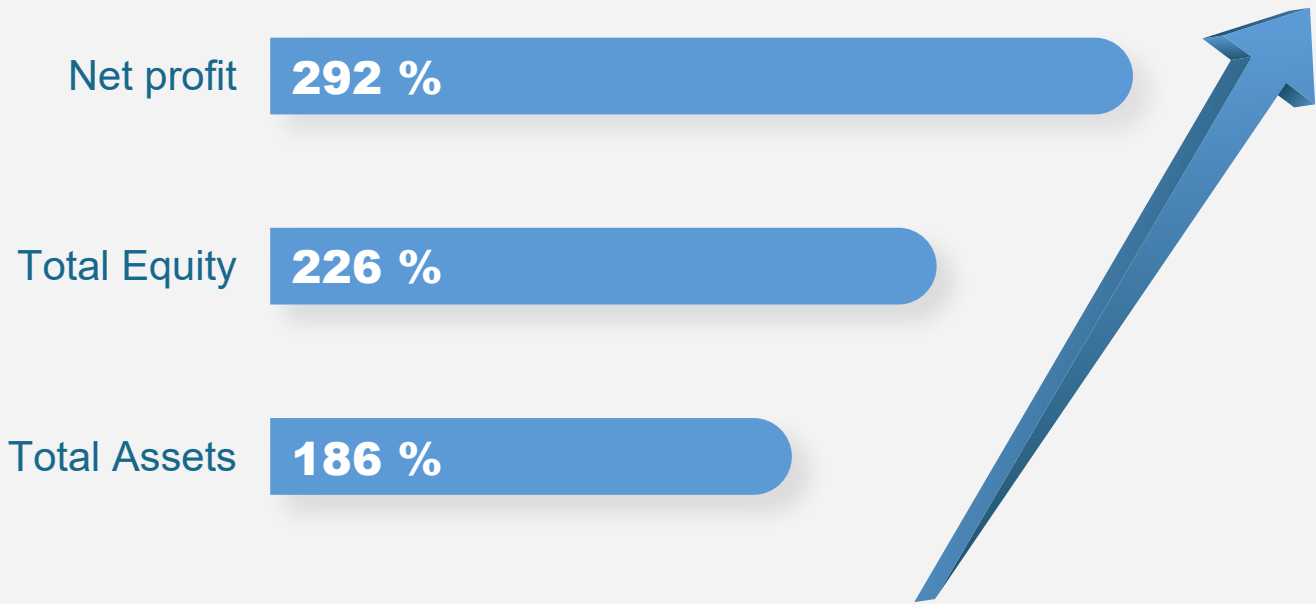
# Unprecedented Momentum

## Charting Six Years Of Exponential Financial Growth

TOTAL ASSETS, NET PROFIT & TOTAL EQUITY  
( 2017-2022)

Key Financial Metrics	2017	2022
Net Profit	0.36 B	1 B
Total Equity	2.4 B	5.5 B
Total Assets	39 B	74 B

GROWTH % OF OUR FINANCIAL METRICS





# Who We Are

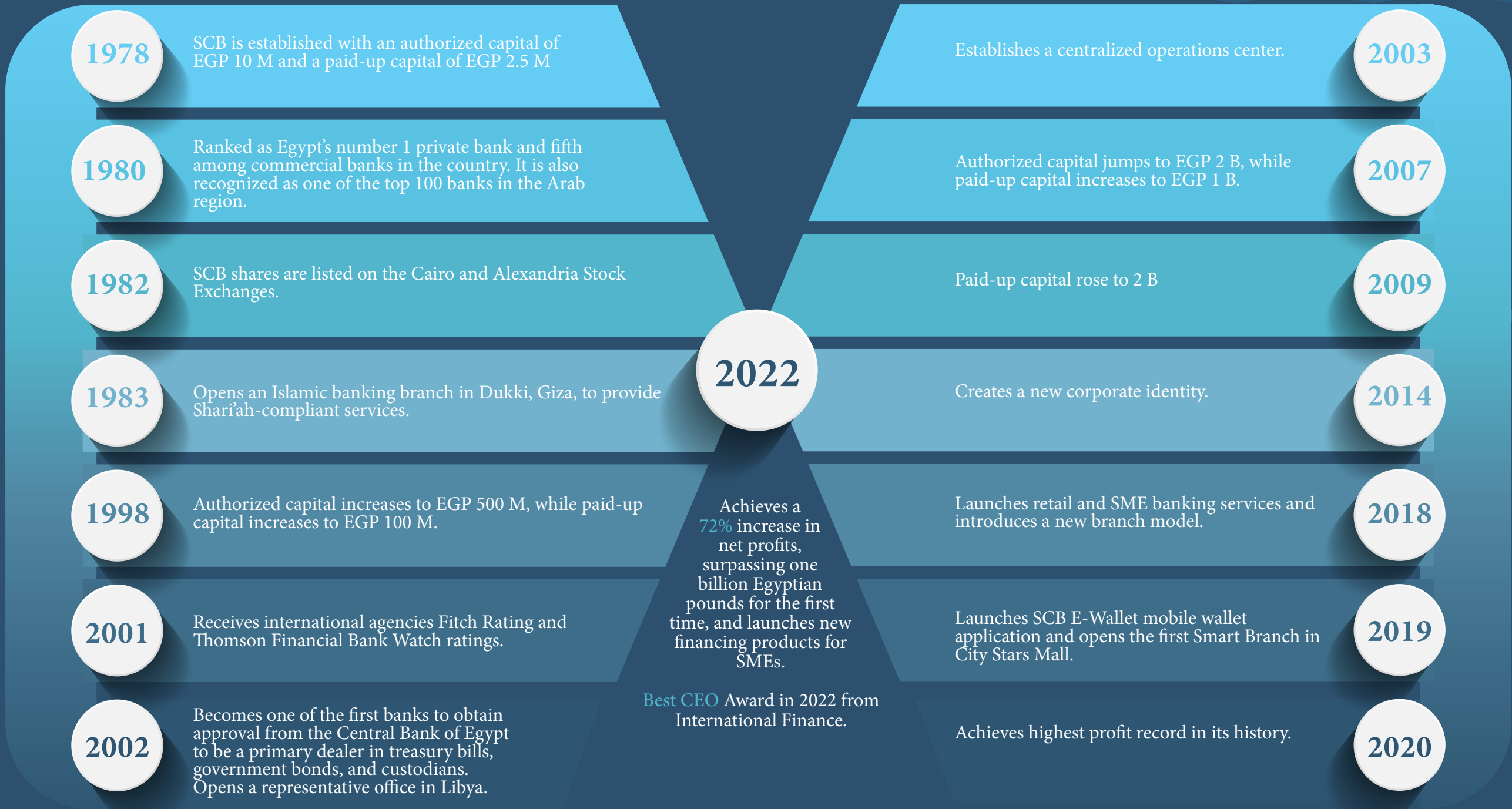
# 01

- SCB in a Glimpse
- Key Milestones in SCB's History
- Shareholders' Structure
- Vision and Mission
- Awards and Recognition
- Stakeholder Engagement
- Materiality Assessment

# SCB in a Glimpse

Suez Canal Bank is an Egyptian Joint Stock Company established in 1978 under Investment Law No. 43 of 1974. The Bank has steadily become a trusted partner for stakeholders seeking reliable Personal, Corporate, SME, and Islamic Banking Services. Moreover, SCB extends its reliable banking services through its international correspondents and a representative office in Tripoli, Libya. Committed to sustain growth and increase value for customers and stakeholders, Suez Canal Bank adopts the best strategies for unmatched security and profitability.

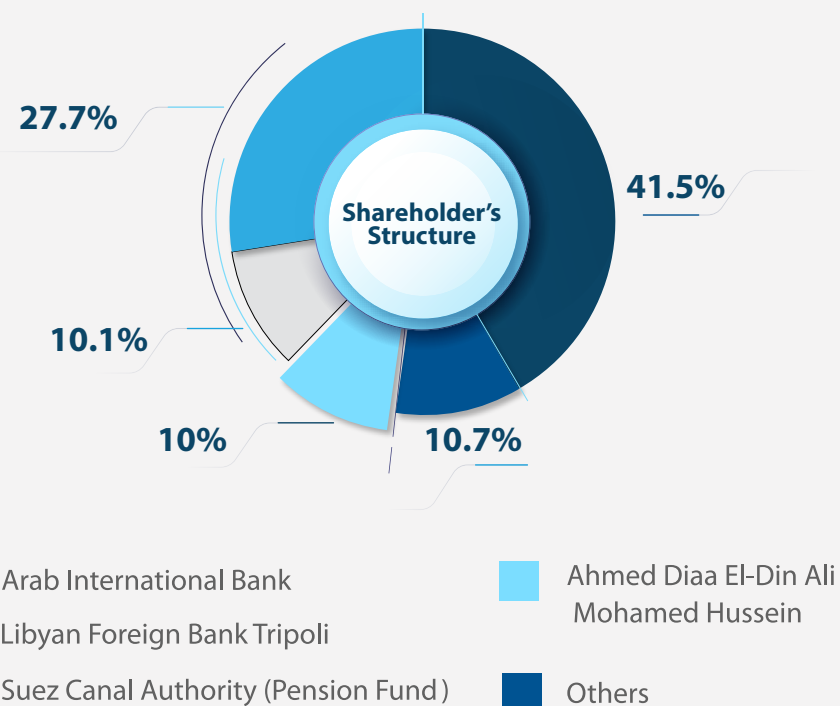
## Key Milestones in SCB's History







## Shareholder's Structure



### Vision

The Bank of Choice for Clients, Employees, and Shareholders, offering Innovative Solutions supported by edge technology.



### Mission

Provide superior financial services to our clients, offer a unique working environment for our staff, and create exceptional value for our shareholders while caring about the community.

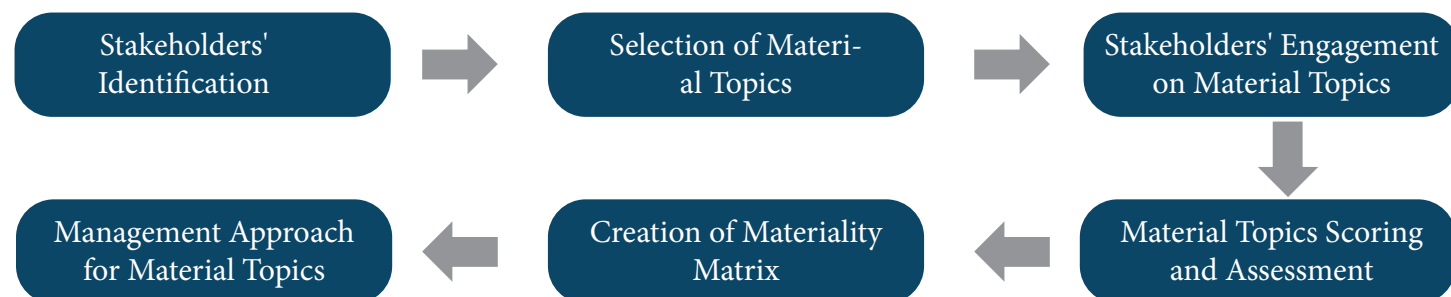
## Awards and Recognition

- Best Bank in the Quality of Online Banking Services Award by the World Union of Arab Bankers.
- Best CEO Award for 2022 by The International Finance.
- Bank Excellence in Customer Service by the International Federation of Arab.
- Top 25 companies by Diplomacy Magazine.
- Top fifty banks Listed on the Stock Exchange by Forbes Magazine.
- Excellence in Management Award by Al Ahram Newspaper.
- Best Deals Awards in Emerging Markets in the Middle East and Africa by EMEA Finance.
- Honored by the Federation of Arab Bankers.
- Honored by the Minister of Higher Education for supporting the establishment of an educational company.



## Materiality Analysis

In order to set our sustainability priorities for our strategy and future plans, we embarked on a needed assessment for the most relevant material topics to our Bank. This was also done to align with GRI Double Materiality Standards. The following steps were taken in order to ensure a sound materiality assessment was conducted:



## Our Stakeholders

### I. Importance of Involving our Stakeholders

Incorporating stakeholder involvement is an essential aspect of our operational procedures. It allows external parties to contribute their insights and shape our strategies for planning, evolving, and operating our network. As the banking landscape evolves, our network's utilization undergoes significant shifts. Consequently, it is imperative that we attentively heed to our stakeholders, prioritizing their requirements and positioning them at the core of our decision-making processes concerning the management of our business. It is also crucial that our stakeholders are involved in our sustainability journey so that their expectations are well managed.

### II. Stakeholders Identification and Management

Stakeholder	Channels of Communication	Key Material Topics
 Governmental and Regulatory Authorities	Public statements Periodic emails and direct communications Regulatory reports Meetings and seminars	Governance, Compliance & Business Ethics Financial Performance Data Privacy & Security Green Finance Financial Inclusion Social Finance

Stakeholder	Channels of Communication	Key Material Topics
 Customers	Branches Call centers Text, mobile banking, and website Social media Surveys	Governance, Compliance & Business Ethics Data Privacy & Security Digitalization Financial Inclusion Green Finance Social Finance Community Development Diversity & Inclusion
 Suppliers	Emails Phone calls Meetings Mails Request for Proposal (RFP)	Governance, Compliance & Business Ethics Community Development Diversity & Inclusion
 Community Partners & NGOs	Social media Events and workshops CSR activities	Community Development Financial Inclusion Social Finance Carbon Footprint Diversity & Inclusion

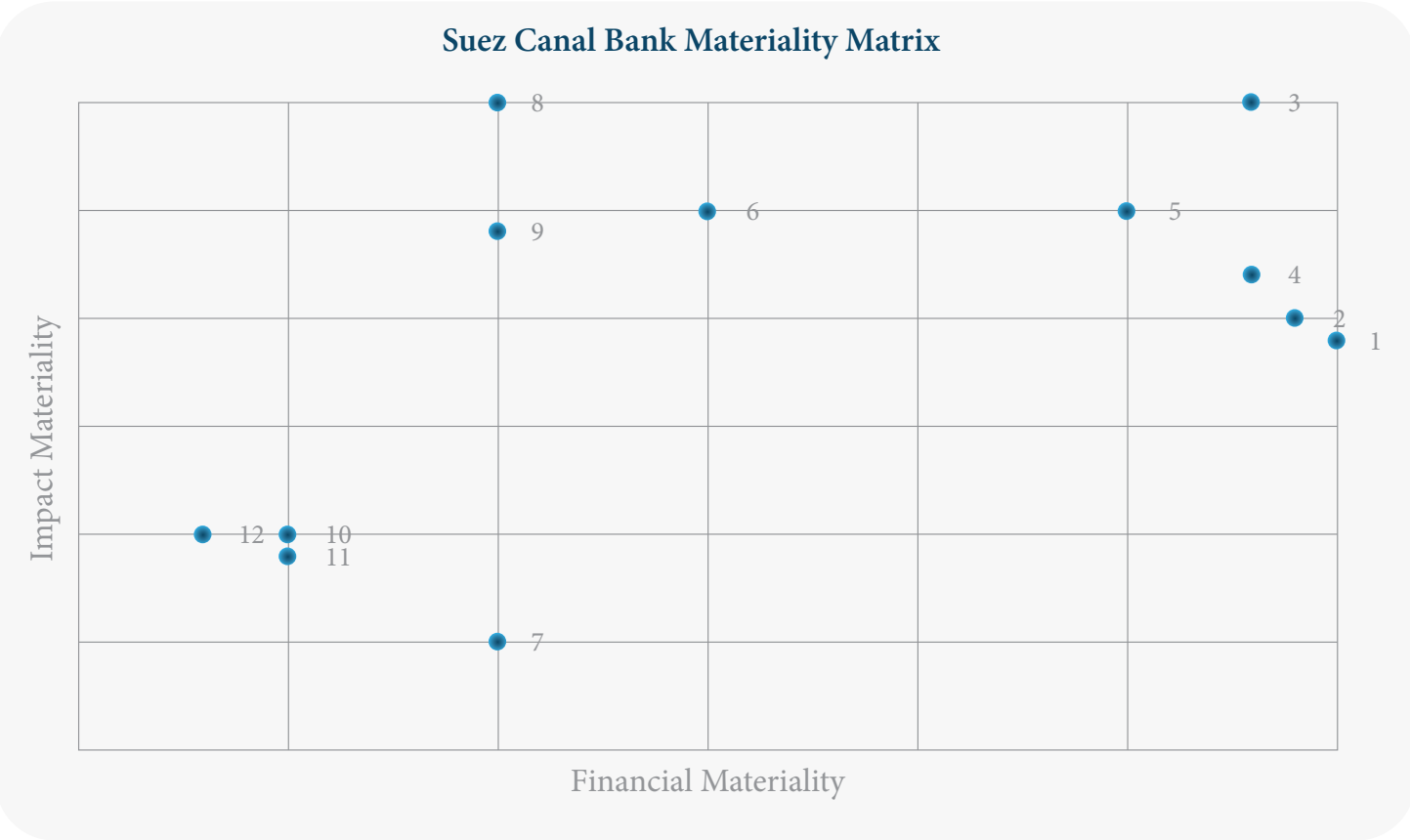


Stakeholder	Channels of Communication	Key Material Topics
<div>   Employees </div>	Employee engagement surveys	Governance, Compliance & Business Ethics
	Intranet and internal communications	Financial Performance
	Performance review (assessment)	Digitalization
	Frequent staff meeting	Employee Retention & Development
		Diversity and inclusion
<div>   Board of Directors </div>	Board meetings	Governance, Compliance & Business Ethics
	Reports	Financial Performance
	Chairman's direct communication	Digitalization
		Employee Retention & Development
		Financial Inclusion
		Diversity & Inclusion
		Environmental Impact

## Materiality Assessment:

SCB has conducted its first ESG materiality assessment according to the double materiality assessment framework proposed by GRI's Stakeholder Inclusiveness and Materiality Principles to identify and prioritize sustainability issues of importance to our stakeholders and gain insights we can use to guide our ESG strategy and communication going forward. Double materiality enabled our Bank to prioritize topics that are most relevant to our business and that have the most impact on the economy, the environment and society at once, and to manage them. The process helped us understand our most significant impacts, risks, and opportunities to better inform our business decision-making. Our thorough analysis identified 12 material topics for SCB.

### I. Materiality Matrix



Rank	Material Topic
1	Governance, Compliance & Business Ethics
2	Financial Performance
3	Data Privacy & Security
4	Digitalization
5	Employee Retention & Development
6	Green Finance

Rank	Material Topic
7	Carbon Footprint
8	Financial Inclusion
9	Social Finance
10	Resource Efficiency
11	Community Development
12	Diversity & Inclusion






## II. Materiality Results and Management Approach

Topic	Financial Impact	Impact on ESG	Management Approach
Environmental			
 Resource Efficiency	Medium	Medium	SCB's dedication to environmental sustainability is further exemplified through its endeavors to minimize waste.
 Carbon Footprint	Medium	Medium	Reducing energy emission and water consumption.  Waste management: disposal of paper wastes the right way and promote paperless transactions.
 Green Finance	Medium-high	High	SCB is in the process of implementing sustainability and sustainable policy aligned with CBE's principles of sustainable finance.
Social			
 Employee Retention & Development	High	High	SCB has initiated proactive measures to enhance the employee experience. These include providing a diverse range of benefits and avenues for professional growth and personal development. We also offer various training and development prospects aimed at fostering career advancement.
 Diversity & inclusion	Medium	Medium	SCB is committed to advancing leadership diversity and equal opportunity as our future goal.

Topic	Financial Impact	Impact on ESG	Management Approach
 Community Development	Medium	Medium	SCB invests in local communities through various programs that aim to improve living standards and stimulate economic growth. We have special focus on health and education as it's crucial to invest in these areas which are instrumental in uplifting local communities.
 Financial inclusion	Medium	High	With an expanding network of branches and ATMs, the bank guarantees convenient access to its banking services for customers, extending its reach to even the most remote areas.
 Digitalization	High	High	SCB leverages digital technologies to enhance customer experiences and operational efficiency. We continuously evolve our digital banking services to meet the changing needs and preferences of our customers.
 Social Finance	Medium	High	dedicated to promoting a socially responsible financial ecosystem that aligns with our commitment to ethical business practices, community well-being, and sustainable development. We believe in the power of finance to drive positive social and environmental outcomes and financial returns.



Topic	Financial Impact	Impact on ESG	Management Approach
Governance			
<div>  <p>Governance, Compliance, &amp; Business Ethics</p> </div>	High	Medium-high	SCB fosters a robust governance structure to ensure compliance and effective risk management across all business activities. It also aligns with both local and international standards and regulations.
<div>  <p>Data Privacy &amp; Security</p> </div>	High	High	SCB adheres to regulatory guidelines to uphold customer information privacy and has not received any verified grievances related to privacy breaches.
<div>  <p>Financial Performance</p> </div>	High	High	SCB strongly emphasizes sound financial performance as a cornerstone of our governance structure. We recognize that robust financial health is a strategic imperative and an essential component of responsible and ethical business conduct.



# Value Proposition

02

- Wholesale Banking
- SMEs
- Retail Banking
- Islamic Banking





## Wholesale Banking



Relationship  
Management



Trade Finance



Credit Analysis



Cash Management



MIS  
(Management  
Information System)



Capital Markets

## Major Responsibilities and Functions of The Wholesale Banking:

### Relationship Management

Responsible for building and constructing relationships with clients to understand their needs and offer customized financial solutions.

### Cash Management

Assisting clients in managing their cash flow by offering various services, including forecasting, optimizing cash balances and collection systems, and providing liquidity solutions.

### Trade Finance

Assisting businesses in mitigating the risk associated with cross-border trade, such as payment defaults and political uncertainties.

### Credit Analysis

Analyzing the creditworthiness of the clients through reviewing their financial statements to determine the amount of credit that can be extended to the client. This process requires a detailed examination of the client's financial accounts, previous performance, and various qualitative and quantitative indicators.

### Capital Markets

Assisting clients in raising capital through various means, primarily through equity offerings in the capital markets.

### MIS (Management Information Systems)

Analyzing and reporting data on various processes such as customers' loans, Deposits, and Profitability.

## An array of unique features that sets the Wholesale Banking apart at SCB:

### Customized Solutions

Offering customized financial solutions to meet the unique needs of each corporate client. This may include tailored financing solutions, investment strategies, and risk management solutions.

### Regulatory Compliance

The Corporate Banking is subject to strict regulatory requirements. It must maintain a high degree of regulatory compliance, including compliance with anti-money laundering (AML) and know-your-customer (KYC) regulations and various other regulatory requirements

### Technology

The Corporate Banking also leverages technology to provide innovative financial solutions to corporate clients, including data analytics and other advanced technologies to help clients manage their financial affairs more effectively.

### Cross-Selling Opportunities

The Corporate Banking's wide range of financial services to corporate clients creates cross-selling opportunities for other areas of the Bank. For example, a Corporate Banking client may also require retail-Banking services for their employees, creating an opportunity for the Bank to expand its relationship with the client.







Another significant part of the Wholesale Banking role is providing non-financial services that cater to the needs of its corporate clients, such as:

### Strategic Advisory Services

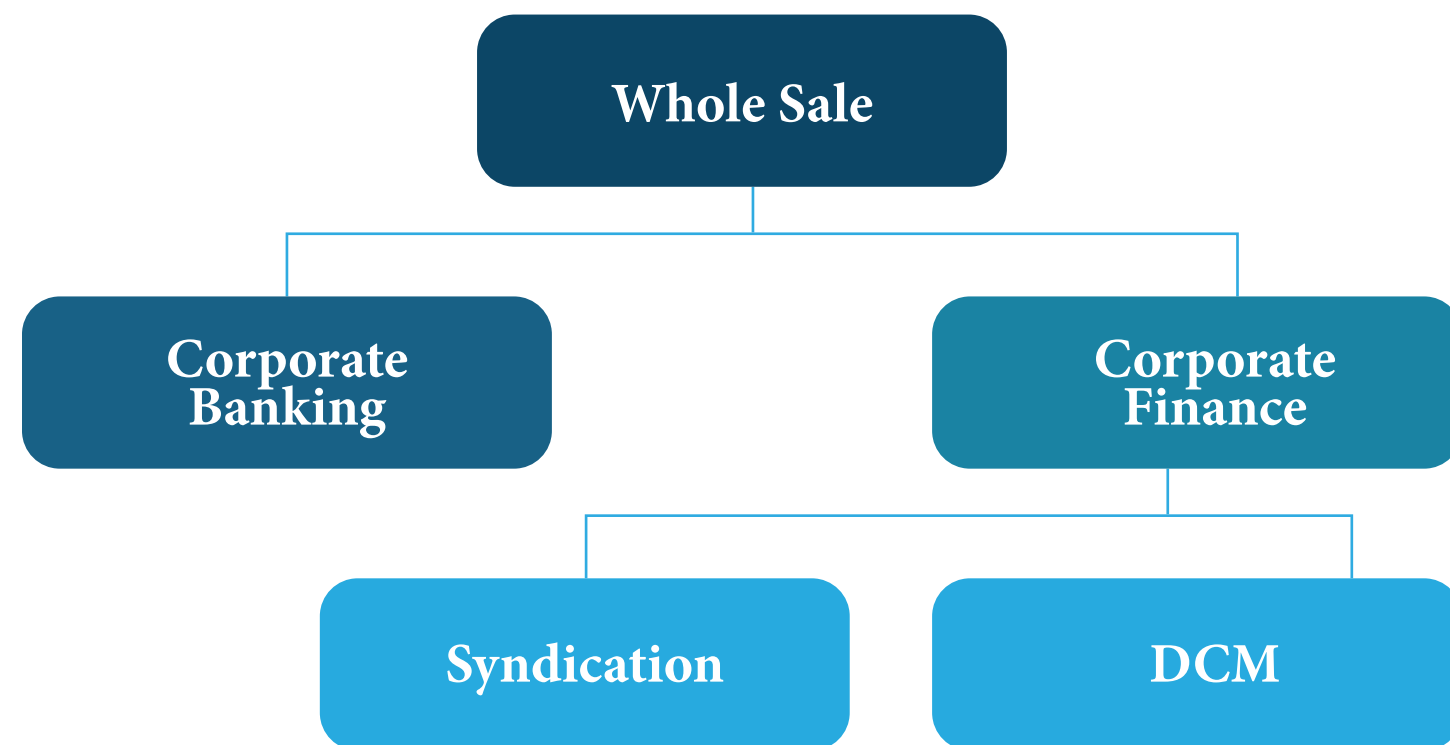
Offering strategic advisory services to clients, helping them with business strategy, merges and acquisitions, and other strategic initiatives.

### Market Research and Analysis

Providing market research and analysis services to help clients better understand market trends and identify growth opportunities.

### Networking And Relationship Building

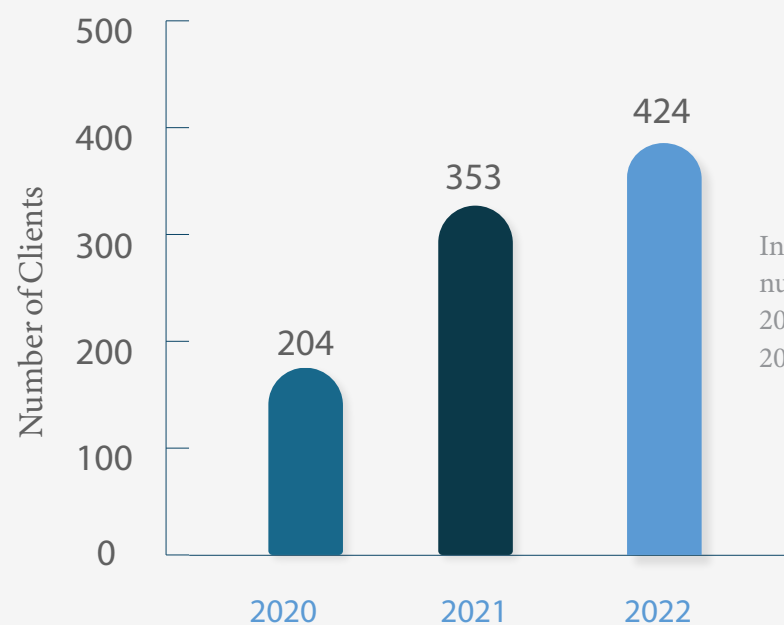
Facilitating networking and relationship-building opportunities for clients, connecting them with other businesses, industry professionals, and potential partners.





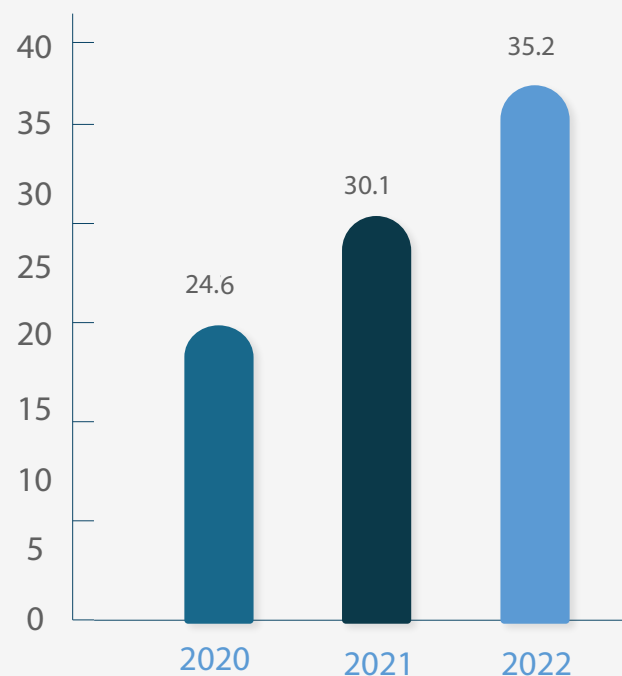


## NUMBER OF WHOLESAL CLIENTS



In 2020, there were 204 Wholesale clients. This number increased to 353 in 2021, and to 424 in 2022 . With a total growth rate of 207% from 2020 to 2022.

## TOTAL VOLUME OF WHOLESAL LENDING IN BILLION EGP



The Corporate portfolio witnessed exponential increase. Starting from EGP 24.6 B in 2020 and surging significantly to EGP 35.2 B in 2022 showing a steady upward trajectory.

## I. Corporate Banking Division:

The Corporate Banking at SCB assists the Bank's clients in managing their day-to-day financial activities, optimizing their working capital, mitigating financial risk, and pursuing growth prospects. By providing specialized financial services to corporate clients, the corporate division also helps the Bank diversify its revenue streams, enhance its profitability, and manage risk effectively.

The corporate division offers special services to large corporations considering adopting sustainable business practices and endeavors to promote environmentally responsible and socially sustainable practices, including companies involved in renewable energy, sustainable agriculture, and waste management sectors.

The Corporate Banking operates on a business model that provides specialized financial services to large corporate clients, including loans, lines of credit, trade finance, cash management, and treasury services. It's core points of strength include expertise, client relationships, management, innovation, and scalability. By leveraging these strengths, the corporate banking can generate significant revenue and support the Bank's overall strategy and objectives.

As a part of the division's role, contributing to the Bank's long-term success is building and maintaining sustainable relationships with corporate clients. The corporate banking is eager to provide high-quality financial services that help position the Bank as a preferred partner for corporate clients.

In addition to the various offerings, the corporate banking also promotes business excellence with its clients through the following financial solutions and services that help its clients manage their finances,

## Customized Financial Solutions

Developing customized financial solutions that meet clients' unique needs and help them achieve their business objectives. This may include financing solutions and investment strategies.

## Expertise And Advice

Providing expertise and advice to clients on their financial matters and helping clients make informed decisions about their finances and achieve better financial outcomes.

## Proactive Communication

Maintaining regular communication with clients to inform them about market trends, regulatory changes, and other relevant factors that may impact their financial affairs. This can help clients stay ahead of the curve and make strategic decisions that promote business excellence.



## Some specific actions are considered in assessing social and environmental risks in the lending process, which include:

### Environmental and Social Impact Assessments

ESG preliminary Questionnaire is conducted to identify and mitigate risk associated with lending activities.

### Screening Borrowers and Projects

We screen potential borrowers and projects to identify potential social and environmental risk and ensure they align with the Bank's Sustainability Strategy for large amounts.

### Providing Awareness and Guidance

In future we plan to guide borrowers on how to meet environmental and social standards and mitigate risk associated with their projects.

The Bank has eligibility criteria for corporate funding designed to ensure that the borrower can repay the loan and that the loan is aligned with the borrower's business objectives. By meeting these criteria, corporate borrowers can access the funding they need to grow and expand their business.

## Eligibility Criteria of Corporates to Receive the Funding:

### Credit History and Financial Performance

Evaluating the corporate borrower's credit history and financial performance, including revenue, profitability, and debt-to-equity ratio.

### Collateral

To secure the loan, such as real estate, inventory, or accounts receivable.

### Purpose of the Loan

To ensure that it is aligned with the borrower's business objectives and that the borrower can repay the loan.

### Industry and Market Conditions

In which the borrower operates, factors such as competition, regulatory environment, and economic conditions.

### Management and Governance

The borrower is to ensure that it has strong leadership and effective risk management practices in place

## Green Finance Portfolio in Billions EGP

Sector	Total Value
Decent life	4 B
Renewable energy	1.9 B
Green Effic. Agriculture	1.2 B
Green Buildings	0.55 B
Industrial sector	0.5 B
Technology sector	0.15 B

[CLICK](#)




## Responsible Lending at SCB:

SCB also has an exclusion list, which is a part of the responsible lending practices and includes a list of sectors or activities that the Bank will not finance due to their potential negative social or environmental impact. An exclusion list ensures that the Bank's lending activities align with its sustainability strategy and values.

So, the following sectors and activities (among others) are included in the exclusion list:

- 1 Money Laundering And Terrorism Finance.
- 2 Obligors With Questionable Track Records.
- 3 Military Equipment Financing.
- 4 Financing of any religious entity, charity group, newspaper, or political group.
- 5 Financing of any industry or project that is not complying with environmental regulations.

## Corporate GTB

The Bank established a GTB Division in 2022, which offers cash management and trade finance solutions to meet the working capital needs of Corporate and Financial Institutions across all industry segments.

## Digital Banking at Corporate GTB Department

The Corporate GTB Department always initiates advanced digital Banking solutions to ensure maximum security, facilitate operations, and minimize cash and traditional Banking. It's now moving in steady steps towards the Bank's digital transformation journey through offering digital solutions to the Bank's clients.

The Department partnered with E-Finance in July 2022, and this partnership aimed to introduce Corporate Payment Service (CPS) to the Bank's clients. Another significant partnership was with Egyptian Banking Co. (EBC) in October 2018 to introduce (ACH\_ Corpay) to clients. This project was launched in 2022, and the service is active for clients.

## The Bank considers future funding and supporting targeted sectors, including the following:

- Renewable Energy
- Clean Transportation
- Energy Efficiency
- Sustainable Agriculture
- Green Buildings
- Waste Management
- Water Treatment



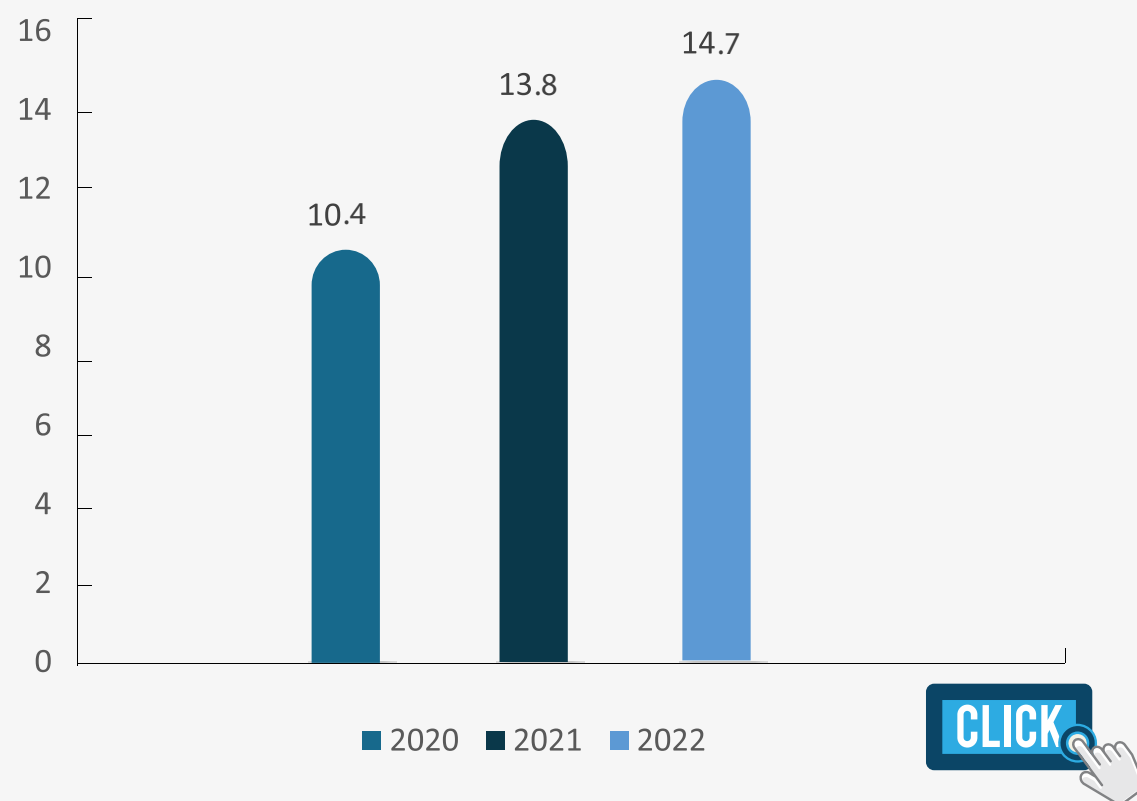
# Digital Banking





## II. Corporate Finance Division:

### TOTAL SYNDICATIONS, DCM AND INVESTMENTS IN BILLION EGP



### 1. Syndications Portfolio

The Syndications portfolio recorded outstanding growth by the end of 2022 reaching approximately EGP 9.8 Bn with a growth rate of 18.2% compared to EGP 6.5 Bn and EGP 8.4 Bn in 2020 and 2021 respectively, with a growth rate of 27.2%.

Highlighted below are some of SCB's facilities provided to various sectors:

#### Al Gharably Integrated Engineering Company:

SCB contributed EGP 500 million out of a total EGP 12.3 billion syndicated facility to expand and redevelop Abu Qir Port, marking one of Egypt's largest banking sector syndications for civil infrastructure projects.

#### Canal Sugar Company:

SCB invested EGP 300 million and USD 13 million in a EGP 6.8 billion and USD 100 million syndicated facility for establishing the Middle East's largest sugar factory and reclaiming 181,000 acres in Minya. This project aims to reduce imports of strategic commodities like sugar, wheat, and corn.

#### Suez Canal Economic Zone - SCZone:

SCB allocated EGP 156.25 million towards the EGP 10 billion initiative to enhance infrastructure and development of ports within the SCZone, promoting it as a global logistical hub and boosting local industries to fulfill domestic market needs.

#### Egyptian Refining Company - ERC:

SCB participated with USD 7 million in a USD 70 million syndicated working capital facility to support the construction of a new hydro-cracking complex in Mostorod, Egypt. The complex, with an investment of USD 4.27 billion, will produce approximately 88,000 barrels per day, contributing to the national output of various high-value oil products.

#### Celia Project (TMG Group):

With a commitment of EGP 150 million out of EGP 1.5 billion, this syndicated facility supports the Celia Project's integration of Green Urbanism. It emphasizes sustainable living through advanced technology for energy efficiency and reduced environmental impact.





## 2. DCM Portfolio – Securitized Bonds & Sukuk

As of 31 December 2022, total Corporate DCM Portfolio size reached EGP 3,436.5 Mn. The Corporate DCM Portfolio includes diversified instruments types (Sukuk, Securitized Bonds), coupon type (fixed, floating), and durations (tenors), as indicated below:

Sukuk instruments recorded EGP 946.9 Mn, representing 27.6% of the total DCM Portfolio, while Securitized Bonds reported EGP 2,489.6 Mn, representing 72.4% of the total DCM Portfolio.

The Corporate DCM Portfolio is entirely composed of rated instruments, where ratings have been done and are being regularly updated by MERIS Ratings (Moody's Investors Service), which is supported by the technical assistance and expertise of Moody's. Approximately 93.6% of the Portfolio is rated AAA, AA, and A (and their variations), while only 6.8% is rated BBB (investment grade as well), indicating a very high level of quality and creditworthiness and subsequently a very minimal (almost zero) credit default.

The corporate securitized bonds and Sukuk portfolio recorded astounding Net growth by the end of 2022 reaching EGP 3,436.5Mn (with a net growth rate of 23%) compared to EGP 2,799 Mn in 2020.

## 3. Investments Portfolio

### Money Market Fund

In 2020, the first money market fund in the Bank's history, "Suez Canal Bank Liquidity Fund with a Cumulative Daily Return," was launched, with a size of EGP 250 Million, as part of the Bank's strategy to diversify the portfolio of products and services and as an important step towards digital transformation and enhancing financial inclusion and wider reliance on electronic services through Online Banking, which is the first fund to apply this feature in the history of fund subscriptions in Egypt.

### First Design for Investment and Urban Development

Suez Canal Bank co-founded First Design Company for Investment and Urban Development with a share of EGP 20 Million, or 10%, within an alliance that includes the National Bank of Egypt, Banque Misr, and other banks, in partnership with Talaat Mostafa Group (the developer and operator), a leader in this field.

The company's project is to establish, manage, operate and sell an integrated residential, commercial and administrative project in the cities of Al-Rehab and Madinaty, in accordance with the development plan and expected cash flows prepared by the developer, provided that the developer undertakes all technical and operational aspects of the project.

### Sawari Ventures

Suez Canal Bank co-founded SVEFI fund with a share of EGP 50 Mn out of the total fund size of EGP 1 Billion. Sawari Ventures is among the leading pioneers in developing the entrepreneurial ecosystem in Egypt and the region, providing a successful hybrid venture capital / seed stage investment vehicle model ensuring a continuous deal flow and exposure to diverse investment opportunities.

SVEFI focuses on growth and early-stage startups across industries; in sectors including "Information & Communication Technologies, Financial Services & Technologies, and Hardware & Internet of Things, Education Technologies, Healthcare Technologies, and Alternative & Green Energy".

By participating in SVEFI, SCB is playing an active role in Egypt's Vision 2030 by transforming the Egyptian economy to knowledge based and focus on entrepreneurship.

### Catalyst "CCE"

Suez Canal Bank co-founded Catalyst I fund with a share of EGP 50 Mn out of the total fund size amounting to EGP 500 Mn with the purpose of investing in closed end companies; categorized as SMEs according to the CBE's guidelines in this regard, acting as a catalytic agent for growing businesses, simultaneously fostering and monitoring expansion to ensure a sustainable future for its partners and for the economy.

The fund aims, under the guidance of the UNDP, to provide technical support to investees to adopt impact-investing principles, aligning with Egypt's 2030 Vision to achieve the 17 Sustainable Development Goals.

### AVANZ Manara

Suez Canal Bank co-founded Avanz Manara Direct Investment Company under the management of Avanz Capital, with a share of EGP 100 Mn out of the company's total capital of EGP 905 Mn, within an alliance that includes the National Bank of Egypt, Ahly United bank, United Bank, and attijariwafa Bank. The company aims to invest in private equity (PE) and venture capital (VC) funds and SME companies operating in Egypt whether domiciled in Egypt or in any other foreign domicile, and to co-invest with any PE or VC funds in SMEs operating in Egypt.

### E-Finance

During the fourth quarter of 2021, and within the framework of participating in the government public offerings program, the Bank participated in the private placement of e-Finance for financial and digital investments with a share of 1 Mn shares, 0.06% of the company's capital, and at an acquisition cost of EGP 13.98 Mn.

### Camel Ventures

SCB co-founded Camel Ventures Company with a share of EGP 47 Mn out of the total company's capital of EGP 470 Mn. Aiming to provide initial Working Capital allowing early-stage companies to expand their operations and financial runways in order to hit the next milestone and improve the company's valuation for their next round of funding.







## Corporate Risk Management (CRM)

Corporate clients often have complex financial needs and require specialized risk management services to manage various risks, including credit, market, and operational risks; through providing the following:

- ▶ Contributing to strong credit culture in their respective areas by providing leadership and coaching to their staff.
- ▶ Providing independent reviews and approvals for certain extensions of credit.
- ▶ To read, review and scrutinize all credit requests presented to the Department.
- ▶ Performing pro-active risk management of transactional and portfolio activities within all the coverage areas of the Bank.
- ▶ Ensuring that Risk Management policies, standards, and practices are adhered to by the Business Units and all coverage areas.
- ▶ Approving credits and transactions within their approved delegated authorities.
- ▶ Whenever required, assisting the Business Units in establishing business-specific risk management practices for the approval, measurement, reporting, monitoring, limiting and analysis of risk.
- ▶ Assisting in the identification, escalation, classification and management of problem credits
- ▶ Reporting all Policy exceptions to CRO and MD; and requesting their joint additional approvals on policy exceptions.

## Market Risk Management (MRM)

- ▶ Responsible for measuring, avoiding, and monitoring market risk , setting related policies and limits, detecting any violation of limits, and communicating with the relevant business units to explain, follow up, and address/settle those violations with a specific time plan.
- ▶ Identifying the market risk to which the bank is exposed and developing and implementing a methodology to measure and monitor those risks accurately, the most important of which are: (liquidity risk, (FX) rate risk, interest rate risk, deposit concentration risk), and preparing stress tests.
- ▶ Develop and update the necessary policies and procedures to monitor market risk
- ▶ Submitting periodic reports regarding these risks to senior management.
- ▶ Communicate with banking business units regularly to better understand their strategies and market forecasts.
- ▶ Submitting a report on exceeding limits to senior management if they occur.
- ▶ Periodic review of risk measurement systems and reporting forms.
- ▶ Monitoring trading activity and the extent of its impact on the bank's profit and loss account.

## Operational Risk Management (ORM)

- ▶ Managing and measuring the operational risks to which the bank's activities are exposed and developing corrective measures.
- ▶ Create a historical database of operating losses and loss Data Collection.
- ▶ Managing the Risk and Control self-Assessment (RCSA) for the bank's products and services.
- ▶ Review outsourcing to ensure they cover the requirements of the external contracting policy and the Central Bank's instructions.
- ▶ Preparing Key Risk Indicators.
- ▶ Preparing Business Continuity plans (BCP) and update/ monitoring.
- ▶ Presenting periodic reports to the Board's Risk Committee, and the Bank's management.
- ▶ Developing the operational Risk framework and operational Risk policy.
- ▶ Review procedures and control tools.
- ▶ Awareness.







## SMEs:

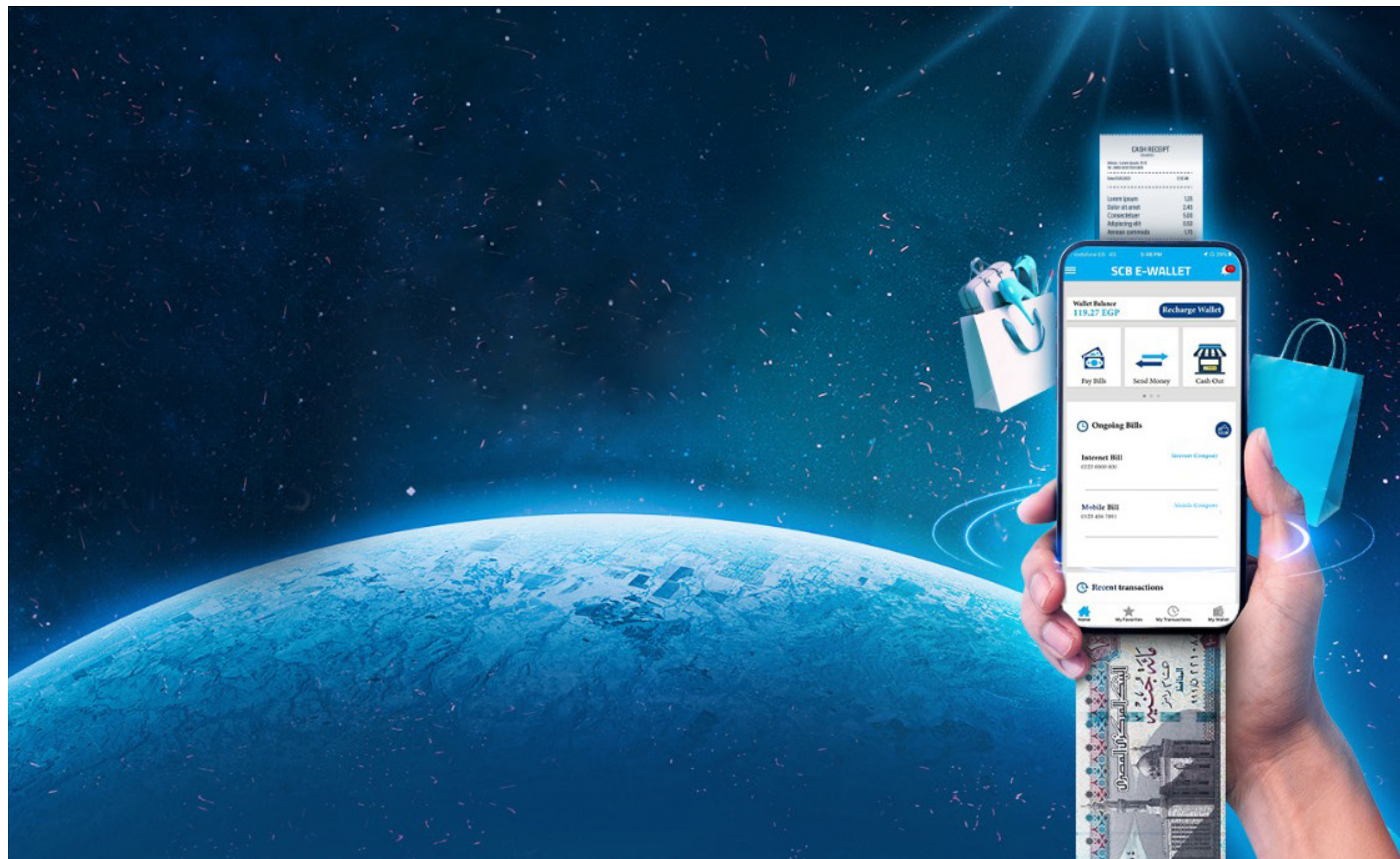
SCB offers a range of products and services that meet the requirements of SMEs. The Bank's SMEs Department is responsible for providing financial and non-financial integrated banking services to cater to SMEs' credit assessment, management, sales, planning, and cash management needs.

The primary function of the SME Department is to provide credit facilities for small and medium businesses, both short-term and long-term. To measure the effectiveness of SME services, the Bank has set KPIs that include achieving credit facilities for SMEs with a total of EGP 5 B revenue growth, the number of clients, and client satisfaction.

In addition to our loans, we have two Business development services (BDS) located at Markram Ebeid branch and Ismailia branch, that provide non-financial services for SMEs such as feasibility studies, financial advice, financial analysis, capacity building, training, and more.

Moreover, under the supervision of the Central Bank of Egypt, SCB Business Incubator was founded in collaboration with Nile University as part of the "Nilepreneurs Initiative" to endorse innovative ideas, transform them into successful projects, and support them financially and non-financially. Through this incubator, SCB supports projects with financial grants, acts as a marketing channel, and helps projects participate in exhibitions and sponsorships organized by the Bank, amongst other things.

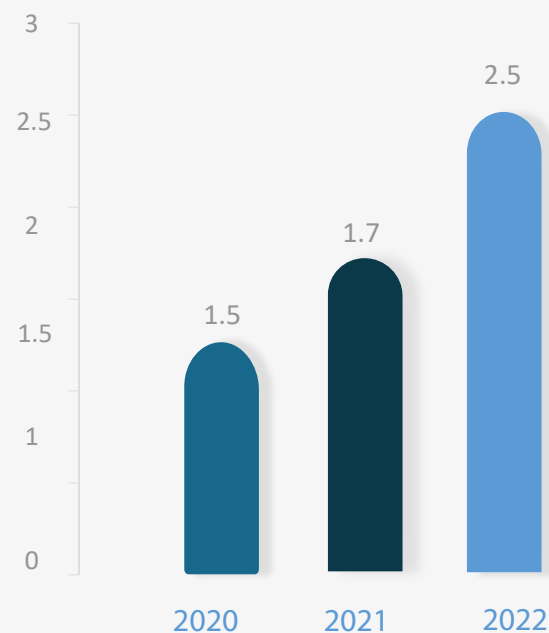
Finally, we launched new SME programs, INJAZ Program and Qardak Sanadak. Both programs provided by Suez Canal Bank for financing products for small and medium-sized enterprises (SMEs) in various activities up to EGP 5 mn for 5 Years with the simplest and easiest procedures. They offer financing for SMEs operating in commercial and industrial activities, especially contracting and activities related to renewable energy. The financing is provided with a special interest rate and a repayment period of up to 5 years.



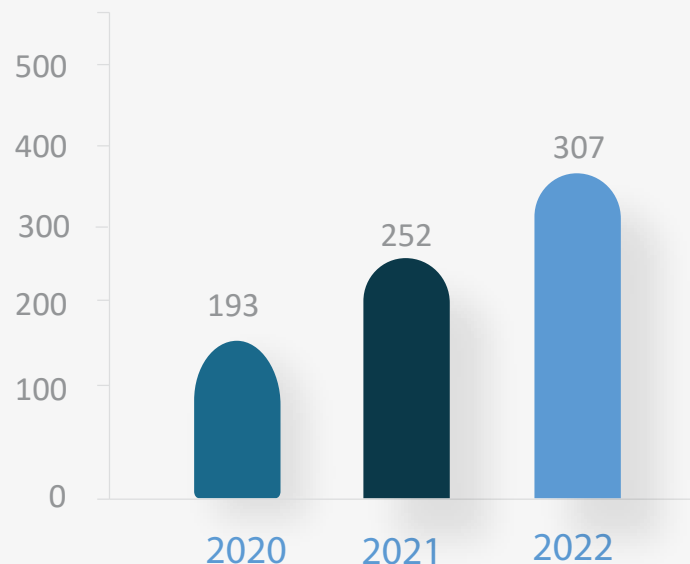




## SME PORTFOLIO IN BILLION EGP



## NUMBER OF CLIENTS



### Small Enterprises:

Our primary focus sector for the small enterprises was mainly the industry sector, the percentage of clients within this sector witnessed an increase since 2020 that reached 11% by 2022. Moreover, the percentage of total loans provided reached 34.5%.

The percentage of clients in the trade sector also increased from 70% in 2020 to 88% in 2022, and the percentage of total loans provided increased from 59% in 2020 and reached 63.3% in 2022.

As a part of our dedication to achieve inclusion and accessibility, the percentage of total clients served in Lower Egypt increased from 27% in 2020 to 36.2% in 2022, also Upper Egypt witnessed an increase reaching 13.50% in 2022 instead of 11% in 2020.

### Medium Enterprises:

For medium enterprises, the Bank focused on the manufacturing sector, which witnessed a notable increase in both client percentages and the percentage of loans provided, the percentage of number of clients that climbed from 41% in 2020 to 60% in 2022, and an increase in total loans provided from 48.7% in 2020 to 62.6% by 2022. The Trade sector also showed a notable increase in the percentage of clients increasing from 32% in 2020 to 40% in 2022, and the percentage of total loans increasing from 20% in 2020 to 37.9% in 2022.

The medium enterprises witnessed an increase as well in Lower Egypt, the percentage of clients served reached 50% in 2022 instead of 21% in 2020.







## Our Actions and Progress

In 2023, the Bank aims to achieve credit facilities for SMEs totaling EGP 5 Bn. Additionally, the Bank has set a target to achieve revenue growth of EGP 160 M and reach 700 clients. The Bank is committed to achieving these targets and has set up measures to monitor its performance.

It is worth mentioning that the Bank's SMEs department has already achieved significant progress in recent years. In 2021, the Bank achieved credit facilities for SMEs with a total of EGP 1418 B, representing 6.99% of the CBE 25% target. In 2022, the Bank achieved credit facilities for SMEs with a total of EGP 2083 B, representing 10.27% of the CBE 25% target. We look to continue achieving steady growth and high-quality development to meet our targets.

Our achievements thus far demonstrate our commitment to providing integrated Banking services to serve the needs of and advance SMEs. The Bank's SME Department continues to play a critical role in supporting the growth and development of SMEs in Egypt with a plan to focus on Upper Egypt, Delta, North Egypt, and new manufacturing areas.







## Retail Banking

Suez Canal Bank provides various retail products and services, including mortgage financing, Retail loans, secured loans, overdraft services, club membership financing, and the Go Green Initiative. These products are developed to accommodate customers' diverse financial requirements.

### Retail Loans and Club Membership Financing:

In alignment with Suez Canal Bank's strategic objective of becoming a leading local financial institution, the retail department is poised to expand its product offerings to cater to the ever-competitive demands of individual customers in the current market landscape. The primary aim is to grow the retail banking customer base and introduce fresh, customer-centric products and services. Our commitment to innovation drives us to continually develop new programs that enhance our retail lending portfolio and expand our customer base. This includes introducing the Retail Loans Credit Program and Club Membership Financing, both designed with a comprehensive structure encompassing all credit underwriting criteria and customer segmentation. The target market for these programs primarily encompasses mass customers, including salaried and self-employed individuals seeking club membership financing.

## Go Green Initiative

In response to the Egyptian Government's initiative in collaboration with the Ministry of Trade and Industry and the Ministry of Petroleum and Mineral Resources, which aims to promote clean energy conversion and vehicle replacement technology by transitioning to a dual system of gasoline and gas, SCB aspires to play a pivotal role in the banking sector. Our goal is to activate this initiative by providing financial solutions tailored to the needs of customers who wish to benefit from it. This national initiative to replace and transform cars with natural gas vehicles is expected to have unprecedented economic effects on vehicle owners. It will lead to significant savings in car operation costs and contribute to the development of local manufacturing. Under this initiative, older vehicles can be replaced, with the assessment of the old car's condition determining the minimum down payment required to purchase a new natural gas vehicle. SCB provides various retail products and services to satisfy customers' financial demands. The portfolio of retail loans held by the Bank has expanded significantly. The Bank recorded a total lending volume 2022 of 2.2 billion EGP, an increase of 59.32% from the previous year. The Bank's retail loans are distributed over a range of age groups, with the 30 to 50 age group accounting for most of the total loan amount in 2022 (52.33%). Meanwhile, the groups below 30 and above 50 accounted for 3.62% and 44.05% of total retail loans, respectively.

SCB is concerned with improving financial access to increase stability, improve quality of life, and aid individuals and SMEs in reaching their financial goals. As a result, it has established a presence in various regions with major growth in underserved regions. The Delta region recorded the highest growth in retail loan value from 2020 to 2022, representing 21.61% of the total retail loans in 2022. The Heliopolis district recorded a 15.14% as the highest percentage growth rate over the same period. SCB's retail loans are also spread across males and females, where males have the largest share of the total loan value, accounting for 87% of the total retail loans in 2022, and females accounted for the rest, 13% of the total retail loan value. SCB has a strategic objective to enhance its retail products and services to consciously address the needs of people across a range of age groups, geographical locations, and genders. The Bank's expansion of its retail loan portfolio demonstrates its dedication to assisting clients with their financial needs while fostering sustainability.

## ATMs and Branches

Over the years, the presence of SCB across Egypt has witnessed significant expansion, with an increasing number of ATMs and branches throughout the country. Currently, SCB ATMs are strategically located to cover 19 out of the 27 governorates regions in Egypt, representing approximately 70% of the country. The Bank's widespread network of ATMs and branches ensures convenient access to financial services for customers across diverse regions. Besides Cairo and Alexandria, our ATMs extend their reach to other regions, such as Assuit, Bani Suif, Damietta, El Menia, Gharbia, Giza, Ismailia, Mansoura, Matrouh, Monofia, Port Said, Port Tewfik, Qalyubia, Qena, Sharkia, Suez, Sinai and Upper Egypt, catering to a broad spectrum of communities and providing financial convenience. As we expand our network, we strive to remain a trusted financial partner, serving our customers conveniently and efficiently throughout the country. As of 2022, SCB has a total network of 109 ATMs and 49 branches across Egypt.

When determining the geographical distribution of its branches, SCB considers several factors. These factors include risk diversification and strategic considerations, economic and demographic trends, and technological developments. To ensure the location of a branch aligns with its target customers, individuals, SMEs, and corporates, SCB analyzes the demographics and accessibility of the area. We also consider the population segments, age groups, and the presence of potential governorates/provinces across Egypt. By strategically expanding our branch network, SCB aims to reach a wider range of clients and increase our market share. The feasibility of each location is also a key factor in the decision-making process, ensuring profitability for the Bank.

The expansion plan for branches and their locations is directly reflected in financial inclusion. SCB recognizes that expanding its network can play a crucial role in promoting financial inclusion by attracting the unbanked population and integrating them into the formal economy. This aligns with Egypt's 2023 digital vision and contributes to economic growth. SCB particularly focuses on allocating branches in remote areas, as financial inclusion rates tend to be lower in those regions.

SCB prioritizes accessibility for people with disabilities in its branches and ATMs. The Bank follows specific criteria when opening new branches or ATMs to ensure a welcoming environment. Modifications are made to the queuing system to prioritize people with disabilities in the waiting line at all branches. Additionally, ramps facilitate wheelchair access to ATMs and branch entrances, enabling individuals with mobility challenges to move







around easily. As for the visually disabled, the Bank prints account terms and conditions in Braille, making them available in all branches for easy access to information.

Moreover, display screens are designed with clear and large fonts to assist visually impaired individuals in reading the displayed content. In some branches, the height of ATMs is adjusted to accommodate wheelchair users, ensuring accessibility for all customers. Furthermore, to ensure that employees are equipped to serve people with disabilities, SCB took measures to provide comprehensive training in which around 100 employees across all branches undertook sign language training, enabling them to effectively communicate and assist individuals as each branch must have a minimum of two staff members trained in sign language.



*SCB has 4 branches and 22 ATMs equipped to serve people with disabilities. This ensures enhanced accessibility features and services tailored to the needs of our customers in this segment.*

EL Sadat Branch in City Services Axis-Fifth District (Banks Area) Sadat City (Installed in April 2022).

10th of Ramadan Branch located beside Investors Assembly, in front of Kafrawy Garden (Installed in October 2022).

6th of October Branch behind Al Ahram Central press, 55 Behind Banks Area (Installed in March 2022).

Sporting Club Branch: 255 Horrya Road - in front of the sporting club's main gate – Alexandria (Installed in October 2022).







## Islamic Banking:

In September 2022, SCB undertook significant transformation in Islamic banking through introducing a comprehensive range of Islamic financial products, which provide a wide range of Sharia-compliant goods and services and trading activities with a proactive approach to mitigate potential risk. The Bank's Islamic products and services comply with Islamic Banking Principles that are governed by the Shariah committee and subject to Fatwa committee approval under the esteemed guidance of the Shariah Board, led by prominent scholars Dr. Ahmed Omar Hashem and Dr. Saad El-Deen El-Hilaly, whose expertise ensures the adherence to Shariah Principles across all our financial products and services.

The Bank's Islamic branch distinguishes itself in the market by offering a comprehensive set of Shariah-compliant financial products with tiered structures and diverse options that allow customers to align their investments with their financial goals and values, promoting financial inclusivity and catering to a broad range of clients.

The emphasis on fixed return rates and Sukuk-based TDs enhances the Bank's reputation for stability and transparency. Moreover, the availability of both EGP and USD accounts showcases the Bank's commitment to catering to diverse customer needs and supporting a globally oriented clientele. SCB financial inclusion activities are among our Islamic Banking offerings, empowering individuals and businesses while adhering to the principles of risk-sharing, profit-sharing, and asset-backed transactions. Islamic banking is included in the bank's initiatives to support financial inclusion and services accessibility for women by opening free IB accounts during the month of World Women's Day.

Our Islamic Banking portfolio has seen remarkable growth, reaching EGP 287 Mn in 2022. Compared to EGP 41 Mn in 2021, which represents a substantial increase and demonstrates the continued success and expanding popularity of our Shariah-compliant financial offerings among our valued clients.



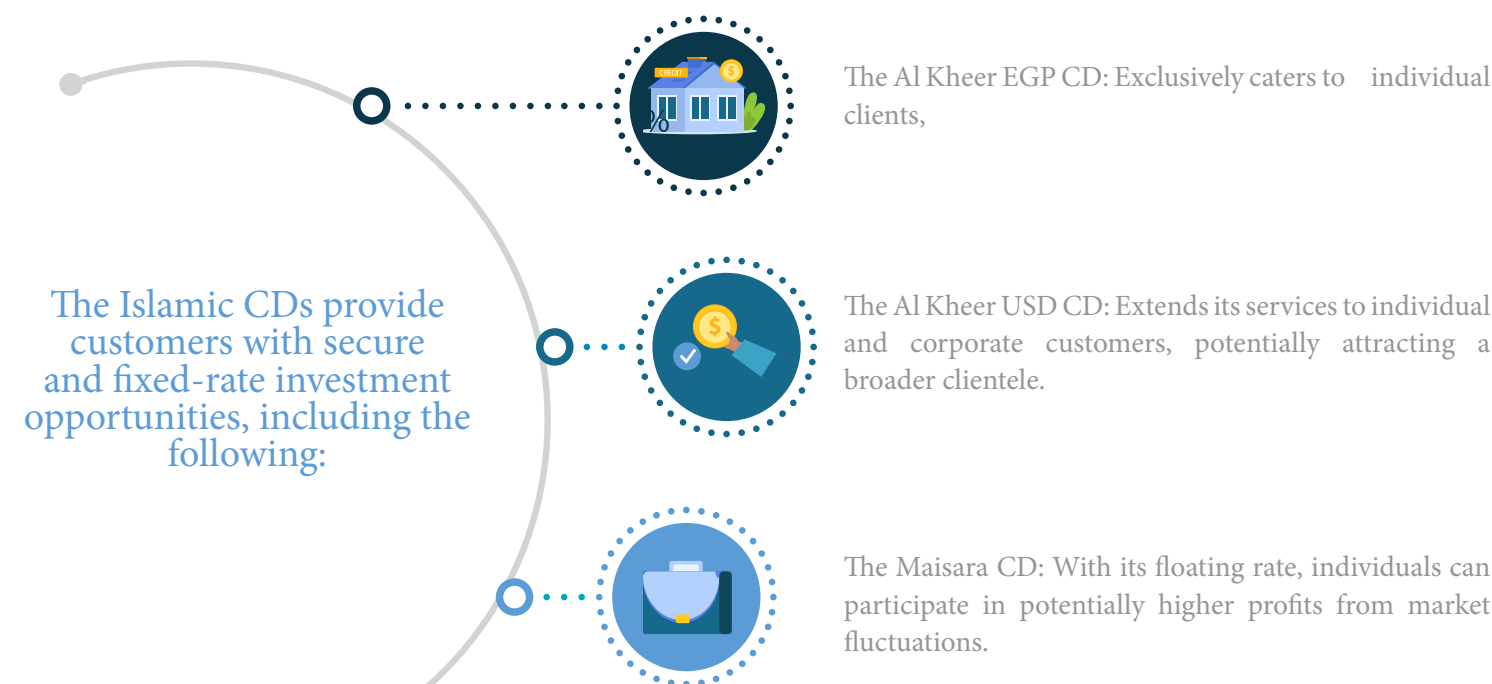
## Islamic Accounts:

The Bank's Islamic accounts offer diverse options for both saving and investment purposes. Customers can choose from EGP and USD accounts, each offering distinct features and profit-sharing arrangements. The tiered structure for EGP Saving and Daily Investment Accounts allows customers to benefit from varying profit rates based on their deposit amounts. This incentivizes larger deposits, potentially attracting high-net-worth individuals and businesses.

### Islamic TDs (Time Deposits) - Sukuk (Islamic Bonds) - EGP/USD:

TDs based on Sukuk present customers with varying deposit periods, ranging from short-term to longer-term commitments. This variety caters to different investment preferences and risk appetites. Including EGP and USD accounts accommodate customers who prefer investing in their local currency or diversifying into foreign currency assets. By providing fixed return rates, the Bank ensures transparency and predictability for investors, which can be particularly appealing to risk-averse individuals and businesses.

### Islamic CDs (Certificates of Deposit):





# People and Talent

# 03

- Inclusive Banking
- Employees' Learning and Development
- Sustainability Training Programs
- Security Personnel Training
- Employees' Compensation, Recognition, and Benefits
- Employees' Wellbeing
- Employees' Engagement



SCB prioritizes the well-being of employees and strives to foster a safe and supportive work environment to establish itself, as a people-oriented institution committed to growth with no layoffs. This necessitates a strong commitment to maintaining high levels of staff satisfaction and engagement. Moreover, SCB aims to take proactive steps to support employees and enhance their overall experience, which includes providing a wide range of benefits and opportunities for professional and personal growth and development. At SCB we firmly believe that by investing in our employees, we can attract and retain exceptional talent while establishing a strong and enduring business foundation. Furthermore, we strictly abide by local labor laws in the hiring process. We are dedicated to achieving an equitable compensation practice, ensuring that the employee wages we provide are above the entry-level local minimum. It is important to note that the minimum notice periods regarding operational changes are established through a mutual agreement between the employees and their line managers. This reflects the Bank's commitment to fair and transparent practices in managing operational changes and our efforts to maintain open communication and mutual understanding with our employees during transition, upholding their rights and well-being.

## Inclusive Banking

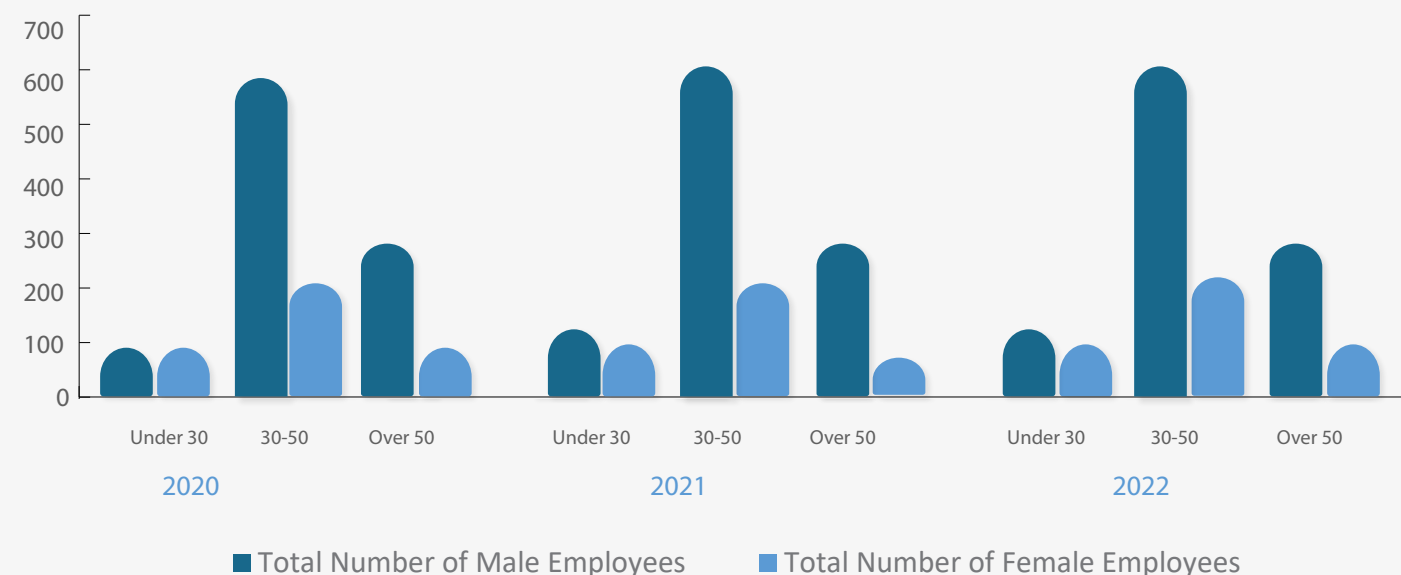
### Diversity and New Hires

We are proud to share the journey of our growing team, which reached 1,442 members as of 2022, enriching the diversity of SCB's family, comprising a group of individuals across different age groups and job categories. In 2020, the number of employees reached new heights, with an increasing number of young professionals joining our ranks. Notably, the number of new female hires gradually rose, highlighting our dedication to promoting gender diversity and inclusion. Within our age group under 30, a balance between our male and female employees is witnessed, with 89 males and 84 females. As for the 30-50 age group, there were 214 female employees, whereas there were 599 male employees. Moreover, 83 females and 283 males are within the above 50 age group.

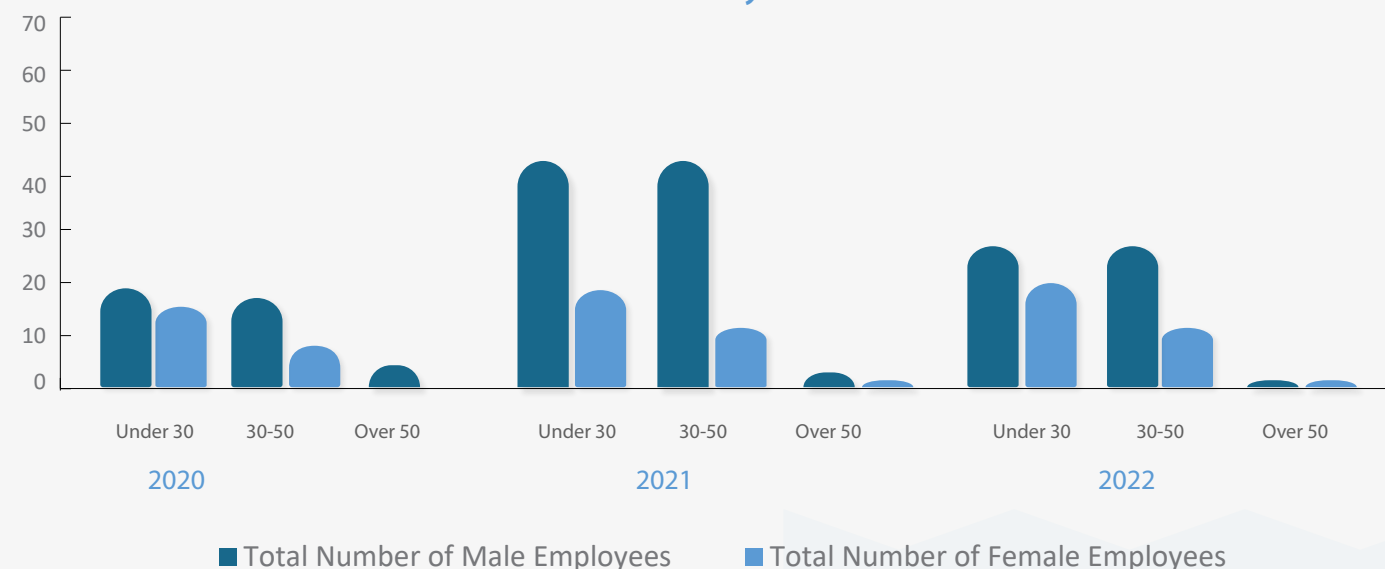
As of 2021, the SCB family expanded, attracting talented individuals from diverse backgrounds. The under-30 age group witnessed an increase in male and female employees, with 121 males and 99 females on board. As for the 30-50 age group, the total number of male employees was 629, whereas the number of female employees was 221. Moreover, the over-50 age group contained 265 male employees, whereas the female employees' total was 76.

In 2022, the SCB family continued to grow as the under-30 age group witnessed a surge of talented individuals, with 104 females and 127 males. As for the 30-50 age group, the male employees numbered 625, and the female employees numbered 230. Furthermore, the over-50 age group had 82 female and 274 male employees.

### Total Number of Employees by Gender



### New Hires by Gender

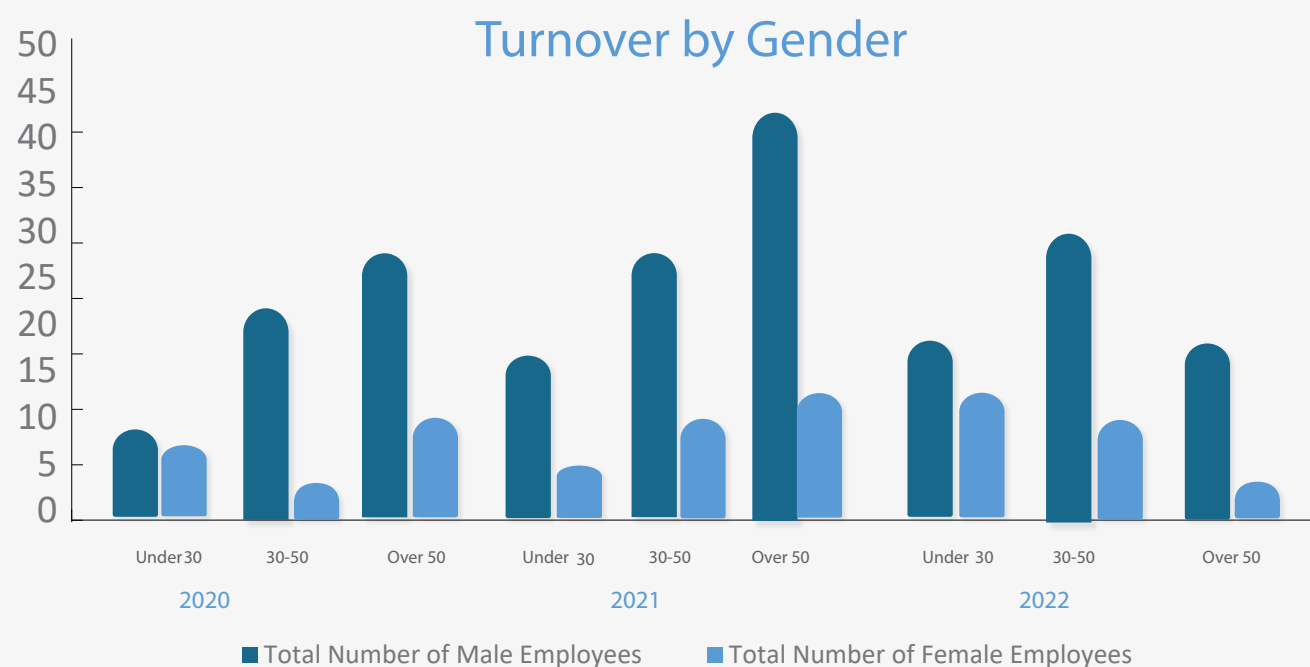




## Employees' Turnover

Acknowledging turnover as part of our responsible growth and transformation is essential. By closely examining the turnover, we can gain valuable insights into the patterns and trends that shape our workforce dynamics. Viewing the turnover process as a natural part of the Bank's responsible growth and development is also important. It provides opportunities for fresh talents to join our team and contribute their unique perspectives. Furthermore, we strive to foster an environment that encourages professional growth and career advancement, ensuring our employees have the necessary support to reach their full potential .

In 2020, we experienced a turnover of employees across different age groups. Among those under 30 years old, nine males and six females transitioned out of the Bank. In the 30-50 age group, 22 males and four females moved on to pursue new opportunities, while in the over-50 age group, 28 males and 11 females did so as well. As we navigated the challenges of the following year, 2021, the turnover landscape continued to evolve. Among employees under 30, 17 males and six females decided to explore new horizons. In the 30-50 age group, 28 males and 11 females transitioned out of their positions, while in the over 50 age category, 43 males and 14 females embarked on new journeys. In 2022, among individuals under 30 years old, 20 males and 13 females concluded their time at SCB, whereas in the 30-50 age group, 31 males and 10 females also concluded their time, along with 19 males and three females in the age group above 50.



## Employees' Learning and Development

SCB firmly believes that investing in staff growth and development is crucial for the success and sustainable growth of the Bank. At SCB, we are dedicated to cultivating a learning culture that encourages employees at all levels to actively grow professionally. Through a range of tailored learning opportunities and developmental resources, our programs are designed to support career progression, identify and nurture talent, and provide opportunities for skill enhancement and diversification.

We provide a range of training programs, including internal (delivered through SCB) and external opportunities. In 2020, over 1600 training participations were successfully achieved through internal training programs. The trainings offered included quality training conducted twice yearly for all front-line staff members, emphasizing the Bank's commitment to maintaining high standards. Additionally, 60 employees working in branches received specialized training in customer protection, ensuring excellent service and safeguarding the customer. Orientation sessions were organized for over 150 employees, introducing them to Universal teller and Retail Banking. This orientation aimed to familiarize employees with the specific aspects of their roles in these areas. Furthermore, specific employees in SMEs and Retail Departments underwent training focused on financial inclusion, enabling them to cater to diverse customers' needs effectively. Team-building training was conducted to foster a collaborative work environment, promoting teamwork and enhancing employee cooperation.

In 2021, the Bank continued its commitment to employee development by providing over 2100 training participations in various programs. Quality training remained consistent. Financial inclusion training was also provided to SMEs and Retail Departments employees, highlighting the Bank's dedication to serving diverse customer segments. Team-building activities were also a constant program to reinforce a positive work environment, encouraging effective employee collaboration. Additionally, all new staff members in SMEs received specially tailored orientation training to ensure a smooth transition into their roles and responsibilities.







In 2022, the Bank expanded its training efforts, reaching over 2800 training participations. The quality training, which has remained a cornerstone, has increased and was conducted three times throughout the year, ensuring all front-line staff members had the opportunity to participate. As in previous years, SME and Retail Department employees received specialized training on financial inclusion, equipping them with further skills to cater to customers’ unique needs. New branch staff members underwent orientation training to ensure a strong foundation in their roles. As SCB recognized the importance of cybersecurity, a crash training course was provided on that topic to all staff members, enhancing their knowledge and awareness in addressing potential risk . Furthermore, new employees in SMEs receive credit training to enhance their expertise in that specific area. The Bank also conducted sustainability awareness training for all staff members, underscoring its commitment to sustainable practices.

As for the external training programs, SCB provided employees with various external training opportunities. This training covered various topics, including the latest Fraud Trends in Electronic Payment, Fintech Overview, Time Management, and Principles of Bank Governance. The following year 2021 saw an increase in the number of external training programs. This expansion provided more opportunities for employee growth and improvement. Employees had the chance to participate in training such as Stress Management, Financial Inclusion, and Emotional Intelligence, reflecting the Bank’s commitment to nurturing a holistic approach to employee development. Continuing the trend of prioritizing employee growth, SCB offered more diversified external training courses to its employees in 2022 in training programs such as Cybersecurity in a Digital Transformation Era, Accelerating Digital Transformation for Financial Inclusion, etc.

By providing diverse training opportunities, the Bank demonstrates its commitment to empowering employees, not only in their work roles but also in their personal lives. The consistent focus on offering external training programs that address work-related skills and personal development underscores the Bank’s dedication to holistic employee growth.

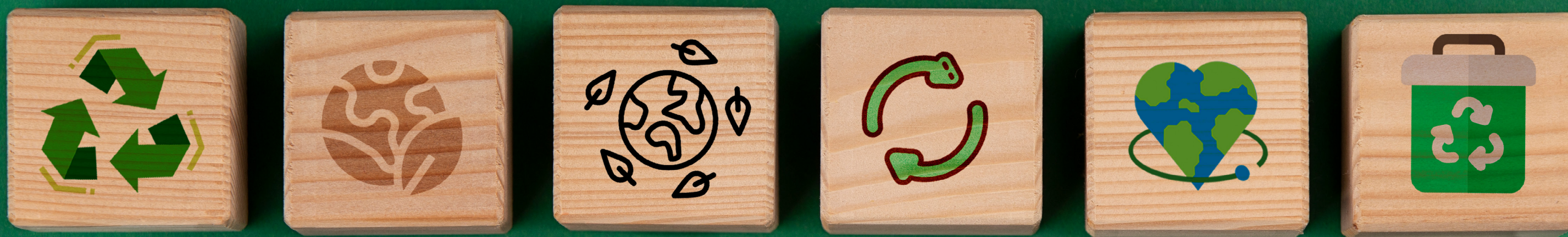
## Sustainability Training Programs

As we recognize the importance of equipping our employees with the necessary knowledge and skills to enable them to contribute effectively to our sustainability objectives, we offer a range of diverse training opportunities to enhance our staff’s understanding of different concepts such as Sustainability Principles, Climate Change risks, Renewable Energy, Responsible Finance Practices, etc.

### The training programs we provided our staff with include:

- FI Climate risk and TCFD Workshops
- Sustainability and Sustainable Finance
- Renewable Energy: Solar Heating Training
- Managing Climate: Related risk Program
- GSS Bond Training
- Introduction to Sustainability
- Paving the Way for Egypt’s Financial Sector on the Eve of COP27

Furthermore, our sustainability initiatives go beyond training programs as we try to include everyone. For instance, we actively encourage our staff to engage in initiatives that promote energy conservation and other sustainability related topics. By instilling a sense of collective responsibility all departments heads were required to deliver sustainability awareness in their respective areas of responsibility.







## Security Personnel Training

At SCB, we entrust the provision of security services to outsourcing companies. However, we prioritize training security personnel to ensure their effectiveness in maintaining a safe and secure environment. This training is primarily conducted on-the-job by our branch heads, who guide various aspects of their role. Training security personnel encompasses several key areas, including maintaining a professional image, customer handling skills, and conflict resolution techniques. They are also trained in emergency response protocols to address unforeseen situations effectively. We emphasize the importance of adhering to privacy and confidentiality guidelines, reinforcing our commitment to ethical practices, and protecting customer information.

## Employees' Compensation, Recognition, and Benefits

At SCB, we recognize the importance of establishing a robust Compensation and Benefits system. This system ensures that our employees are rewarded fairly and competitively based on their performance and contributions. Rather than relying solely on the traditional payroll system, we implemented a performance-based approach to motivate and retain top talent within the industry. By aligning compensation with individual performance, we strive to create a work environment that values excellence and recognizes the efforts of our dedicated employees. Moreover, we believe in celebrating the accomplishments of our employees who consistently demonstrate exceptional performance and contribute to our success through recognition programs.

We offer our employees a wide range of benefits to enhance their well-being and support their lifestyle. Some of the benefits we provide include medical insurance, maternity leave, staff entertainment and travel special offers, support for employees with disabilities, social fund, club membership contribution, life insurance, retirement provision, and continued support for retirees.

- 1- medical insurance
- 2- maternity leave
- 3- staff entertainment and travel special offers
- 4- support for employees with disabilities
- 5- social fund
- 6- club membership contribution
- 7- life insurance
- 8- pension scheme
- 9- continued support for retirees.

Healthcare at SCB includes a comprehensive medical insurance coverage program for employees and their families. This program fully supports their healthcare needs, ensuring access to necessary medical treatments and services. It is a mandatory benefit for staff members, ensuring their well-being and the well-being of their loved ones.

In accordance with labor laws and recognizing the importance of maternity leave, SCB provides 90 days of paid maternity leave as a vacation benefit for all staff members. Additionally, we acknowledge the value of extended time off and offer a 2-year unpaid maternity leave, allowing employees to have the necessary flexibility and time for their personal needs. Our commitment to providing a comprehensive leave policy ensures employees have the support they need during significant life events, promoting a healthy work-life balance.

The Bank has a dedicated [PR Department](#) to enhance employee well-being and entertainment. This Department organizes and coordinates travel offers, and other recreational activities. SCB recognizes the importance of providing enjoyable employee experiences, fostering a positive work environment, and promoting employee well-being.

For [employees with disabilities](#), SCB takes proactive measures to accommodate their needs. They modify working arrangements to suit their requirements, and there is a disability coverage compensation program in place. This program includes providing well-equipped handicap chairs, wheelchair-accessible entrances at branches, support with hearing aids, and artificial limb assistance. SCB acknowledges the importance of inclusivity and supports employees with disabilities accordingly.

SCB created a [social fund](#) to support employees' long-term financial security. After several years of service, employees are entitled to a much higher pension than the traditional public one. There is also a special fund properly invested to provide a decent end-of-service benefit in case of retirement or resignation for staff members who have served for more than five years.

Under the [club membership contribution program](#), the Bank contributes a certain amount against the monthly fees of staff club memberships. This initiative aims to promote active participation in recreational activities, enhance well-being, reduce stress, and develop strong interpersonal relationships among employees.

[Life insurance](#) is provided to all employees at SCB. This benefit offers financial security to their loved ones in the event of their death. It covers funeral costs, debts, taxes, and other financial responsibilities. Additionally, life insurance can serve as an investment or savings plan for employees' future goals, providing them with peace of mind and confidence in their financial planning.







SCB provides a pension policy for all employees end of service. This ensures that employees have financial security and stability during their retirement years. The Bank's contribution is based on a payment scheme calculated according to the length of service, with employees also contributing to their pension.

In addition, SCB also places a high value on the well-being of its employees throughout their entire journey, including retirement. Our commitment to employee welfare extends beyond their active service, and our dedication to their well-being does not cease with their departure from the Bank. We strive to ensure that retirees have the necessary support systems to maintain their quality of life and financial security. For instance, medical insurance coverage ensures that retirees' healthcare needs are met, allowing them to maintain their well-being even after leaving the workforce. This coverage gives retirees peace of mind regarding their medical expenses, knowing they have continued access to necessary treatments and services



## Employees' Wellbeing Health and Safety Measures

At SCB, our employees' and customers' health and safety are paramount. We implemented robust health and safety measures designed to protect the well-being of everyone in the workplace. Our measures cover various essential topics to ensure a safe working environment. Firstly, our health and safety measures outline emergency procedures and response protocols. This includes guidelines on effectively managing emergencies and ensuring individuals' safety within the premises. We also guide personal protective equipment and clothing (when necessary), emphasizing their importance in safeguarding against potential hazards. Training and education are vital in promoting a safety culture at SCB. Our measures emphasize the need for comprehensive training programs to equip employees with the necessary knowledge and skills to identify and mitigate risk effectively. We also emphasize the importance of prompt reporting and investigating incidents and accidents, enabling us to learn from these events and implement preventive measures.

Furthermore, our measures outline the roles and responsibilities of managers and staff members concerning health and safety. Clear delineation of responsibilities ensures that everyone is accountable for maintaining a safe working environment and upholding our health and safety standards. Under these measures, we cover various health and safety topics to ensure comprehensive protection. For instance, we provide standards and procedures for monitoring health and safety work. This includes guidelines on identifying and assessing potential hazards, implementing control measures to minimize harm, and reporting and investigating incidents or work-related illnesses. Regular review and evaluation of our health and safety practices allow us to continually improve and maintain effectiveness.

Additionally, our measures detail how to identify risks, assess risks, and investigate incidents. We conduct hazard analyses to identify potential risks and evaluate their likelihood and severity. We assess risks and prioritize them through established criteria based on their impact and urgency. In the event of incidents, we conduct thorough investigations by collecting and analyzing evidence, identifying root causes and contributing factors, and recommending corrective and preventive actions.







## Health and Safety Awareness Programs

SCB implemented Health and Safety Programs to enhance employee awareness regarding various health issues, ultimately promoting a better quality of life. These programs included informative sessions on nutrition, medical check-ups conducted on World Diabetes Day, and Breast Cancer awareness sessions and self-examination methods for our female employees as we collaborated with the Egyptian Foundation of Breast Cancer, aligning these activities with the international Breast Cancer awareness month in October.

### COVID-19

As the nature of the workplace changed for everyone in 2020 due to the outbreak of COVID-19, we took extensive precautions to ensure the health and safety of its staff and their families. The HR department established a committee comprising all directors to oversee the implementation of necessary measures.

To facilitate remote work and ensure the continuity of our strategic goals, we implemented WIFI and Virtual Private Networks (VPN) solutions. These investments enabled our employees to seamlessly transition to remote work from the safety of their homes and contributed to our broader strategic goal of digitalization. This allowed employees to perform their duties effectively and efficiently, securely connecting to the Bank's network and accessing necessary resources. In addition to providing immediate solutions for the pandemic, these measures positioned us for ongoing digitalization efforts. Investing in advanced technology infrastructure empowered our employees to maintain productivity and continue providing seamless banking services to our valued customers, even in unprecedented circumstances. The pandemic allowed us to test our agility and adaptability as an organization, further reinforcing our commitment to fast growth and resilience.

Moreover, the physical training programs were replaced with E-learning training programs to ensure our employees' continuous learning and development. This strategic shift recognized the importance of equipping our staff with the right skills to adapt to evolving circumstances, aligning with our goal of becoming dynamic enough to cope with any unforeseen change.

Furthermore, the capacity at the Head Office was reduced to 30%, and branches operated with 50% capacity. Employees who were highly vulnerable due to serious illnesses were allowed to work from home continuously. The remaining staff alternated between remote and physical attendance based on updated guidelines from the World Health Organization (WHO). All meetings were conducted virtually to minimize in-person contact and reduce the risk of virus transmission.

In line with our commitment to the health and well-being of our employees, we also established medical contracts to provide healthcare support. Additionally, SCB arranged for the vaccination of all staff members and their first-degree relatives within the Bank premises. Even retired staff were offered free vaccination. These steps highlight our dedication to employee well-being during the pandemic, aligning with our goal of prioritizing our people as an intrinsic part of our business view.

We equipped all our premises with contactless thermometers, face masks, and sanitizer dispensers, in addition to having a professional sanitization of all premises scheduled twice a week. Daily monitoring of all cleaning activities and directing the workforce in the building to conserve water consumption and avoid excessive water usage were part of our broader health and safety efforts. We also set up a dedicated email to report any confirmed or suspected COVID-19 cases among employees or their direct contacts, allowing us to take appropriate preventive actions.

In addition to addressing the pandemic's immediate challenges, these measures supported our strategic goals and demonstrated our commitment to fast growth, digitalization, and people-centered values.

## Occupational Health and Safety

Occupational health services are also integral to our commitment to employee well-being.

At SCB, we offer various occupational health services to support our employees. This includes sickness absence assessment to evaluate the health status of absent employees, disability evaluation to determine impairment and functional limitations, and ill-health retirement guidance for workers unable to continue due to health conditions. We also prioritize health surveillance for employees exposed to specific occupational risks and provide ergonomics and display screen equipment services to mitigate risks associated with computer use.







## Employees' Engagement

We implemented engagement surveys aligned with our commitment to employee satisfaction and motivation. These surveys provide valuable insights into our employees' satisfaction levels, motivation, and overall organizational engagement. By gathering feedback through these surveys, we can identify areas for improvement and take proactive measures to enhance our employees' satisfaction and engagement.

We believe in the power of connection and collaboration across all levels of the organization. That's why we have introduced a unique initiative called "Breakfast with the Chairman", which allows our chairman to regularly meet with junior employees, allowing them to engage in open and inclusive discussions. By fostering integration and inclusion at all levels, we strive to create a supportive and cohesive work environment where all our employees' voices are heard and valued.

SCB top management applies various methods to ensure accessibility. They also regularly carry our special recognition programs for top achieving staff, especially the juniors (Employee Excellence Award).

At SCB, we value and prioritize the well-being and satisfaction of our employees. We offer a range of privileges to enhance their work experience and support their diverse needs. One of these benefits includes contributing to club memberships and providing leisure and social engagement opportunities. Furthermore, we understand the significance of religious journeys. As a gesture of inclusivity, we conduct a lottery for free Islamic pilgrimages (Hajj) exclusively for our non-Clerical employees. At the same time, Clerical staff can also benefit from a contribution program for the same purpose. In recognition of our employees' dedication and seniority, we extend a mobile invoice (bill) contribution tailored to the nature of their job. Additionally, we offer parking space contributions at our head office to facilitate a seamless commute for our team. These privileges reflect our commitment to creating a supportive and rewarding environment for all our employees.





# Digital Transformation & Accessible Finance



# 04

- Digital Banking
  - Financial Inclusion
  - Responsible Marketing and Engagement at SCB
- 



## Digital Banking

The transformative significance of digital banking in fostering financial inclusion, improving accessibility, and spurring economic growth is greatly supported by SCB. A wide range of cutting-edge products and services have been deployed as part of our comprehensive digital strategy to meet the needs of our diverse customer base.

## Digital Channels and Transaction Volumes

Our Bank provides a variety of digital channels, such as internet banking, e-wallet, and other digital solutions, making financial transactions simpler and more secure. The following table overviews each channel’s launch dates and total transaction volumes.

ONLINE BANKING LAUNCHED 2013			
Year	2020	2021	2022
Total Count of Transactions for the Year	24,874	33,557	45,542
Total Accumulative Number of subscribed Customers	5,704	7,870	10,027

SCB- Wallet LAUNCHED 2019			
Year	2020	2021	2022
Total Count of Transactions for the Year	35,171	61,650	136,757
Total Accumulative Number of subscribed Customers	919	1,366	2,080

## Our Digital Strategy

Our digital strategy supports the CBE’s national financial inclusion goals. At SCB, we look to provide “Superior value to customers” and be among the top banks offering digital banking solutions by the end of 2024. Leveraging our digital capabilities, we widen our scope by creating options for low-income segments, small businesses, and underprivileged individuals with limited or no access to traditional banking services. At SCB, we recognize that digital solutions are essential to achieve sustainable development goals, promote economic growth, increase efficiency and agility, and enhance financial inclusion.

To achieve financial inclusion, we have created a wide array of digital products and services suited to the unique requirements of various client categories. We specifically cater to women, youth, and the unbanked through our E-wallet and online banking channels and are continuously growing our efforts and customer base.

Our digital strategy for 2020-2022 is focused on acquiring non-banking customers, increasing awareness of the importance of banks in development and digital transformation, and delivering tailored solutions to various customer segments. Moving forward, our plan for 2023 and beyond includes expanding digital services such as mobile, social media, and online banking, introducing new ATMs, and offering digital savings, lending, and investment options. We also aim to implement E-KYC for wallets, deploy chatbot and voice banking technologies, provide 360 notifications, establish new smart branches, and enhance security through biometric technology and face recognition.

Also, SCB has built its state-of-the-art Data Center which plays a crucial role in our digital transformation journey and overall value creation for businesses. As technology continues to advance, the new Data Center provides the infrastructure and capabilities to manage, process, store, and analyze data effectively. The newly built Data Center is crucial to business transformation by providing infrastructure scalability, performance, security, and analytics capabilities required to leverage data effectively. By harnessing the Data Center, the business drives innovation, improves operational efficiency, delivers better customer experiences, and gains a competitive edge in the digital era.

Number of Customers			
Segment	Year	Online Banking	E-Wallet

Women	2020	1525	204
	2021	2040	270
	2022	2573	399
Youth	2020	1135	191
	2021	1856	354
	2022	2652	597



## Online Banking:

SCB Mobile Banking offers a convenient and user-friendly banking service that allows Suez Canal Bank customers to access their accounts and enjoy the ease of monitoring bank accounts and transactions from anywhere through the SCB Internet Banking Service. You can benefit from a wide range of features, including:



**Comprehensive Account Monitoring:** Keep tabs on all your SCB accounts and track transaction activities seamlessly



**Credit Card Transaction History:** Easily view current and past credit card transactions, ensuring you stay informed about your card activity.



**Funds Transfer Flexibility:** Transfer funds effortlessly between your own customer accounts, internal SCB accounts, and domestic transactions.



**Currency Converter Rates:** Access up-to-date currency conversion rates to make informed financial decisions.

## E-Wallet:

SCB E-Wallet is a gateway to convenient, everyday payment services designed for banked and unbanked customers. Our platform offers a diverse range of the latest payment solutions accessible anytime and anywhere.

With SCB E-Wallet, bank customers can:



**Send Money:** Easily and securely send money to recipients.



**Pay Bills:** Seamlessly settle your bills.



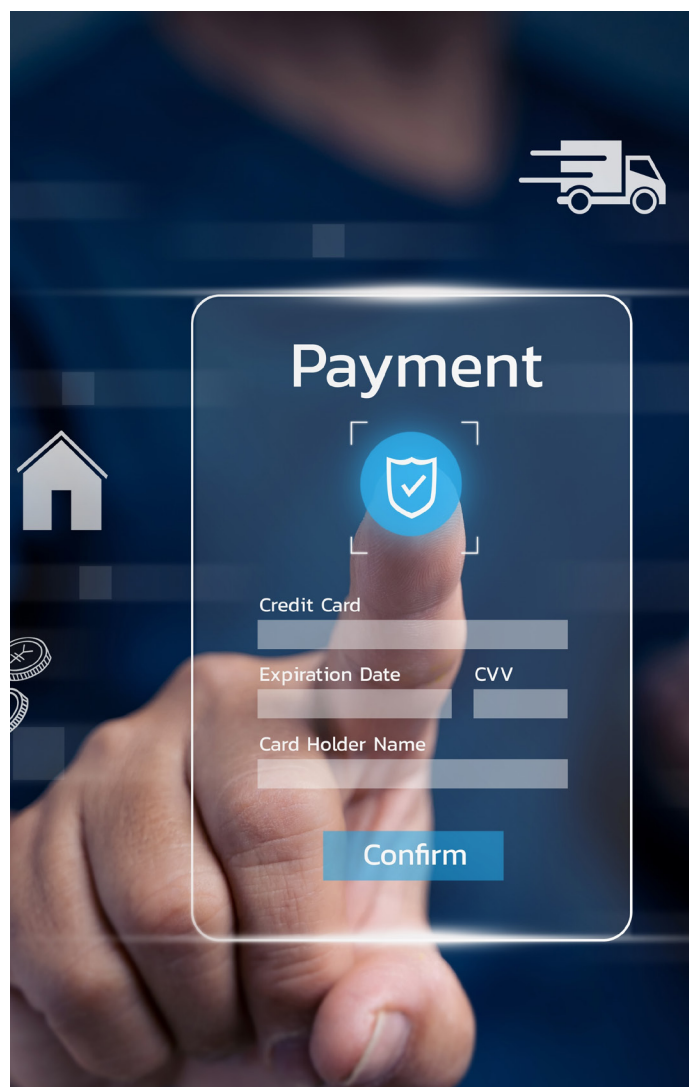
**Make Purchases:** Shop and make transactions with ease.



**Cash In & Cash Out:** Enjoy the flexibility of adding and withdrawing funds.



**ATM Transactions:** Perform Cash In and Cash Out transactions at ATMs



## Remittances:

Remittances promote financial inclusion, increase stakeholder engagement, and integrate individuals and small businesses in the regulated financial banking sector, contributing to sustainable economic growth.

To boost remittances and overcome obstacles such as the absence of Corporate Internet Banking, the Bank activated Corpay, a tool to enhance and streamline processes, while offering a special tariff to encourage customers to direct bulk transfers through this channel.

The Bank's main strengths in this line of business include the existence of a workflow to facilitate case tracking, semi-STP in some processes (Through processing which refers to a system that automates the end-to-end processing of transactions of financial instruments), and the expansion of payroll to maximize the utilization of the Corpay channel. By undertaking structural changes and leveraging its strengths, the Bank aims to increase the number of remittances routed through its channels, creating sustainable financial infrastructure and driving economic development.

Between 2020 and 2022, the Bank experienced significant growth as the number of clients increased by approximately 60%, and the total volume increased by approximately 90%. This substantial growth demonstrates the Bank's increasing efforts to improve its services to cater to the needs of its clients. Suez Canal Bank looks to continue growing its customer base by enhancing the quality of services, attracting more clients, and strengthening its position in the market. With a continued focus on growth, the Bank is poised to capitalize on its momentum and build upon its success.

Internet Banking (Retail), Mobile Banking (Retail), Instapay (Retail), Wallet (Retail), Corpay (Corporate), and Moneygram are among the digital remittance channels and services offered by Suez Canal Bank.

## Our Digital Branches

Our Bank operates with different types of branches to cater to diverse customer needs. Traditional branches provide a human touch and are well-suited for specific sectors. In contrast, smart branches offer advanced facilities such as video conference rooms and interactive screens, enhancing the ease and speed of procedures.

Our digital strategy for 2020-2022 is focused on acquiring unbanked customers, increasing awareness of the importance of banks in development and digital transformation, and delivering tailored solutions to various customer segments. Moving forward, our plan for 2023 and beyond includes expanding digital services such as mobile, social media, and online banking, introducing new ATMs, and offering digital savings, lending, and investment options.





## Financial Inclusion

Financial inclusion refers to the provision of accessible and affordable financial products and services that cater to the requirements of individuals and businesses. These services encompass transactions, payments, savings, credit, and insurance, all delivered responsibly and sustainably. SCB aims to encourage all customers to utilize the digital services we offer as part of our efforts to promote financial inclusion.

In line with CBE's initiatives to enhance financial inclusion and increase the bankable population in Egypt, SCB established the Financial Inclusion Department in response to the directives issued in March 2020. The primary objective of this department is to expand banking knowledge and products throughout Egypt, contributing to Egypt Vision 2030. The Retail Department at SCB spearheaded the Bank's efforts to achieve financial inclusion.

The department at SCB has several key responsibilities. First and foremost, it aims to disseminate and clarify the vision of financial inclusion at all levels, ensuring that all the Bank's sectors and branches are aligned with the objectives. The Department is responsible for preparing and developing work systems and products specifically designed for financial inclusion, catering to the diverse needs of individual customers and companies.

Moreover, the Department collaborates with other relevant departments to offer a comprehensive package of banking products. In addition, it monitors the progress and achievements of financial inclusion objectives, ensuring that the Bank's targets are met. The team actively develops marketing plans to effectively promote financial inclusion goals and work toward establishing a financial inclusion database for companies, periodically updating the CBE.

SCB plays a pivotal role in developing and providing low-risk products and services that meet the requirements of individual customers and companies. Additionally, the department oversees the creation of financial inclusion reports for the CBE, contributing to the general assessment and evaluation of national initiatives to promote financial inclusion. The Department has developed a new financial inclusion strategy in 2022 to ensure coherence with the CBE's directions.

## Achieving Growth and Impact

The Department's performance is measured against specific Key Performance Indicators (KPIs). Some KPIs established for the department include reaching mandate figures in internal and external awareness, achieving year-on-year (YOY) growth of 15% in all retail productions (excluding assets), and actively contributing to the six annual initiatives mandated by the CBE. To support financial inclusion objectives, the department aims to demonstrate consistent growth and progress in these areas.

Our Financial Inclusion Department has achieved significant milestones in recent years. Financial inclusion made significant contributions in 2022, accounting for 21% of all retail new-to-bank customers. It actively participated in four of the six annual programs ordered by the CBE, promoting financial inclusion and demonstrating digital products like smart cards and wallets.



The Department presented retail products and financial literacy programs which included awareness sessions about financial inclusion to all branches. It also played a significant part in finalizing the guidelines for financial inclusion for the disabled section and launching the necessary accounts stipulated by the CBE.

In 2022, to enhance the understanding and knowledge of financial concepts, products, and services, the Bank conducted multiple Financial Literacy Campaigns/Activities for Azhar University Summit - Cairo, Qena, and Daqahliyah, as well as 6 October University, 57357 Hospital, and MSA University with over 500 attendees.

## Role in National Scope

SCB recognizes its responsibility to contribute to financial inclusion on a national scale. The Bank actively provides financial literacy programs and participates in external events as part of the CBE's initiatives. The Bank aims to ensure that all segments of society, including youth, women, the unbanked, underprivileged individuals, and businesses in remote areas, have access to at least one Bank product. By expanding access, improving financial literacy, and offering tailored services, SCB significantly promotes economic development, integrates economic and social justice, and achieves the goals outlined in Egypt's Vision 2030.



## Financial Inclusion Strategy

SCB's financial inclusion strategy is founded on several important tenets. To improve accessibility and convenience for consumers, the Bank first emphasizes the significance of harnessing technology and digital innovation. The Bank intends to attract more clients by embracing digital banking solutions like mobile banking apps, Online account digital form, and digital payments, especially in remote areas with limited physical branch access.

The Bank's strategy places a high priority on encouraging financial literacy and education. SCB is aware that for financial inclusion to be successful, individuals and businesses must be thoroughly aware of banking products, services, and fundamental financial ideas. The Bank invests in educational initiatives, such as workshops, seminars, and online resources, to provide customers with the information and skills needed to make wise financial decisions.

The Bank recognizes the value of forming strategic alliances with various stakeholders to further financial inclusion initiatives. This includes partnerships with governmental bodies, non-governmental organizations, community-based organizations, and fintech companies. Together, these partnerships can leverage their collective knowledge, assets, and networks to build a holistic ecosystem that supports financial inclusion and responds to the unique requirements of various audiences.

SCB also strongly emphasizes customer-centricity and tailored banking solutions to meet the unique requirements of diverse customer groups. By conducting thorough market research and analyzing customer feedback, the Bank continuously develops and enhances its product offerings to ensure they are inclusive, affordable, and aligned with customer expectations.



In addition to these strategies, SCB actively participates in policy advocacy and engages in dialogue with regulators and policymakers to influence the development of a supportive regulatory framework for financial inclusion. By providing insights and recommendations based on their practical experience, the Bank aims to shape policies that foster an enabling environment for inclusive banking and address any barriers or challenges that may hinder financial inclusion.

## Simplified KYC (Simplified Know Your Customers)

We launched the Bedaya financial inclusion accounts in 2022 to expand our commitment to financial inclusion further. This initiative was designed to address the specific needs of underserved customers, promoting access to banking services and empowering individuals who may have previously faced barriers.

## Disabilities and Special Needs

The Bank takes several measures to promote financial inclusion for individuals with disabilities. These include incorporating people with disabilities in all the Bank's processes, accepting stamps and fingerprints as signature substitutes, providing sign language videos and audio terms and conditions, offering a braille language booklet, allocating wheelchair-accessible branches and handicapped ATMs, and providing priority queues. Employees are educated in sign language to better serve customers with hearing impairments. Moreover, 10% of the Bank's ATM portfolio consists of handicapped ATMs, designed to accommodate the needs of individuals with disabilities.



## Supporting Unbanked and Underprivileged

The Bank's commitment to financial inclusion extends to supporting unbanked and underprivileged individuals. To reach these segments, the Bank's Financial Inclusion team has successfully launched mandate-type accounts tailored specifically for the unbanked and underprivileged population.

In alignment with its Financial Inclusion efforts, the Bank's strategic planning and target setting rely on official data sources to assess the number of unbanked adults in Egypt. According to the CBE, the country has approximately 26 M unbanked adults. This data serves as a foundation for the Bank's policies and initiatives.

To address the needs of the unbanked and low-income individuals, the Bank has made notable progress regarding clients served and loans provided. Over the years, the Bank has observed significant growth in these four segments.

Year	Total Portfolio	
	No of Customers	EGP Loan Volume
2020	153	38 Mn
2021	502	122 Mn
2022	693	168 Mn

Year	Growth Rate	
	No of Customers	EGP Loan Volume
2020	61%	84%
2021	228%	218%
2022	38%	37%





## Responsible Marketing at SCB

At SCB, we prioritize responsible marketing practices to promote our products and services while upholding our commitment to sustainability and customer satisfaction. Our marketing team is pivotal in conducting market research, analyzing customer data, and maintaining strong relationships with our valued customers. We ensure our efforts align with our responsible marketing objectives by leveraging digital channels and employing various marketing functions such as advertising, public relations, content marketing, social media management, and customer relationship management.

We have identified other KPIs aligned with our strategic goals to enhance our responsible marketing efforts further. One such KPI is raising branding awareness, which aims to increase recognition of SCB among digital channels. By promoting our brand effectively in the digital space, we aim to build trust, credibility, and recognition among existing and potential customers. Additionally, we prioritize promoting new products and services through digital channels, utilizing our marketing expertise to effectively showcase our offerings and meet the evolving financial needs of our customers. Expanding our market reach is another critical KPI or goal that we focus on. We leverage digital marketing strategies to reach new and underserved segments, promoting financial inclusion and tapping into previously untapped market opportunities. By expanding our customer base and providing financial services to a wider audience, we contribute to sustainable growth while fulfilling our responsibility as a financial institution.



By personalizing our digital interactions and providing seamless experiences, we aim to strengthen long-term customer relationships, driving retention and advocacy. Incorporating these KPIs into our responsible marketing strategy allows us to tell a cohesive story of how we are dedicated to strengthening our brand presence, promoting our offerings effectively, expanding our market reach, and enhancing customer loyalty. By aligning our marketing practices with our commitment to sustainability and customer-centricity, we ensure that our marketing efforts contribute to the overall success and responsible growth of SCB.

Improving customer loyalty is paramount to us, and we use digital communication campaigns to enhance customer satisfaction levels and make the banking experience more convenient. To measure the effectiveness of our marketing campaigns,



we track KPIs such as lead generation, conversion rate, customer acquisition cost, customer retention rate, and return on investment (ROI).

These metrics allow us to measure the impact of our initiatives and ensure that our marketing strategies drive tangible results. Additionally, we closely monitor engagement metrics such as social media likes and followers, website traffic rates, and call center activity to assess the effectiveness of our campaigns and maintain a strong brand presence.







## Our Digital Transformation Journey

SCB embarked on a digital transformation journey, launching various projects and initiatives in 2020, 2021, and 2022. Our primary focus was to provide better access to information about our products and services through launching our official e-platforms. We also utilized digital campaigns to expand SCB's brand awareness and increase engagement across various media platforms. We developed and implemented data analytics tools to gain insights into customer behavior, market trends, and financial performance. Looking ahead, SCB has planned future digital transformation projects.

Creating high-end digital campaigns specific to each product and enhancing our website for detailed information and easy access is also part of our digital transformation roadmap. Within SCB, digital transformation is applied in various ways. We leverage digital PR channels like Facebook, Instagram, LinkedIn, and YouTube to promote our products and services.

Our official website serves as an essential platform, and we create digital videos to engage customers in our digital (smart) branches. SCB's digitalization strategy played a crucial role in assisting our operations during the COVID-19 pandemic. We seamlessly transitioned to remote work, utilizing video conferencing for communication with partners and suppliers. Virtual collaboration tools facilitated efficient teamwork, while online customer service portals, including social media, helped support digital measures and address repetitive inquiries. To assess our digital transformation journey, we focus on analyzing the efficiency of our business operations. We closely monitor the effects of technology adoption on workflow, response time, and productivity to identify areas of improvement in real time. Furthermore, we seek to participate in digital marketing training to keep up with futuristic trends.

While digital transformation brings numerous benefits, we acknowledge the risks, such as data privacy breaches. SCB follows a robust management approach, implementing strict security measures and adhering to data protection protocols to mitigate such risks effectively.

In our quest to achieve a comprehensive bank transformation, we have embarked on a strategic initiative to develop a digital platform that encompasses both online and mobile banking. This platform is designed to cater to all our customers' banking needs while prioritizing a user-friendly interface. Throughout this transformative journey, our main objective is to elevate the customer experience by seamlessly transitioning them from traditional, mundane banking processes to a dynamic and digitally driven environment.

In accordance with the instructions provided by the CBE, we have strategically planned to engage SCB as a member of listed banks in the IPN, which enable SCB customers to effortlessly register and make instant transfers to different accounts using simple and user-friendly steps. By implementing this direction, we aim to reduce the reliance on physical cash and offer customers multiple options to efficiently manage and transfer funds between their bank accounts.

Furthermore, we are currently in the process of strategically deploying our ATMs across Egypt to cater to the evolving needs of our customers. This expansion initiative is aimed at ensuring widespread availability and accessibility of our banking services throughout the country. By establishing a strong ATM network, we provide both SCB customers and non-bank customers with valuable opportunities to optimize their banking experience.

The widespread deployment of ATMs brings numerous advantages to SCB and its customers. Firstly, it offers convenience by providing easily accessible self-service banking options. Customers can perform various transactions, such as cash withdrawals, balance inquiries, at their own convenience and without the need to visit a physical branch. This accessibility empowers customers to manage their finances efficiently and saves them valuable time.

## Our Marketing and Communication Strategy

Our marketing and communication strategy at SCB is focused on achieving several objectives. Firstly, we aim to raise brand awareness by increasing visibility and recognition among our target audience. Secondly, we strive to drive customer engagement by developing and utilizing digital content and communication channels. We also prioritize improving customer satisfaction by leveraging digital tools to enhance our customer's banking experience and convenience. Additionally, we actively promote our new products and services through effective communication on digital platforms.

Furthermore, we foster community and loyalty among SCB customers through digital communication campaigns. Lastly, we seek to expand our market reach by implementing digital marketing strategies to reach new and underserved market segments. Our approach involves utilizing various channels, such as social media, email campaigns, our website, and mobile apps.

Furthermore, Our Marketing and Communications Department is crucial in achieving SCB's vision and strategic objectives. It is responsible for promoting all new products and services SCB offers through various digital platforms and media channels. This includes mobile advertisements for SCB clients and external customers and displaying introductory videos and targeted print artwork in branches. By effectively communicating and marketing our offerings, we raise awareness and drive customer interest in our products and services.







Our marketing efforts are tailored to different customer segments, such as women, youth, new customers, digital services users, SMEs, and microfinance. We evaluate our performance for each segment based on their specific needs and expectations. In addition, we provide unique services and focus on customer experience to attract and retain new customers. We also develop strategies and create engaging content that appeals to youth, collaborating with them through events and activities that align with their interests. By catering to the unique requirements of each segment, we aim to enhance each segment's satisfaction and loyalty.

## Promoting Financial Inclusion through Digital Marketing

We employ digital marketing strategies to promote financial inclusion through digital solutions to reach new and underserved market segments. We provide all the necessary information with a unique theme, creating a distinct identity for our financial inclusion accounts to differentiate them from other banks. This approach allows us to effectively communicate the benefits and features of our financial inclusion offerings to our target audience transparently and responsibly.

Furthermore, we utilize various marketing and communication channels to promote financial inclusion and digital solutions. SCB branches serve as one of our primary channels for reaching customers. Additionally, we leverage social media platforms, digital advertisements, events, and conferences to raise awareness about our financial inclusion initiatives and digital solutions.

## Customer Satisfaction through Digital Marketing

Despite the challenges faced in 2020, we demonstrated resilience and determination, maintaining a high level of service. The efforts exerted during this period were reflected in the data, which showed a remarkable 30% increase in customer satisfaction ratings. Furthermore, program enrollments witnessed a substantial 25% increase, indicating our ability to attract and engage customers effectively. Building on our previous successes, we continued to make strides in 2021 by introducing new programs to cater to diverse customer needs, such as the Loyalty program (Neqaty), the VIP program (Elite), and the Youth program (Beyond). These initiatives aimed to enhance customer loyalty, provide exclusive benefits to high-value customers, and empower the youth through tailored financial services and resources.





# Responsible Banking and Governance

## 05

- Governance at SCB
- Board of Directors
- Board Committees
- Building Integrity and Trust
- Supply Chain and Responsible Sourcing





The Governance structure at SCB oversees all governance-related matters, legal work, and investor relations. The Bank is committed to sustainability and values robust governance practices that foster transparency, accountability, and ethical conduct. SCB believes that a strong governance framework is crucial for building trust with stakeholders and securing the future prosperity of the Bank's business. The governance structure also ensures managing and coordinating all communication with CBE (Central Bank of Egypt) and proactively keeping track of circulars related to governance. The governance structure also oversees, controls, and manages legal matters, ensuring alignment with the objectives of the Board Committees. Additionally, they facilitate investor relations by providing reports to FRA/EGX (financial regulatory bodies) and shareholders, ensuring transparency and accuracy in reporting.

## Board of Directors

The Board of Directors (BoD) at SCB plays a crucial role in overseeing the operations and governance of the Bank. BoD's primary responsibility is to represent the interests of the Bank's shareholders and stakeholders, ensuring that the institution is managed effectively, ethically, and in compliance with applicable laws and regulations. The Bank's BoD has witnessed some changes throughout the past years, but the current BoD consists of eight members, as follows:

- **Mr. Hussein Ahmed Ismail Rifai,**  
Chairman of the Board of Directors and  
Managing Director (Executive- board  
member)
- **Mr. Abdelaziz Mohammed Salah Nosseir,**  
Non-Executive Board Member
- **Mr. Osama Mounir Mohamed Rabei,**  
Non-Executive Board Member
- **Mr. Mohamed Abdel Gelil Abu Sneina,**  
Non-Executive Board Member
- **Mr. Hussein Moharm Hussein Guawdat  
El-Gueretly,**  
Non-Executive Board Member
- **Mr. Adel Mohamed Fathy Abu Bakr  
Borow,**  
Non-Executive Board Member
- **Mohamed Tarik Mohamed Abdel Kader  
Hatem,**  
Non-Executive Board Member
- **Mr. Mohammed Mohsen Salah El-Din  
Abdel-Wahhab,**  
Non-Executive Board Member



## Board Committees

### Risk committee

In compliance with CBE, the Risk Committee oversees risk management functions inside the bank, as well as adherence to strategies and policies through reports submitted by head of risk. It also proposes strategies and policies related to risk management including but not limited to risk appetite, capital adequacy, liquidity risk, market risk, operational risk, and reputational risk.

### Audit Committee

In compliance with CBE, the Audit Committee is responsible for overseeing the internal control system of the bank through audit reports submitted by the head of audit.

It is also responsible for proposing the appointment of external auditors, stipulating the scope of audit and ensuring that remedial actions are taken towards identified audit findings.

### Remuneration Committee

The Committee conducts assessments of the remuneration for executive directors and senior managers. It establishes comprehensive compensation packages for executive directors and the chairperson.

### Governance and Nominations Committee

The Committee's decision-making regulations are aligned with CBE Corporate Governance principles and responsible for periodic review of the bank's corporate governance and proposing any recommended amendments, deemed appropriate.

The committee also reviews the bank's annual report specially in terms of disclosure and other governance issues.







## Building Integrity and Trust

### Code of Ethics

At SCB, our beliefs and code of ethics influence all our internal and external operations and activities. The SCB code of ethics clearly stipulates all values and duties that define the image and attitudes of the bank's employees.

To ensure full awareness by all staff of their code of ethics, it is available on the intranet with a regular reminder by the email

### Conflict of Interest

SCB has a Conflict-of-Interest Policy as well as anti-bribery and corruption policy to combat corruption within the organization. The Bank discloses the Conflicts of Interest Policy to stakeholders, providing information on cross-board membership, cross-shareholding with suppliers and stakeholders, the existence of a controlling shareholder, and related party disclosures.



## Compliance

Compliance is rooted in the culture of SCB, and it is not only seen as one of the tasks of the Compliance Department employees and every person in the bank, since it is an integral part of the bank's requirements so that the bank is more able to manage the risks of non-compliance. SCB maintains a strong commitment to compliance and risk management across all areas of its business operations.

Responsibilities of the Board of Directors to Maintain a Strong Commitment to Compliance:

Ensuring that the bank's organizational structure includes the compliance function and defining specific responsibilities to effectively control non-compliance risks based on segregation of duties, non-conflict of interests, and independence.

Supporting the Compliance Department and providing it with all the powers and capabilities required to carry out its responsibilities independently away from the business and activities of the executive sectors.

Ensuring the existence of compliance policies that contain procedures for identifying, measuring, controlling, and following up on non-compliance risks.

Following up on how the bank manages non-compliance risks by evaluating the compliance program regularly through the quarterly compliance report prepared by the compliance officer.

## Risk Management

### Risks Resulting from Non-Compliance

The following risks may result in penalties, legal procedures, financial losses, or damage to the bank's reputation because of its failure to implement regulations, instructions, rules, and behavioral and ethical values through which the Bank operates and to prevent the risks of non-compliance, the Bank adopts three lines of defense:

#### The first line of defense:

It involves all departments of the bank, and their mission is to manage the risks of non-compliance efficiently.

#### The second line of defense:

It involves risk and compliance functions whose mission is to identify compliance risks and develop an action plan to manage this type of risks.

#### The third line of defense:

This involves the audit division where the Board of Directors approves their submitted work plan and ensures the efficiency of its application. The role of the audit division is to ensure the efficiency and effectiveness of compliance risk management.





## Whistleblowing:

SCB has a whistleblowing policy that acts as a mechanism for employees and stakeholders to report any misconduct, unethical behavior, or illegal activities they may witness within the Bank.

The Board of Directors at SCB has established a scheme for reporting illegal/unethical practices through implementing strong governance and implementing the necessary mechanisms to achieve integrity and accountability and support the provisions of the Code of Conduct and Work Ethics for the Bank's employees. In the bank, all the laws, regulations, instructions, and procedures contained in the work systems are an integrated system of rules and not separate from each other, as well as the commitment to professional and important ethics to preserve the bank's property and carry out business without any breaches.

The policy aims to create safe communication channels for the Bank employees by ensuring an environment of trust and protection for them. The Bank also maintains high levels of confidentiality and protection against any harm that may occur to them due to reporting violations.

SCB follows the instructions of the Central Bank of Egypt (CBE) and the governance policies issued regarding developing a special policy to protect the person who reports illegal or unethical practices. This may include any criminal or financial irregularities or breach of any legal, legislative, or other obligations, Internal or other regulatory requirements, or those risks that create a risk to the Bank's business, and in accordance with this policy, dealings are carried out.



With the following types of unacceptable behavior, for example, but not limited to:

Non-compliance with laws, policies, work systems, and the bank's code of conduct.

Carrying out any legally prohibited activities, practices, or behaviors that harm the reputation of the Bank.

Violation of the confidentiality rules of data and transactions of the bank and the stakeholders associated with the bank.

Fraud includes losing, concealing, or destroying official documents in bad faith, willful negligence, or concealment.

Non- Disclosure of cases of conflict of interest

Misuse of legal powers and authorities.

Bribery and corruption.

## Anti Money Laundry

The Anti Money Laundry (AML) policy at SCB aims to protect the Bank from risks related to money laundering and the financing of terrorism, as it is considered an international requirement. In this context, the BoD of SCB sought to establish rules for combating money laundering and terrorism financing in the bank according to international rules, norms, recommendations, and requirements of law No. 80 of 2002 and all its amendments issued in this regard and its implementing regulations, as well as the applicable rules for identifying customers from

Banks issued by the Egyptian Anti-Money Laundering and Terrorism Financing Unit of the Central Bank and setting up the necessary mechanisms to implement this law.

SCB reached an advanced level that allows for effective application and commitment by all bank employees to ensure compliance and reduce risks.



## The concept of money laundering and terrorism financing

### The crime of money laundering:

According to law No. 80 of 2002, its amendments and executive regulations:

Anyone who knows that the money was obtained from a predicate crime and intentionally does any of the following is considered to have committed the crime of money laundering:

Transferring or transferring proceeds with the intent of concealing the money or disguising its nature, source, location, owner, or owner of the right to obscure its truth, prevent its discovery, or obstruct access to the perpetrator of the crime.

The acquisition, possession, use, management, preservation, exchange, deposit, guarantee, investment, or manipulating its value, concealing, or disguising its true nature, its source, its location, how to dispose of it, its movement or ownership or rights related to it.

### The crime of financing terrorism:

All collecting, receiving, possessing, supplying, transferring, or providing money, weapons, ammunition, explosives, equipment, machines, data or information, materials, or others, directly or indirectly, by any means, including digital or electronic form, with intent.

Using all or some of them in committing any terrorist crime, or knowing that they will be used in that, or by providing a haven for one or more terrorists or for those who finance it in any of the ways.

### Customer Rights Protection:

SCB's main objective is to achieve customer satisfaction and protection by adhering to the regulations for customer protection issued on February 13, 2019. As a result, the Compliance department established an independent Customer Protection Unit, through which customer complaints are received, investigated, followed up on, resolved, and reported to the SCB's Board of Directors, Audit Committee, and CBE.

The existence of a clear regulatory framework that defines the relationship between service providers and users to ensure that customers receive their rights in terms of fairness and transparency, as well as to maintain data confidentiality while also ensuring the existence of a mechanism for dealing with complaints. Aside from increasing banking clients' awareness and enabling them to make sound judgments.

### SCB principles for protecting customers' rights

1 Justice & equality

2 Disclosure & transparency

3 How to deal with customer complaints

4 Spreading banking culture & awareness

5 Data protection & account confidentiality

The Bank's management is actively committed to cybersecurity efforts by giving them priority as far as the allocation of resources and budget is concerned. The bank also has a comprehensive multi-year cybersecurity strategy in alignment with the Suez Canal Bank's vision and in support of strategic objectives and business goals to meet the mission objectives of the cybersecurity program across the bank that is imperative for a healthy and mature cybersecurity program and empowers the bank to manage risks and protect against specific threats.

In the light of raising the cybersecurity culture of the bank's employees and customers through an effective security awareness program. The bank implemented numerous phishing simulations to strengthen the security culture within the bank, which were meant for all employees to increase security awareness and assess employee preparedness and degree of awareness.





## Supply Chain And Responsible Sourcing

As part of our commitment to sustainable practices, SCB strives to manage logistics and support staff in a manner that aligns with our business objectives while promoting responsible sourcing, efficient use of resources, and waste reduction. Throughout our chain, we ensure the delivery of goods and services that meet our high-quality standards while obtaining competitive pricing and cost savings.

The Administration Department oversees various functions, including Purchasing, Invoices & Contracts Physical storage, General Services, Archives & Mail, Fixed Assets, and Quality of Services. We are responsible for negotiating with suppliers and third parties to ensure the delivery of goods and services that meet our high-quality standards while obtaining competitive pricing and cost savings. Our department also manages the bank's archives, mail services, and fixed assets, ensuring proper records management.

Our Purchasing Policy was updated and approved by the Board in February 2021. We follow three methods of purchasing: direct order, three offers, and tendering processes. This policy ensures responsible sourcing, waste reduction, and cost savings while complying with ethical and legal standards.

Worth mentioning that Administration Department ensures waste reduction by the sale of obsolete assets in lease with Assets Deposition Department according to Administration Procedures & Assets Deposition Department Procedures.

Our Purchasing KPIs focus on negotiating the delivery of goods and services with competitive pricing, timely delivery, and high quality while obtaining cost savings. We engage with suppliers, service providers, and third parties according to business needs to ensure that their offerings meet our expectations, with a focus on sustainable sourcing and ethical business practices according to Purchasing policy.

In 2022, our Administration Department won the Employee Excellence Award for negotiating IT tenders, leading to a cost-saving of \$ 437 K. In 2020, we updated the purchasing policy, implemented a contracts database, and supported the delivery of key bank projects. In 2021, we managed administration costs within budget, supported the opening of new branches, and took responsibility for COVID-19 precautions. In 2022, we completed the transfer of archived boxes and generated a net profit of EGP 3.1 M from the sale of obsolete assets.

Our supply chain management considers many aspects. Suppliers are chosen before sending RFP/RFQ based upon rigorous criteria (company profile including a list of reputable references, solid experience regarding required goods/services) in addition to the outcome of the Investigation Report from the Investigation Department. Suppliers are finally selected based on quality, cost, and time delivery. We are looking to add environmental and social screening elements to develop a sustainable supply chain.

Moreover, to enhance our economic value generation while improving the community and environment, we ensure that 100% of our suppliers are local. This results in reduced delivery times, greater opportunities for our community, and an overall sustainable operation.






# Our Social & Environmental Impact



# 06

- Our CSR Strategy
  - Our CSR Pillars
  - Environmental Efforts
- 

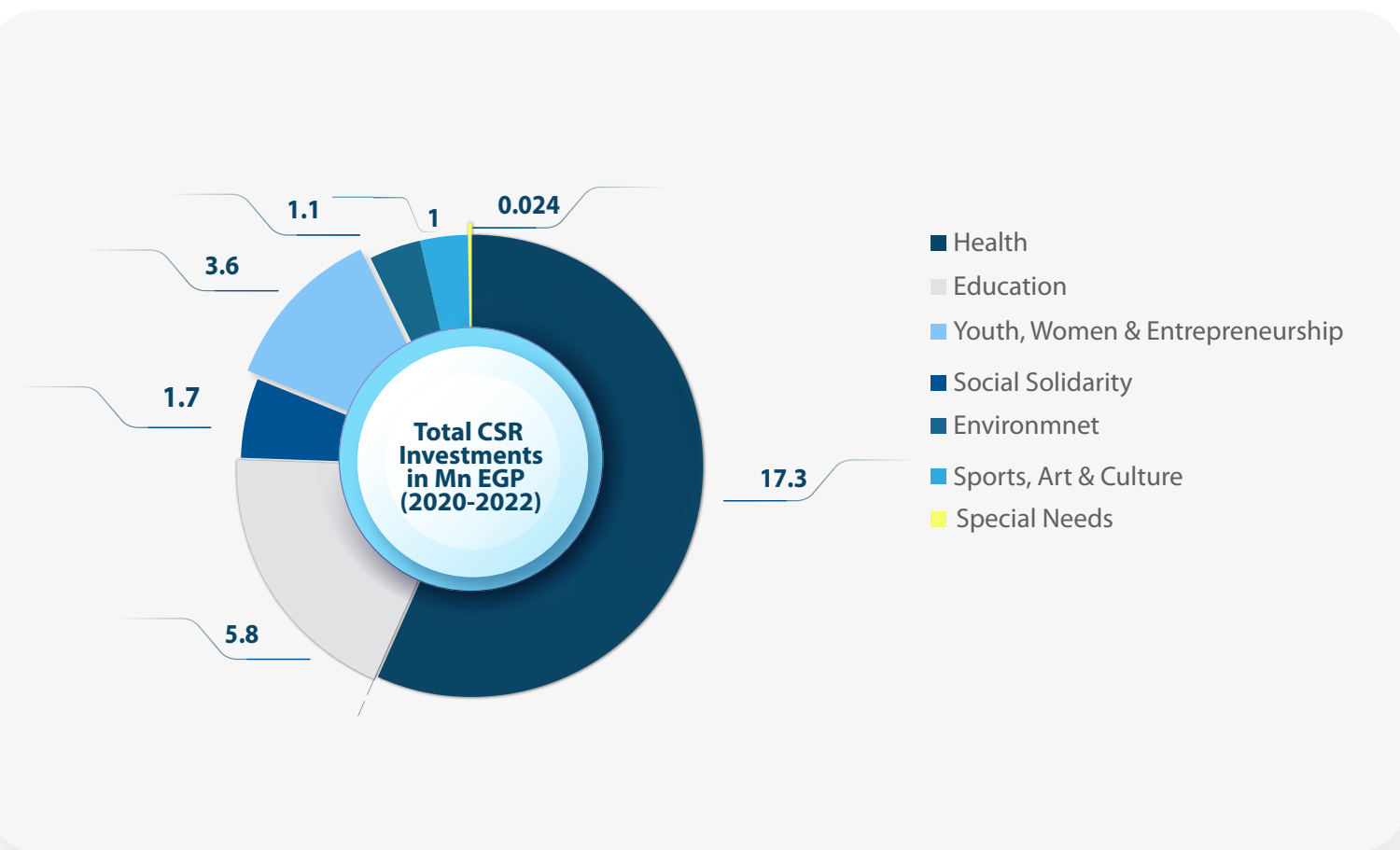




## Our CSR Strategy

CSR strategy addresses the community’s fundamental needs, aligns with the SDGs, and supports Egypt Vision 2030. The funding process for our CSR initiatives is determined through a comprehensive budgeting process each year. We assess the needs of society and allocate donations accordingly to support our pillars. This is done either through the Bank’s contribution to many initiatives adopted by the Egyptian government or launched by the CBE or the FEB, or by cooperating with NGO institutions.

Furthermore, to ensure compliance with regulatory requirements, quarterly reports and plans are sent to the CBE about the Bank’s CSR activities, and they must be approved before the execution of any CSR initiative. Lastly, to ensure the effective implementation of our CSR initiatives, SCB has a dedicated CSR Department that collaborates closely with the BoD. The CSR Department is responsible for all CSR initiatives and also engages all the employees to participate in CSR activities to support the culture of volunteer work and presents proposals for donations, which require the Board’s approval. This oversight mechanism ensures that our CSR activities are aligned with our business strategy and comply with regulatory requirements.



## Our CSR Pillars

CSR pillars are strategically designed to achieve three main goals: support the national needs of society, provide a decent life and a good living environment, and contribute to achieving the SDGs and Egypt Vision 2030.

Through our comprehensive approach and pillars, we strive to achieve those goals by addressing various areas of societal importance through our seven pillars: health, education, environment, social solidarity, special needs support, empowerment of youth, women, and entrepreneurs and the promotion of sports, art, and culture

## Health

At SCB, we recognize the significance of ensuring healthy lives and well-being for sustainable development. Through our CSR initiatives, we are dedicated to improving access to quality healthcare, promoting preventive healthcare practices, and supporting overall well-being. We focus on initiatives contributing to healthcare access, disease prevention, and public health improvement.

In 2020, the bank collaborated with AL Nas Hospital, donating EGP 800 K to fund eight open heart surgeries and catheters for children with heart diseases. Moreover , the bank organized awareness session for employees in the world heart day through the video conference call in collaboration with Al Nas Hospital. The following year, in response to the global pandemic, the bank donated a remarkable EGP 10 M to the Federation of Egyptian Banks’ initiative to support underprivileged and elderly people. Moreover, a significant donation of EGP 5 M was made to the Tahya Masr fund in 2021, facilitating the provision of COVID-19 vaccines to underprivileged and elderly individuals. The Bank’s commitment to healthcare continued in 2022, through donating EGP 500 K allocated

to the Diabetes and Urology Research Unit at Mansoura University to fund essential medical research serving the diabetic community. Furthermore, partnerships with AL Nas Hospital resulted in donations of EGP 200 K in 2021 and EGP 300 K in 2022, contributing to additional five open-heart surgeries and catheters for children with heart diseases.

Additionally, the Bank extended its support to the Magdi Yacoub Foundation, by donating EGP 200 K to fund four cardiac catheters operations at Aswan Heart Center, further enhancing healthcare access. Another noteworthy collaboration was formed with 57357 hospital, involving a donation of EGP 300 K for the equipment funding to control the cyber knife machine. These donations exemplify the bank’s dedication to positively impacting healthcare, research, and community well-being, totaling an impressive EGP 17.3 M in support of these critical initiatives.







## Education

Our initiatives aim to ensure everyone can access quality education and lifelong learning. Over three years, the bank has consistently demonstrated its commitment to education and customer awareness. In 2020, the bank dedicated EGP 1.3 M to sponsor 13 academic scholarships for students at Zewail City of Science and Technology, a clear indication of pursuing quality education. This initiative continued in 2021, with a further donation of EGP 1.62 M in sponsoring additional academic scholarships at Zewail City of Science and Technology, emphasizing the bank's commitment to supporting educational opportunities.

Moreover, the bank's dedication extended beyond scholarships. It included awareness sessions in universities like Zewail city of science and technology and at Egyptian Japan university of science and technology. The Bank contributed EGP 1 M to a campaign to educate customers about the importance of their account data, working under the auspices of the Federation of Egyptian Banks. This donation not only served to raise awareness but also promoted responsible financial practices among customers. In 2022, the Bank continued its support for academic scholarships, donating EGP 1.9 M to sponsor 14 academic scholarships for students at Zewail City of Science and Technology. The Bank also collaborated with Ahmed Bahaa Al Din Association by donating 10 computers to support the development & Cultural activity in Upper Egypt. These donations in education and customer awareness efforts have accumulated in a total donations of EGP 5.835 M over the three years. This reflects the Bank's dedication to fostering learning and innovation as well as promoting responsible banking practices for the betterment of students. These donations aim to enhance educational infrastructure and create a new generation capable of innovation as scientific research is the main process of transforming the traditional economy into a knowledge-based economy.



## Environment



Through recognizing the importance of sustainable consumption and production patterns in safeguarding the livelihoods of present and future generations, we actively support initiatives and organizations that promote environmental conservation, renewable energy, waste management, and initiatives contributing to a greener future.

We have made significant contributions to responsible consumption and production through our collaborations. In partnership with the Al Waad Foundation for training and sustainable development, we have produced environmentally friendly bags that support 300 underprivileged women and promote the SDGs. Additionally, we have partnered with Kendaka and Al Nidaa Foundation to support 25,828 women in Upper Egypt and 30 women in Badr City by purchasing Arabesque and Ark handcrafted wooden boxes, which contains up-cycled glass lanterns.

Moreover, SCB actively participated in key environmental conferences and events as they joined the business pavilion in the Green Zone at COP27. During the conference, we organized two sessions that highlighted success stories in sustainable finance and the achievements of the NilePreneurs "Launch SAAS" incubator sponsored by SCB in cooperation with Nile University under the auspices of the CBE.







## Social Solidarity

Through our dedication to ensuring equal rights to economic resources and access to basic services for all individuals, with a particular focus on the most vulnerable members of society, we supported projects and initiatives that tackle poverty, promote social inclusion, and empower marginalized communities.

In 2020, the Bank participated in the charity challenge initiative with the Egyptian Food Bank, extending support to 7,500 daily workers severely impacted by the COVID-19 pandemic, with a donation of EGP 240 K dedicated to this cause. Furthermore, the Bank donated EGP 270 K in cooperation with the Al Orman Association during the holy month of Ramadan to pack and distribute 3000 food packages. The Bank collaborated with Misr Al Khair foundation to provide Sak Al Odhaya for employees and customers. Moreover, the Bank participated in winter initiative campaign in collaboration with Al Orman Association and also participated in promoting “End Hunger “ campaign in collaboration with the Egyptian Food Bank in the the world food day.

Additionally, the Bank collaborated with the Al Tadamon Micro Finance Association, allocating EGP 24 K to provide 400 food supply boxes to support underprivileged women during the holy month of Ramadan. The Bank's dedication to community development also included a collaboration with the Al Orman Association and Rotary Heliopolis to contribute to the development of the village of Bab Al Ahrar, representing a significant donations of EGP 240 K.

In recognition of the sacrifices of the martyr Ahmed Khaled Al Hajjar, the Bank contributed EGP 400K in honor of his memory. Further efforts in 2021 and 2022 were marked by donations of EGP 288.3 K and EGP 288 K, respectively, to provide 3,700 food supply boxes in collaboration with the Al Orman Association during the holy month of Ramadan. The Bank also distributed food supply boxes during the holy month of Ramadan at the Dialysis Center of Future Better Association. Furthermore, the bank collaborated with Al Orman Association over the past three years to provide Sak Al Odhaya campaign for employees and customers in all branches and enable them to donate through SCB E-WALLET. The bank also participated in the running marathon in collaboration with “Ahmed Bahaa Al Din Association “ to support the development and cultural activity in upper Egypt in 2021 and 2022. These initiatives collectively reflect the bank's steadfast commitment to social solidarity and community well-being, with a total donation of EGP 1.75 M over the three years, underscoring its dedication to supporting and uplifting those in need.



## Special Needs

Through our commitment to promoting responsible economic growth and decent work for persons with disabilities, along with empowering and supporting them through various initiatives, the Bank supports projects and initiatives that promote disability rights, accessibility, and economic empowerment.

One such initiative involves incorporating artistic paintings created by talented young special needs artists into our gifts, promoting their talent, and contributing to their economic empowerment.

In addition, we actively participate in the Challenge Day initiative in collaboration with Resala Foundation to engage our employees in distributing gifts and raising awareness about the capabilities and contributions of persons with disabilities in 2021..

Moreover, in 2022, the Bank extended its support to individuals with special needs by donating EGP 24 K to the Al Safaa and Al Badr Al Mounir Association for development. This contribution was directed towards installing two artificial limbs, a significant investment to enhance the quality of life and mobility for individuals with special needs.







## Empowerment of Youth, Women, and Entrepreneurs

To fulfill our commitment towards Empowerment of Youth, Women, and Entrepreneurs. We have participated in various initiatives and projects that foster innovation, job creation, and economic empowerment.

One of our initiatives was the NilePreneurs program, a nationwide initiative powered by the CBE and the Banking Sector. We supported this program in different ways as we aimed to embrace startups and provide technical, administrative, and financial support, specifically in communication and information technology, focusing on “Simulation for Gamification”. We also contribute to the program by being part of the NilePreneurs Incubators, as we are sponsoring the Software As A Service (SAAS) incubator, which supports SAAS startups. In 2020, we invested EGP 1.2 M in a project focused on youth, women, and entrepreneurship. Building on our commitment, we continued our efforts in 2021 with two additional projects amounting to EGP 1.2 M. In 2022, we furthered our dedication by supporting two projects with a total EGP 1.2 M. These investments are directed towards initiatives that foster entrepreneurship, job creation, and sustainable industrialization while building resilient infrastructure and promoting innovation.

Furthermore, we collaborated with various organizations and initiatives to empower women, youth, and entrepreneurs. For instance, we partnered with a young Egyptian woman startup to produce New Year gifts for our employees and customers in 2021. Additionally, we actively participated in the campaign “You Are the Champion of Happiness” to encourage children to save and support charitable causes in the same year. In 2022, we collaborated with the Al Nidaa Foundation to support women and youth, aiming to combat poverty in Upper Egypt, with a total investment of EGP 50 K.



## Sports, Art, and Culture

Through our dedication to promoting good health and well-being in the community, we actively support initiatives encouraging active lifestyles, preserving cultural heritage, and promoting artistic expression.

In 2021, we contributed to the opening of The City of Arts & Culture in the Administrative Capital with a total donation of EGP 500 K. Building on that, in 2022, we continued our support by collaborating with the Ministry of Youth and Sports to establish the First Investment Fund to support Egyptian sports with total donations of EGP 500 K. These projects aimed to foster a vibrant community by providing access to sports facilities, encouraging artistic expression, and preserving cultural heritage.



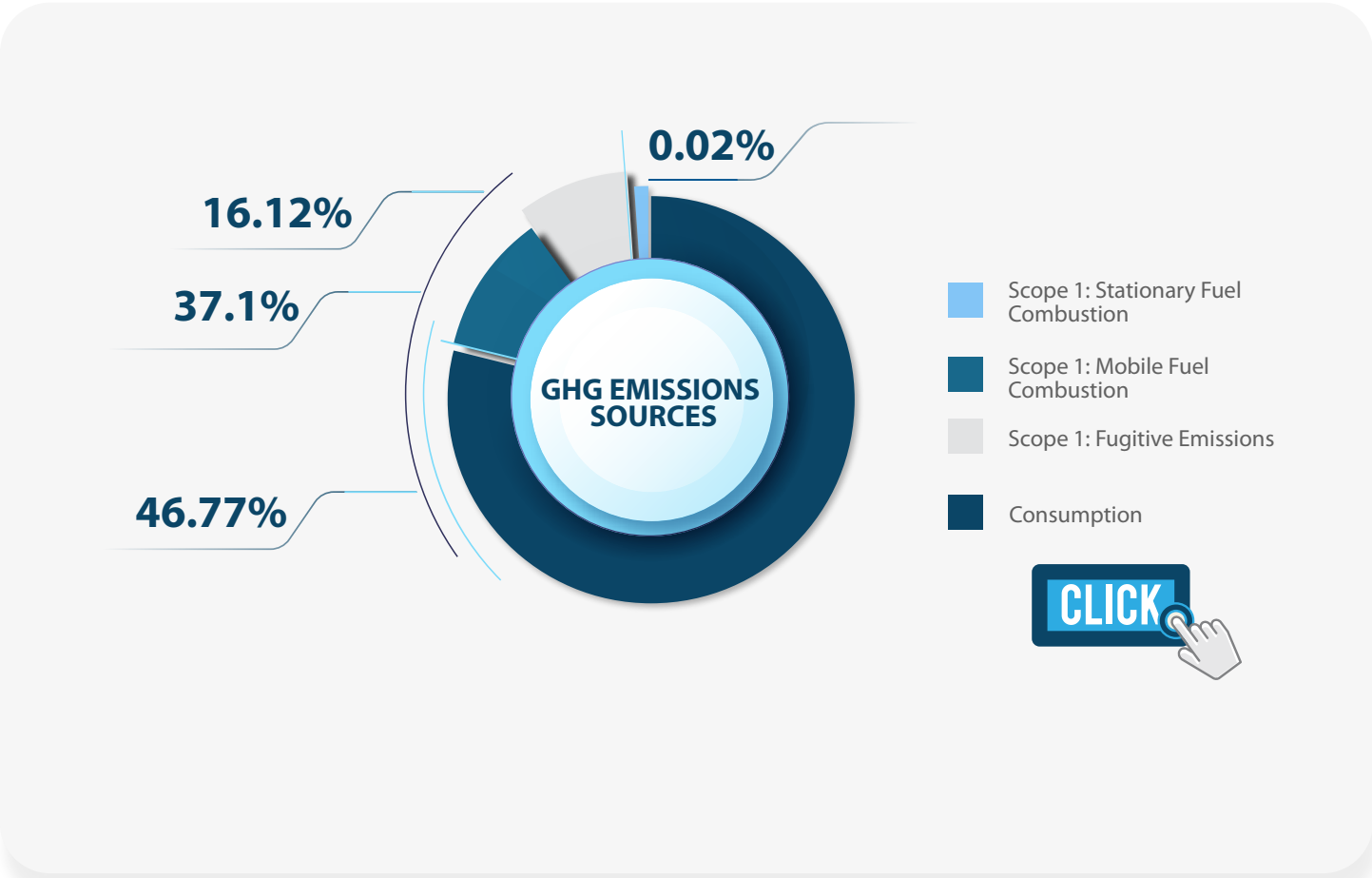




## Environmental Efforts

### Carbon Footprint Reduction Initiatives

SCB is committed to environmental responsibility and recognizes the importance of reducing our Carbon Footprint impact. Therefore, we released our first Carbon Footprint report in 2022, demonstrating our commitment to monitoring our environmental impact. The boundaries of the Carbon Footprint were set to cover the Bank’s emissions in its Head Office located in Garden City. The analysis and calculations were based on the Inter-Governmental Panel on Climate Change (IPCC) Guidelines, GHG Protocol: Corporate Accounting and Reporting Standard, and ISO 14064-1:2018 GHG – Part 1. It was found that the total GHG emissions amounted to 1,578.88 tCO<sub>2</sub>e/year, with Scope 1 Direct Emissions representing 53.23% and Scope 2 Indirect Emissions accounting for 46.77%. The Carbon Footprint report highlighted that the highest contributor to our GHG emissions was electricity consumption, accounting for 46.77% of the total GHG emissions, followed by fugitive emissions, accounting for 37.1%. This observation allowed us to allocate our efforts efficiently as we took action to decrease our GHG emissions following our Carbon Footprint Reduction Plan (CMP). The CMP details how we could reduce or offset our Carbon Footprint by enhancing our energy efficiency efforts, switching to Renewable Energy (RE), raising awareness, and increasing our sustainable finance practices.







## Resource Efficiency:

Resource management is a key focus for SCB, aimed at promoting the efficient usage of energy, water, and paper within our Head Office building and across our branches. Regarding energy consumption, we have made notable progress in reducing our energy footprint. From 2020 to 2022, the total energy consumption showed a slight decrease, going from about 1.32 kWh to 1.24 kWh. This signifies an effort to optimize energy usage within the Head Office building.

Regarding water consumption, SCB also took steps to manage our usage responsibly. The total water consumption varied throughout the years. In 2020, the Bank consumed 6,172.44 m3 of water, which decreased to 3,877.79 m3 in 2021 before rising to 4,985.78 m3 in 2022. It is worth noting that approximately 80% of the water consumed by SCB ends up as wastewater, as reported by the water authorities.

In a concerted effort to reduce water usage at the Cairo center's head office, SCB has implemented a comprehensive approach with a meticulous inspection and maintenance program. We repair all leaks in the building's water supply and drainage lines, replacing worn-out pipes that contribute to these leaks. Furthermore, we diligently maintain water lift motors, clean tanks, and adjust automatic control float levels to optimize water supply and tank filling.

To further reduce water consumption, we've installed filters for water taps in pantries and bathrooms, ensuring the required pressure for usage while conserving water. We've gone a step further by renovating all the building's bathrooms replacing faucets, connections, accessories, and valves with new, efficient counterparts to prevent leaks and maximize water conservation.

Our commitment extends to daily monitoring and immediate response to any water malfunctions or leaks within the building. We also review the functionality of all facilities related to centralized chilled water and fire-fighting systems, ensuring no leaks and that their associated tanks are correctly adjusted. Additionally, we closely supervise cleaning activities, directing our workforce to conserve water and avoid excessive usage. Finally, our vigilance extends to the water supply and drainage station, where daily monitoring ensures proper functioning and safeguards against system issues that could lead to water wastage or leaks. Through these multifaceted measures, SCB is dedicated to responsible water management, reducing waste, and promoting sustainability at our Cairo center's head office.

Moreover, our new administrative building in the New Capital incorporates sustainable waste and water management.

As for Paper consumption, it is another area where we've made concerted efforts to minimize our environmental impact. The Bank's total paper consumption fluctuated over the reporting period. In 2020, the Bank consumed 318 tons of paper, which increased to 358 tons in 2021 and decreased to 258 tons in 2022. To align with our commitment to sustainability, we have adopted a proactive approach within our office premises, particularly in the Cairo Center buildings.

We regularly collect used paper waste from all main center units, encompassing consumed photocopy paper, forms, prints, obsolete records, and cardboard when available. To further our dedication to eco-friendliness, we've forged partnerships with specialized recycling factories, ensuring a responsible and efficient recycling process. We've even invested in a paper recycling compactor machine, with our bank representatives present to oversee the process closely.

Our aim is not only to reduce our environmental footprint but also to maximize the financial returns from the shredding and recycling processes. These measures reflect our unwavering commitment to sustainable paper management practices, promoting a greener future for our organization and the environment.

SCB strives to go beyond recycling basics by implementing innovative and comprehensive strategies that reduce waste and promote a more sustainable and circular approach to resource management. As part of this endeavor, we employ a systematic approach to handling car tire waste, starting with the periodic collection of discarded car tires from both the central hub and various branches. These tires are then securely stored in warehouses under the General Administration of Administrative Affairs' oversight. Specialized recycling companies are contracted to transform these tires into reusable products to ensure responsible disposal and sustainability. The key focus is on prompt sales of these upcycled products, with a primary goal of achieving the highest possible financial return from these sales operations. This helps reduce environmental impact and maximizes the economic benefits of tire recycling efforts..







## Energy Efficiency:

SCB implemented several energy efficiency initiatives. For instance, the Bank has adopted LED lights in various premises, including the Cairo Center Head Office. LED lights are known for their energy-saving benefits, which reduce electricity consumption compared to traditional lighting systems. Furthermore, as we faced challenges with high fugitive emissions, specifically from our Air Conditioning (AC) systems and the refrigerants used within them, measures were taken to address them effectively. To mitigate the fugitive emissions and improve AC efficiency, SCB decided to replace the old AC units with new devices that utilize environmentally friendly refrigerant R410 instead of R22. This proactive approach not only helped reduce the Bank's fugitive emissions but also enhanced the overall energy efficiency of the AC systems. In addition, some AC systems were separated from the central AC system using split AC units with R410 to enable an efficient cooling process, enhance the power-saving process, and closely monitor each zone.

Moreover, we set the AC unit's temperature from 22°C to 25°C to improve AC system efficiency, reduce power consumption, support our energy efficiency objectives, and ensure optimum staff working environment conditions. As for our branches, most of them have transitioned to AC Variable Refrigerant Flow (VRF) systems, which provide zone heating and cooling capabilities in which the amount of refrigerant and energy delivered to different areas within the branch is precisely controlled. The VRF aligns with the power consumption plan that we have established as it's a more environmentally friendly energy solution than traditional Heating, Ventilation, and Air Conditioning (HVAC) systems. It's important to highlight our efforts in acting when needed. For instance, all staff were moved from an old building downtown that consumed high rates of electrical power due to 4 AC chillers and were relocated to a new building with a VRF system.



# Commitment Toward National and International Frameworks

07

- United Nations Sustainable Development Goals & Egypt Vision 2030





At **SCB** our commitment to UN SDGs, and Egypt vision **2030** is demonstrated through targeted activities that foster economic, social, and environmental progress.

- Investing in a new environmentally friendly Head Office building.
- Enhancing SME Business
- Financing the construction of environmentally friendly residential projects.
- Developing and launching financial products tailored for low-income customers
- Expanding banking access for disabled and underprivileged individuals.
- Promoting financial literacy through workshops and online resources.
- Enhancing medical facilities and equipment funding
- Supporting NGOs providing healthcare



- Sponsoring scholarships in various academic disciplines
- Promoting professional growth through employee training programs
- Empowering women in Upper Egypt via collaboration with women-led startups.
- Financing green building / projects
- Implementing water conservation measures and efficient waste management systems.
- Enhancing E-platform accessibility, brand awareness, and digital asset platforms for operational efficiency.
- Driving digital transformation to improve operational efficiency and customer service.
- upholding high standards of governance with transparent practices.
- Participating in environmental conferences, highlighting sustainable finance initiatives.



الحكومة  
والشركات



بنية تحتية  
متطورة



اقتصاد متنوع  
معرفي تنافسي



نظام بيئي  
متكامل ومستدام



العدالة الاجتماعية  
والمساواة



جودة الحياة  
ومستوى المعيشة



### **Limited Assurance Statement To the Board of Directors Suez Canal Bank**

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 training partner to the Global Reporting Initiative (GRI), and a GRI Gold Community member. Our main focus is to assist organizations, public and private, in understanding and addressing their economic, environmental, and social impact.

Dcarbon was engaged by **Suez Canal Bank (SCB)** to perform an Independent Limited Assurance review on its 2022 Sustainability Reporting process ('the Report').

#### **Scope, Boundary, and Limitations**

The scope of the limited assurance included sustainability data and information for operations in Egypt from 01 January 2022 to 31 December 2022, in accordance with the Global Reporting Initiative's (GRI) Standards for 2021.

The scope covers SCB Governance, Business Strategy and Policies, Materiality Assessment, and stakeholder engagement process.

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

#### **Assurance scope excludes:**

- Data and information in the Report outside this reporting period indicating historical data to establish context for the reporting period disclosures or forward-looking statements by **SCB**.
- 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 and abiding by our values of integrity, confidentiality, professional competence, objectivity, and due attention.

Ms. Zeina ElNadi and Ms. Mayar Farag, DCarbon's Associate Sustainability Analysts, supported the assurance process for ESG framework alignment, data mining, and data verifications.

The nature, timing, and extent of procedures followed were based on the rounds of engagement with relevant departments and senior management at the Bank and the Sustainability department delegated by the Board of Directors.

The Bank was responsible for identifying material sustainability issues, establishing and maintaining appropriate internal performance management, and developing the relevant systems for the reported data.

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

- Review of the evidence of internal policies, procedures, and strategy documents as provided by the bank.
- Review of materiality and stakeholders' engagement framework deployed at SCB.
- Assessment of the systems used for data collection and reporting on the standard, including data collection through surveys and/or writing prompts; where applicable or available.
- Evaluation of the processing and monitoring of data collection for disclosures.
- Assessment that the report has been prepared in accordance with GRI Standards for 2021.
- Review of the Report to ensure that there is no misrepresentation of disclosures as per the scope of assurance and our findings.

#### **Limited Assurance**

Limited Assurance was obtained for disclosures on materiality assessment, governance and stakeholders engagement process, and management approach of activities under social and environmental investments.

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

#### **Responsibilities of the Management**

The management was responsible for the preparation and fair presentation of the selected information included in this report in accordance with the GRI Standards 2021. It was responsible to assert that the internal controls enabled the preparation of information free from material misstatement. Through our prolonged engagement with SCB, we have observed that the leadership and management that governed the release of this report have actively proven their periodical oversight of the process and the departmental focal persons involved in the process, in addition to the dedicated sustainability team.

#### **Conclusion**

Our opinion has been formed based on the outcome of the activities performed 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 the activities performed and evidence received, SCB has complied the report in accordance with the GRI Standards 2021 in all material respects.



**Ehab Shalaby, Ph.D.**  
**Chairman & CEO**





GRI Index

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	P.3			
	2-2 Entities included in the organization's sustainability reporting	P.2-3			
	2-3 Reporting period, frequency and contact point	P.3			
	2-4 Restatements of information	None			
	2-5 External assurance	P.122			
	2-6 Activities, value chain and other business relationships	P.16-19			
	2-7 Employees	P.60-71			
	2-8 Workers who are not employees			Not Applicable	
	2-9 Governance structure and composition	P.92-93			

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
General disclosures					
GRI 2: General Disclosures 2021	2-10 Nomination and selection of the highest governance body	P.93			
	2-11 Chair of the highest governance body	P.92			
	2-12 Role of the highest governance body in overseeing the management of impacts	P.92-93			
	2-13 Delegation of responsibility for managing impacts	P.93			
	2-14 Role of the highest governance body in sustainability reporting	P.92			



GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
General disclosures					
GRI 2: General Disclosures 2021	2-15 Conflicts of interest	P.94			
	2-16 Communi- cation of critical concerns			Throughout the Governance Section	
	2-17 Collective knowledge of the highest governance body			In Progress	
	2-18 Evaluation of the performance of the highest governance body			Confidential Constraints	
	2-19 Remuneration policies	P.93			
	2-20 Process to determine remuneration	P.93			
	2-21 Annual total compensation ratio			Confidential Constraints	
	2-22 Statement on sustainable development strategy	P.6-9			

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
General disclosures					
GRI 2: General Disclosures 2021	2-23 Policy commitments	P.44-45,94-99			
	2-24 Embedding policy commitments	P.94-99			
	2-25 Processes to remediate negative impacts	P.44-45			
	2-26 Mechanisms for seeking advice and raising concerns	P.96			
	2-27 Compliance with laws and regulations	P.95			
	2-28 Membership associations	SCB is part of the Federation of Egyptian Banks.			
	2-29 Approach to stakeholder engagement	P.20-23			
	2-30 Collective bargaining agreements			Employees have the right to join unions.	





GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine mate- rial topics	P.20	A gray cell indicates that reasons for omission are not permitted for the disclosure.		
	3-2 List of mate- rial topics	P.23-26			
Economic performance					
GRI 3: Material Topics 2021	3-3 Management of material topics	Throughout the Report			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	P.30-50			
	201-2 Financial implications and other risks and opportunities due to climate change			Information unavailable/ incomplete	In Progress
	201-3 Defined benefit plan obligations and other retirement plans	P.66-67			
	201-4 Financial assistance received from government			Not Applicable	

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Market presence					
GRI 3: Material Topics 2021	3-3 Manage-ment of material topics	Throughout the Report			
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage			SCB adheres to the Egyptian Labor Law, therefore the local minimum wage is met at the entry level, regardless of gender. However, the wages are confidential therefore we can not disclose it.	
	202-2 Proportion of senior management hired from the local community				
Indirect economic impacts					
GRI 3: Material Topics 2021	3-3 Management of material topics	Throughout the Report			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	P.104-110			
	203-2 Significant indirect economic impacts	P.104-111			



GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Procurement practices					
GRI 3: Material Topics 2021	3-3 Manage-ment of material topics	Throughout the Report			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	P.100			
Anti-corruption					
GRI 3: Material Topics 2021	3-3 Management of material topics	Throughout the Report			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	P.94			
	205-2 Communication and training about anti-corruption policies and procedures	P.94			
	205-3 Confirmed incidents of corruption and actions taken			Confidential Constraints	

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Anti-competitive behavior					
GRI 3: Material Topics 2021	3-3 Manage-ment of material topics	Throughout the Report			
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competi-tive behavior, anti-trust, and monopoly prac-tices	P.48-50		Confidential Constraints	
Energy					
GRI 3: Material Topics 2021	3-3 Management of material topics	Throughout the Report			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	P.112			
	302-2 Energy consumption outside of the organization			Information unavailable/incomplete	
	302-3 Energy intensity			Information unavailable/incomplete	
	302-4 Reduction of energy consumption	P.112			





GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Energy					
GRI 302: Energy 2016	302-5 Reduc- tions in energy requirements of products and services			Information unavailable/ incomplete	
Water and effluents					
GRI 3: Material Topics 2021	303-1 Interactions with water as a shared resource	P.114-115			
GRI 303: Water and Effluents 2018	303-2 Management of water discharge- related impacts			Information unavailable/ incomplete	In Progress
	303-3 Water withdrawal			Information unavailable/ incomplete	In Progress
	303-4 Water discharge			Information unavailable/ incomplete	In Progress
	303-5 Water consumption	P.114			

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Emissions					
GRI 3: Material Topics 2021	3-3 Manage- ment of material topics	Throughout the Report			
GRI 206: Anti- competitive Behavior 2016	305-1 Direct (Scope 1) GHG emissions	P.112			
	305-2 Energy indirect (Scope 2) GHG emissions	P.112			
	305-3 Other indirect (Scope 3) GHG emissions			Information unavailable/ incomplete	In Progress
	305-4 GHG emissions intensity			Information unavailable/ incomplete	
	305-5 Reduction of GHG emissions			Information unavailable/ incomplete	
	305-6 Emissions of ozone- depleting substances (ODS)			Information unavailable/ incomplete	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			Information unavailable/ incomplete	



GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Waste					
GRI 3: Material Topics 2021	3-3 Manage- ment of material topics	Throughout the Report		Information unavailable/ incomplete	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts			Information unavailable/ incomplete	
	306-2 Management of significant waste-related impacts	P.114			
	306-3 Waste generated			Information unavailable/ incomplete	
	306-4 Waste diverted from disposal			Information unavailable/ incomplete	
	306-5 Waste directed to disposal			Information unavailable/ incomplete	

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Supplier environmental assessment					
GRI 3: Material Topics 2021	3-3 Manage-ment of material topics			Information unavailable/incomplete	In Process of Planning
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria			Information unavailable/incomplete	In Process of Planning
	308-2 Negative environmental impacts in the supply chain and actions taken			Information unavailable/incomplete	In Process of Planning
Employment					
GRI 3: Material Topics 2021	3-3 Management of material topics	Throughout the Report			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	P.61			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	P.66-67			





GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Employment					
GRI 401: Employment 2016	401-3 Parental leave	P.66			
Labor/management relations					
GRI 3: Material Topics 2021	3-3 Management of material topics	Throughout the Report			
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding opera- tional changes	P.60			
Occupational health and safety					
GRI 3: Material Topics 2021	3-3 Management of material topics				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	P.69-70			
	403-2 Hazard identification, risk assessment, and incident investigation			Not Applicable	

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Occupational health and safety					
GRI 404: Training and Education 2016	403-3 Occupational health services	P.69-71			
	403-4 Worker participation, consultation, and communication on occupational health and safety	P.70			
	403-5 Worker training on occupational health and safety	P.70			
	403-6 Promotion of worker health	P.69-70			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	P.70			
	403-8 Workers covered by an occupational health and safety management system	-		Not Applicable	



GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Occupational health and safety					
GRI 404: Training and Education 2016	403-9 Work-related injuries			Not Applicable	
	403-10 Work-related ill health			Not Applicable	
Training and education					
GRI 3: Material Topics 2021	3-3 Management of material topics	Throughout the Report			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee			Information incomplete/unavailable	In Progress
	404-2 Programs for upgrading employee skills and transition assistance programs	P.63-65			
	404-3 Percentage of employees receiving regular performance and career development reviews	P.62			

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Diversity and equal opportunity					
GRI 3: Material Topics 2021	3-3 Management of material topics	Throughout the Report			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	P.60-61			
	405-2 Ratio of basic salary and remuneration of women to men			SCB adheres to the Egyptian Labor Law, therefore the local minimum wage is met at the entry level, regardless of gender. However, the wages are confidential therefore we can not disclose it.	
Non-discrimination					
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			Confidential Constraints	
Freedom of association and collective bargaining					
GRI 3: Material Topics 2021	3-3 Management of material topics				





GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Freedom of association and collective bargaining					
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 incomplete/unavailable	
Child labor					
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			SCB adheres to the Egyptian Labor Law, which prohibits child labor.	
Forced or compulsory labor					
GRI 3: Material Topics 2021	3-3 Management of material topics	Throughout the Report			
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor			SCB adheres to the Egyptian Labor Law, which prohibits forced and compulsory labor.	In Progress

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Security practices					
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	P.66-67			In Progress
Supplier social assessment					
GRI 3: Material Topics 2021	3-3 Management of material topics			Information incomplete/unavailable	In Progress
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria			Information incomplete/unavailable	In Progress
	414-2 Negative social impacts in the supply chain and actions taken			Information incomplete/unavailable	In Progress
Customer privacy					
GRI 3: Material Topics 2021	3-3 Management of material topics	P.99			

GRI STANDARDS	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Customer privacy					
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	P.26			

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TOPIC	METRIC	LOCATION
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	N/A
	Description of approach to identifying and addressing data security risks	P.99
Financial Inclusion & Capacity Building	(1) Number and (2) amount of loans outstanding that qualify for programmes designed to promote small business and community development	P.46-49
	(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	P.83
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	P.83
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	P.36
Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	N/A





TOPIC	METRIC	LOCATION
Financed Emissions	Gross exposure for each industry by asset class	N/A
	Percentage of gross exposure included in the financed emissions calculation	N/A
	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	N/A
	Description of whistleblower policies and procedures	P.96
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

### CBE Guiding Principles

PRINCIPLES	PRINCIPLE OF SUSTAINABLE FINANCE	LOCATION
Principle 1	Capacity-Building and Necessary Knowledge	P.63-65
Principle 2	Enhancing Sustainable Finance	P.37
Principle 3	Involvement of the Stakeholders	P.20-22
Principle 4	Managing Climate Change Risks	In Progress
Principle 5	Applying the Principles of Sustainability to the Bank's Internal Activities and Operations	P.112-116
Principle 6	Reporting	P.2-3