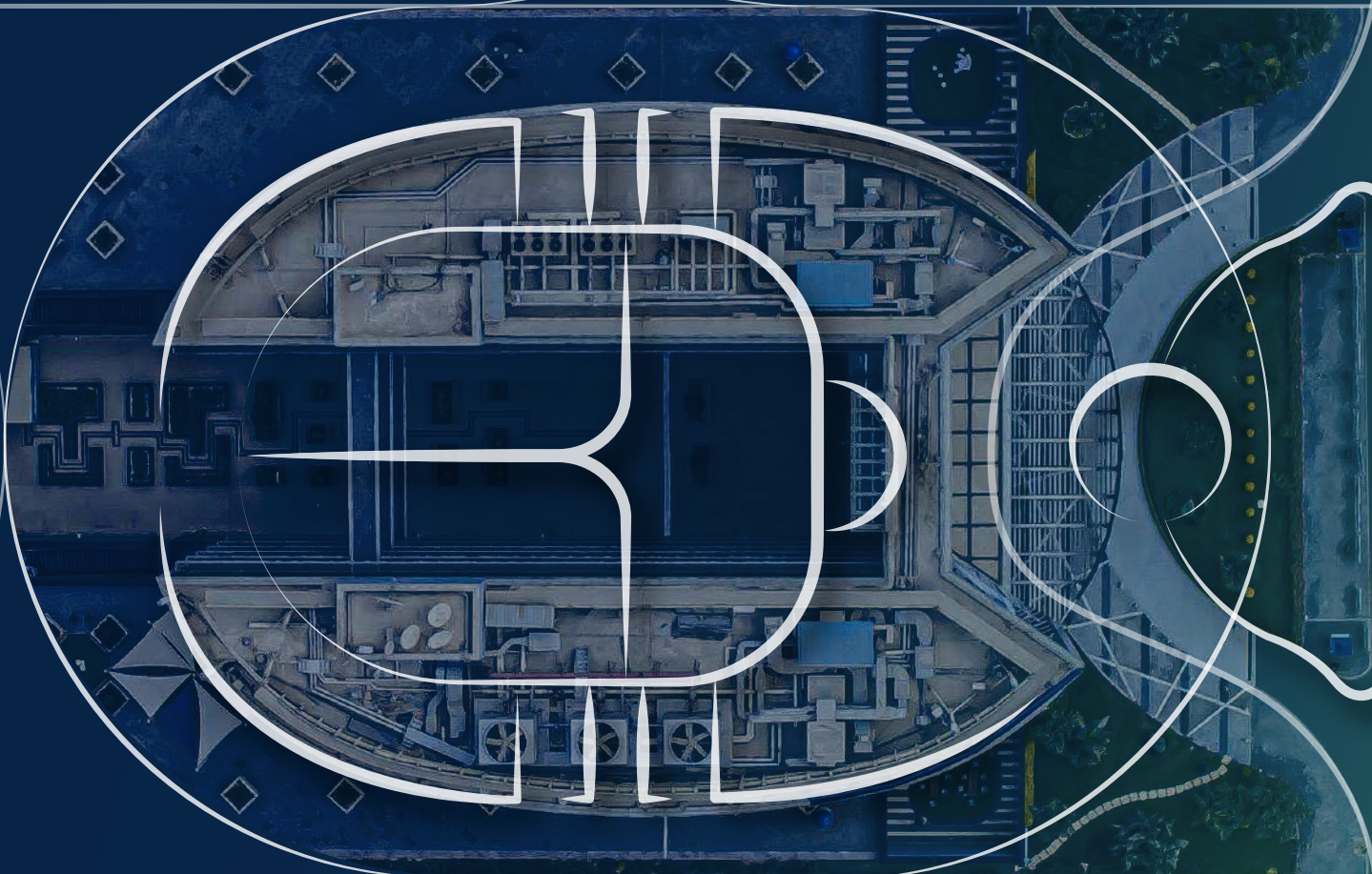




بنك الإمارات دبي الوطني
Emirates NBD



2024

Sustainability
Report

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Design Theme: Inspired by the Egyptian Scarab

Welcome to our report, where we unveil the design theme for Emirates NBD Egypt's headquarters—proudly inspired by the ancient Egyptian scarab. Throughout history, the scarab symbolized renewal, transformation, and the cycle of life, making it a powerful emblem for a forward-looking bank committed to sustainable growth.

Why the Scarab?

In ancient Egypt, the scarab beetle's daily act of rolling dung was likened to the sun's journey across the sky, representing continuous creation and rebirth. This sense of perpetual renewal resonates with our mission to be resilient and adaptive in a world constantly evolving. By rooting our design in the scarab's enduring legacy, we celebrate nature's cyclical processes that are central to sustainability.

From Symbol to Structure

Our headquarters' architectural silhouette takes cues from the scarab's rounded form, reflecting not only its distinctive shape but also its deeper meaning. Much like the protective amulets and seals that once adorned pharaohs and travelers to ensure safe passage, our building stands as a guardian for both our clients and our vision of a sustainable future.

A Commitment to Sustainability

Just as the scarab underscored harmony with nature in ancient beliefs—rolling resources back into the earth and symbolizing new life—our design emphasizes regeneration and long-term stewardship. We believe in creating a legacy that outlasts our generation and preserves resources for those to come.

By weaving the scarab's timeless symbolism into our headquarters, we remind ourselves—and everyone who passes through—of the importance of renewal, balance, and continuity in all that we do.



01

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About this Report

Emirates NBD Egypt presents its second Sustainability Report covering fiscal year 2024. This report outlines our Environmental, Social, and Governance (ESG) performance and initiatives, reflecting our dedication to transparent stakeholder communication. Through this annual reporting commitment, we continue to document and share our sustainability journey and achievements with our stakeholders.

Scope and Reporting Period

This sustainability report presents ENBD Egypt's ESG performance, focusing on the Bank's material topics. The data provided pertains exclusively to ENBD EGYPT's operations across Egypt, unless explicitly stated otherwise. This report encompasses the period from January 1, 2024, to December 31, 2024. Disclosures outside the specified reporting dates are included if deemed relevant to the context of the report.

Reporting Standards and Frameworks

This report has been prepared in accordance with the 2021 GRI Standards, while demonstrating our alignment with multiple international frameworks including the UN Sustainable Development Goals (UN SDGs), SASB Standards for Commercial Banks, TCFD Recommendations, and UN Global Compact (UNGC) Principles.

Forward Looking Statements

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

Assurance

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

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

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A message from the CEO and Managing Director

Dear Stakeholders,

Emirates NBD Egypt is pleased to present its 2024 Annual Sustainability Report, a comprehensive account showcasing our Environmental, Social, and Governance (ESG) trajectory. As the CEO and Managing Director, I am proud to highlight how the effective integration of sustainability principles into every facet of our strategic vision has transformed our operations and strengthened our performance.

Our financial achievements in 2024 reflect the success of this approach, with total assets up by 24% and hitting EGP 159 billion and net profit growing by 64% to a record high EGP 5.3 billion. These results demonstrate how commitment to sustainable development has become a cornerstone to our growth strategy and a catalyst to innovation. We're placing a lot of focus in responsible finance—our sustainable finance portfolio reached 13 percent of our total funded exposure, reinforcing our role in driving positive environmental and social impact while supporting Egypt's transition to a greener economy.

The continued acceleration of our digital transformation journey has facilitated over 646 thousand internet banking transactions valued at EGP 72.2 billion and served more than 80 thousand active mobile users and counting. This digital evolution enhances customer experience while supporting our environmental stewardship through reduced paper consumption and improved operational efficiency. By prioritizing

digital-first solutions like instant account opening digital onboarding, we have increased our operational efficiency, reduced paper consumption, and reaffirmed our leadership in digital innovation.

The strength of our organization and the foundation to our success is people. This year, we recorded a whopping 71% employee engagement score and 45% women representation in our workforce, which reflect our emphasis on an engaging and inclusive culture. The investment in comprehensive and targeted training programs focused on crucial areas such as sustainability and digital innovation mirrors our commitment to nurturing a culture of excellence to lead in a rapidly evolving landscape.

Looking ahead, Emirates NBD Egypt remains committed to advancing sustainable growth and supporting Egypt's economic development goals. By integrating financial excellence with social responsibility and environmental stewardship, we are poised to create a lasting value to our stakeholders and contribute to a more resilient, inclusive, and sustainable future.

Sincerely,

Amr ElShafei

CEO and Managing Director, Emirates NBD Egypt



A View of Sustainability

Message from Group Head of ESG and The Chief Sustainability Officer

In this Report, I am proud to present Emirates NBD Egypt's sustainability journey for 2024, a year that has redefined our approach to responsible banking through digital innovation and sustainable finance. Our achievements reflect a deepening integration of ESG principles that goes beyond traditional banking boundaries.

The transformation we have witnessed this year has been remarkable, particularly in how we have leveraged technology to make sustainable banking more accessible and inclusive. Our digital-first approach has not only enhanced customer experience but has significantly reduced our environmental footprint, underscoring the powerful synergy between innovation and sustainability.

This year marked a strategic shift in how we approach sustainable finance, evolving from standalone initiatives to an integrated ecosystem that supports Egypt's transition to a more sustainable economy. By embedding ESG considerations into our core business decisions, we have established a comprehensive framework that drives both environmental stewardship and social progress.

The strengthening of our ESG governance structure has been another critical milestone. This enhanced governance ensures that sustainability considerations are woven into every strategic decision, enabling us to build more resilient operations while creating enduring value for our stakeholders.

Our focus on capacity building and ESG awareness has evolved significantly, reaching new depths across all levels of our organisation. This cultural transformation is one of our most important achievements, as it lays the groundwork for sustained positive impact in the years ahead.

We anticipate tremendous opportunities to further advance sustainable banking in Egypt in the future and our deepening understanding of ESG risks and opportunities cements our ability to influence and lead beneficial change in our sector and beyond.

Vijay Bains

Group Head of ESG and Chief Sustainability Officer



A View of Sustainability

Message from Chief Strategy and Sustainability Officer

As we unveil Emirates NBD Egypt's 2024 Annual Sustainability Report, we mark a transformative milestone in our journey toward sustainable development. This report reflects our strategic evolution and unwavering dedication to responsible banking, demonstrating how our vision has materialized into a tangible impact across environmental, social, and governance spheres.

Emirates NBD Egypt's strategy remains focused on amplifying its sustainable finance initiatives and strengthening its role as a catalyst for positive change. We remain committed to pioneering innovative solutions that address pressing environmental challenges and social needs, ensuring a continued growth to contribute meaningfully to Egypt's sustainable development goals.

Our approach to sustainable development has evolved beyond traditional banking parameters, exemplified by our strategic deployment of over EGP 8.3 billion across 95 impactful projects. The impact of these investments spans critical sectors, with 85 social development projects and 10 innovative environmental initiatives reshaping communities and promoting ecological resilience.

Our dedication to financial inclusion and community development continues to grow with initiatives reaching nearly 6 thousand participants through Financial Inclusion events. Additionally, our structured CSR approach benefited more than 21 thousand individuals across 16 different community projects. These efforts demonstrate our role as a responsible corporate citizen, driving positive societal impact.

Emirates NBD Egypt delivered a wide range of targeted training programs covering significant topics. Our sustainability training reached a total of 1,979 hours, equipping our employees with the essential knowledge in environmental and social risk management, climate finance, and sustainable banking practices. A robust and inclusive procurement framework has proven instrumental, achieving 80% local supplier engagement while upholding rigorous quality standards. This commitment to local sourcing has not only bolstered economic resilience but also created valuable business opportunities within the communities we serve.

Our environmental stewardship has reached new heights, with significant progress in energy efficiency and waste management. In 2024, the successful recycling of more than 43 tons of waste and the implementation of advanced building management systems exhibits our commitment to operational excellence in sustainability.

As we look to the future, Emirates NBD Egypt remains committed to having a positive impact on both people and the planet through innovation, responsible operations, and meaningful stakeholder engagement. We are strengthening our efforts to reduce our environmental footprint by investing in renewable energy, enhancing supply chain transparency, and implementing circular economy principles. Our goal is to drive long-term value by integrating sustainability into every aspect of our business.

Amgad Doma

Chief Strategy and Sustainability Officer, Emirates NBD Egypt

About Emirates NBD Group

Emirates NBD, the leading banking group in the MENA region was formed in 1963 and later in 2007 through the merger of National Bank of Dubai (NBD) and Emirates Bank International (EBI). Emirates NBD has grown to become one of the largest banking groups by assets in the region.

In 2023, Emirates NBD celebrated its 60th anniversary, marking the Group's outstanding achievements while highlighting the bank's solid historical and financial foundations as well as its promising future. As of 2024, total assets were AED 997 billion, (equivalent to approximately USD 271 billion).

The Group has expanded its presence across 12 countries through strategic growth including the acquisition of DenizBank. Emirates NBD operates in the UAE, Egypt, India, Türkiye, Saudi Arabia, Singapore, London, Austria, Germany, and Bahrain, with representative offices in China and Indonesia, serving over 9 million active customers.



LEEDers in Sustainable Building Design

Emirates NBD became the #1 Middle East bank in sustainable design building, achieving the highest number (totalling 35) of Leadership in Energy and Environmental Design ("LEED") Certifications. 16 are Platinum and 19 are Gold LEED certifications across branches in the UAE, KSA and India and 1 Parksmart Gold certification.



About Emirates NBD Group

The Group offers comprehensive financial services including retail banking, corporate and institutional banking, Islamic banking, investment banking, private banking, asset management, global markets and treasury, and brokerage operations. With a workforce of over 30,000 employees representing more than 92 nationalities, Emirates NBD stands as one of the UAE's largest and most diverse employers.

In 2024, Emirates NBD's commitment to sustainable and responsible banking has been recognised through several prestigious awards. Additionally, Emirates NBD and Emirates NBD Capital were recognised at the Bonds, Loans & Sukuk Middle East Awards 2024 for their leadership in Green Financing.



The Group has been recognised with prestigious titles, including “UAE’s Best Bank for Corporates”, “Middle East’s Best Bank for SMEs”, and “UAE’s Best Bank for SMEs” at the Euromoney Awards for Excellence 2024. The Group also received the ESG Deal of the Year under the Islamic Finance News awards.



Winner of “Sukuk House of the Year” and “High Yield Debt House of the Year” at the Bonds, Loans & Sukuk Middle East Awards 2024.

GEM Awards

Introduced ESG as a new category in the Annual GEM Awards, recognising the highest sustainability achievements from internal departments across the Group.

Credit Rating: (Long term/Short term).

Emirates NBD has been recognized as a top ESG-rated Bank in the MENA region and the 5th highest-rated diversified bank globally by

Sustainalytics. No.1

Top bank for sustainability

Emirates NBD has been ranked as the “Top Bank for Sustainability” in the GCC region by S&P Global, with a remarkable increase in our sustainability score.

Subsidiaries:

UAE Local subsidiaries:

- Emirates Islamic Bank (P.J.S.C.)
- Emirates NBD Securities L.L.C.
- Emirates NBD Asset Management Limited
- Emirates NBD Capital PSC
- Emirates NBD Capital Limited
- Emirates NBD Properties L.L.C.
- Emirates NBD Global Services LLC (Formerly Tanfeeth LLC)
- Buzz Contact Centre Solutions LLC
- Emirates Funds LLC
- Emirates Money Consumer Finance LLC

International subsidiaries:

- DenizBank A.S., Türkiye
- Emirates NBD Egypt S.A.E.
- Emirates NBD Capital KSA L.L.C.
- Emirates NBD Trust Company (Jersey) Limited
- Emirates Funds Managers (Jersey) Limited
- Emirates NBD Global Funding Limited
- ENBD London Branch Nominee Company
- Emirates NBD Capital India Private Limited

Emirates NBD Egypt at a Glance

Market Presence

Emirates NBD entered Egypt's banking sector in June 2013 by acquiring BNP Paribas' Egyptian subsidiary, combining local market expertise with Emirates NBD's regional strength. The bank has demonstrated strong growth since its establishment, now operating with over 2,000 experienced employees and 67 branches and 335 ATMs across Egypt's key regions including Greater Cairo, Giza, Alexandria, Delta and Canal, Upper Egypt and Red Sea.

The bank provides comprehensive financial solutions through four main segments: Retail banking and wealth management, Corporate and Institutional Banking, Business Banking and Global Markets and treasury, offering innovative and effective products tailored to meet the unique needs of every client through a customer-centric approach.



67

Total number of
Branches



335

Total number of
ATMs



2,331

Total number of
Employees*



283 thousand

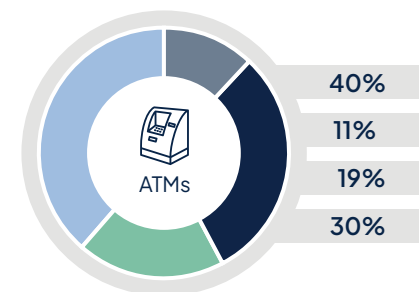
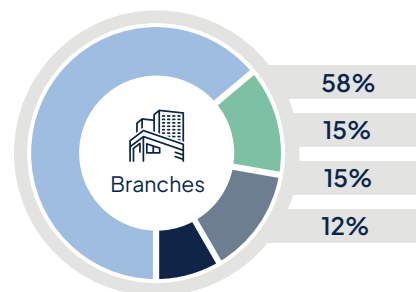
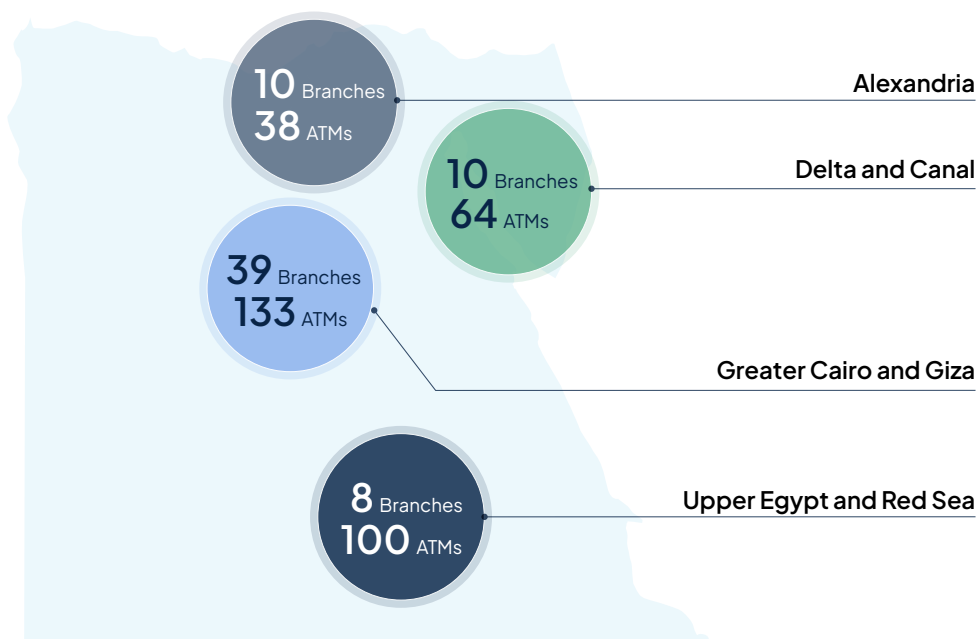
(21.3% Y-o-Y)

Total Retail
Banking Active
Customers



190 thousand

Digital Banking
Customers

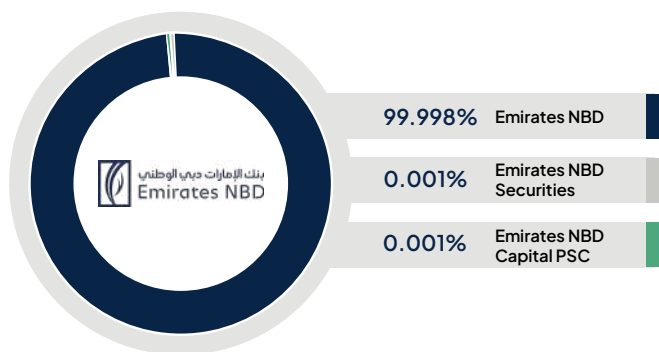


*FTEs & STEs HC is 2331 Employees (2269 FTEs and 62 STEs)

Emirates NBD Egypt at a Glance

Ownership Structure:

The ownership structure of Emirates NBD Egypt comprises Emirates NBD as the majority shareholder, holding 99.998% of shares, while Emirates NBD Securities and Emirates NBD Capital PSC each maintain a 0.001% stake in the bank.



Awards and Recognition

Emirates NBD Egypt has won two prestigious awards in 2024: "Most Innovative Treasury and Global Markets Service Provider" from International Finance Magazine and "Leading Bank in Global Markets Banking Services" from Cosmopolitan the Daily Magazine.



Leading Bank in Global
Markets Banking Services



SURGE: Emirates NBD Egypt's Strategic Direction (2024–2026)

During 2024, ENBD Egypt officially launched the new three-year bank strategy (2024–2026) titled SURGE. This strategy mirrors ENBD Egypt's ambitions and aspirations for the bank especially given our remarkable financial performance and growth results. The acronym SURGE reflects our core strategic priorities for the upcoming period whereby each letter of SURGE reflects the bank's direction and growth aspirations:

- **Surpass Boundaries** – Continuously grow beyond the current levels.
- **Unleash Potential** – Focusing on our employees through successful transformation into more productive and efficient units.
- **Result Oriented** – Focusing on results and maximization of shareholders' value.
- **Growth Driven** – Improving performance in a scientific and thoughtful way.
- **Excellence Focused** – Consistently providing excellent service internally and with customers products and services.



ENBD Egypt's Core Strategic Priorities

Drive Revenue Growth and Diversification

Continuously seeking alternative revenue streams and diversifying offerings.

Provide Seamless Digital Services

Capitalize on our strong digital offerings & innovations to enhance customers experience and provide them with faster solutions.

Unlock the Full Potential of Our People

Our staff is the key driver and enabler of our strategy – with dedicated efforts, we aspire to become employer & employee of choice.

Sustainability at the Heart

Embed sustainability practices in our DNA – from this, the bank's sustainability strategy stems in alignment with the bank's direction.

Promote for Synergies

Leverage on our international group presence and promote for cross business lines synergies across the organization.

Robust Internal Controls and Risk Management

Fortify our way of doing business while supporting solid growth.

SURGE: Emirates NBD Egypt's Strategic Direction (2024–2026)

SURGE Roadshows: Cascading ENBD Egypt's Strategic Direction

Upon launching SURGE, the bank's Management team kickstarted SURGE roadshows journey to discuss the bank's three-year strategy and ensure proper strategic alignment across all layers of ENBD employees. The first roadshow was held in July with members of the bank's Middle Management team followed by multiple roadshows delivered to the bank's frontliners across different branches and teams from the HO to further cascade the essence of our strategy.

Since initiating the strategy, 12 roadshows were held covering 49 branches across several regions including Greater Cairo, Giza, Delta & Upper Egypt as well as several departments such as Compliance, Marketing, and HR with the remaining departments and branches to follow.









































Emirates NBD Egypt ESG Strategy: Sustainability at the Heart

Our ESG strategy forms the foundation of sustainable banking, guiding how we create lasting value while serving our communities and protecting the environment. At Emirates NBD Egypt, we take pride in playing a pivotal role in driving the group's sustainability efforts across international operations. Our Sustainability Department

serves as a strategic partner to international CEOs, assisting them in the formulation and implementation of bespoke sustainability strategies tailored to their local contexts. Through fostering synergies and facilitating knowledge-sharing initiatives, we enable the seamless integration of sustainability best practices across the

group's global network. This collaborative approach strengthens our capacity to address shared challenges, capitalize on emerging opportunities, and ensure alignment with the Emirates NBD Group's overarching ESG goals. Our strategy focuses on four interconnected pillars that drive our sustainable growth.

Our Vision	To be the most innovative bank for our customers, people and communities			
Our Purpose	Create opportunities to prosper			
Our Pillars	 Profit with Purpose	 Responsible Operations	 Impact-Driven Culture	 Sustainability Focused Governance
Our Goals	<ol style="list-style-type: none"> 1. Diversified Banking Services for best-in-class market position 2. Digital Banking for Inclusivity and Efficiency 	<ol style="list-style-type: none"> 1. Organisational Resilience for Services and Relationships Excellence 2. Sustainable Operation for Responsible Stewardship 	<ol style="list-style-type: none"> 1. Thriving Communities for Equitable Society 2. Innovation for ENBD Sustainability Image 3. Futuristic Mindset for Effective Transformational Change 	<ol style="list-style-type: none"> 1. E&S Leadership for Compliance and Innovation 2. E&S Control Environment for Compliance and Innovation
Our Approach	By optimising our customer mix and service offerings, we drive sustainable growth that embraces inclusivity across all customer segments. Our strong digital capabilities enhance this approach, delivering efficient services that not only improve accessibility but also elevate the customer experience. This strategic integration of digital innovation with customer-centric solutions ensures we maintain sustainable profitability while meaningfully addressing diverse customer needs.	Our commitment to responsible operations manifests through an empowering work environment that nurtures enduring relationships with shareholders, customers, employees, and suppliers. This approach is reinforced by an efficient operational ecosystem that champions green transition initiatives, seamlessly blending environmental responsibility with operational excellence to create sustainable long-term value.	At the heart of our sustainability journey lies a commitment to fostering shared understanding and implementing effective ESG practices throughout our organisation. Through pioneering sustainability initiatives, we continuously strengthen our position as the sustainable bank of choice in our market. This cultural transformation embeds sustainability principles deeply within our operations, creating a foundation for resilient systems and lasting value that benefits all stakeholders.	Through establishing robust ESG commitments and accountability frameworks, we continuously build and maintain stakeholder trust. Our comprehensive approach to integrating environmental and social considerations throughout our operations ensures responsible banking practices that create lasting value for all stakeholders while maintaining the highest standards of governance.
Our Material Topics	<ul style="list-style-type: none"> • Customer Satisfaction • Responsible Finance • Digital Empowerment and Innovation 	<ul style="list-style-type: none"> • Environmental Management • Climate Action • Responsible Procurement 	<ul style="list-style-type: none"> • Employee Engagement, Diversity & Inclusion • Learning and Development • Financial Literacy and Inclusion 	<ul style="list-style-type: none"> • Cybersecurity and Data Protection • Corporate Governance and Ethics
UN SDGs	     	     	     	  
Egypt Vision 2030	   	   	   	  

Our Value Creation & Business Model

INPUT

Financial Capital

30% Cost-to-income ratio	EGP 128 Bn Total deposits
EGP 17.4 Bn Total equity	

Manufactured Capital

67 Branches Network (16.42% accessible to PwDs)	335 No. of ATMs (73% accessible to PwDs)
4 Mobile ATMs	

Human Capital

2,331 No. of Employees	EGP 19.5 Mn Investment in training and development
1,979 Hours of sustainability training delivered to employees	97% Of total workforce covered under upskilling and leadership development programs

Intellectual Capital

Developing new digital services of products

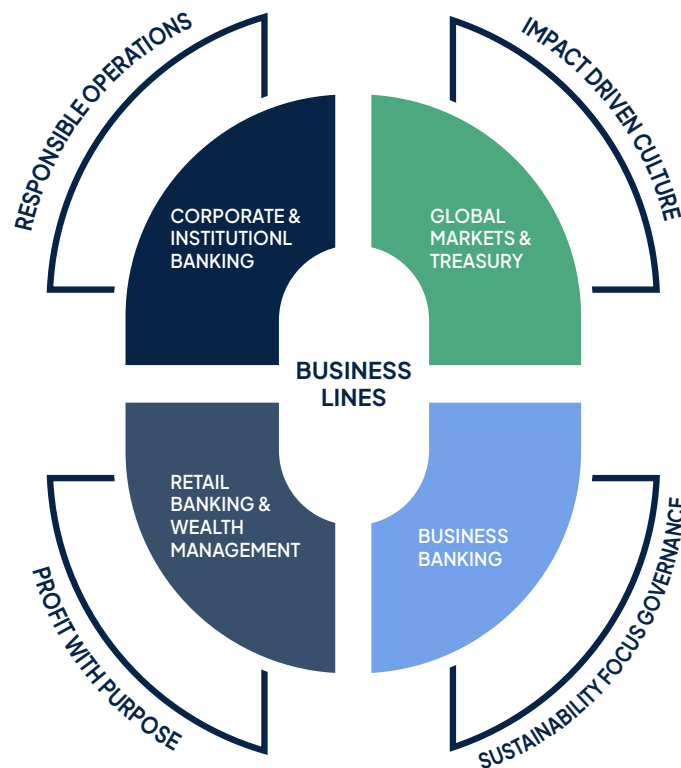
Social & Relationship Capital

16 Community investment projects	80% local supplier representation
--	---

Natural Capital

12,985 MWh Purchased electricity and chilled water	381,452 m³ Total water withdrawals
548 MWh Petrol in owned vehicles	103 tons Total waste generated

CREATING VALUE THROUGH OUR BUSINESS MODEL



OUTCOME

Financial Capital

EGP 13.3 Bn Revenues	37% Return on Average Equity	EGP 158.9 Bn Total Assets
EGP 5.3 Bn Net Profit after Tax		

Manufactured Capital

283,679 Retail Banking Active Customers	190,868 Digital banking subscribers
86% Percentage of total transactions done through online platforms	

Human Capital

1.02 Average training hours per employee	29% Female representation in managerial positions
71% Employee engagement score from the annual satisfaction survey	

Intellectual Capital

Score 37 (Great Zone) Customer satisfaction and NPS for digital services	84% Digital Services Satisfaction
--	---

Social & Relationship Capital

21,807 Community investments beneficiaries	More than 5,600 Attendees at financial inclusion literacy events organized by the Bank
55% and 71% Representation of women and youth among attendees at financial literacy and inclusion events	59% increase in Micro Finance Lending Portfolio
	100% YoY growth in payroll deals

Natural Capital*

27,439 kg Recycled waste	7,701 mtCO₂e Total absolute Scope 3 emissions
6,545 mtCO₂e Total absolute Scope 1+2 emissions	

First Financed Emissions Assessment

*Natural Capital figures cover the reporting period of 2023.

Materiality & Stakeholder Engagement

Stakeholder Engagement

At Emirates NBD Egypt, engaging stakeholders is crucial to our annual materiality assessment and ongoing strategy development. By actively listening to their needs and expectations, we ensure our approach remains relevant and impactful. Their input is integral to shaping and updating our ESG strategy, helping us align our goals with their priorities throughout the year.



Customers

Emirates NBD Egypt prioritizes delivering exceptional banking experiences to its clients and customers. Through continuous enhancements in our digital platforms, customer service centers, and accessible branch networks, we ensure tailored, inclusive financial solutions. Customer feedback is regularly gathered via satisfaction surveys and social media channels to adapt and innovate based on their evolving needs.



Employees

We actively support our employees by offering training programs, development opportunities, and initiatives that foster inclusion and well-being. Through internal communications, feedback mechanisms, and employee engagement platforms, we ensure our workforce remains motivated, aligned with the Bank's goals, and well-equipped to deliver outstanding service.



Government and Regulatory Agencies

Emirates NBD Egypt maintains close collaboration with government entities and regulatory authorities by adhering to national regulations, providing public disclosures, and participating in working groups. This ensures compliance, promotes sustainable finance, and aligns with the country's economic development objectives, and strategies (Egypt Vision 2030, National Climate Change Strategy 2050, and the CBE's Sustainable Finance Principles and ESG directives).



Emirates NBD Group and Board of Directors

We engage with the Emirates NBD Group and the Board of Directors to ensure alignment with the Group's strategic objectives and governance framework. Regular updates on performance, sustainability initiatives, and operational developments are provided through meetings and reports to maintain consistency across the Group.



Vendors

We collaborate with vendors through transparent procurement practices and long-term partnerships, focusing on ethical sourcing and sustainability. Regular meetings, supplier portals, and tender processes ensure alignment with the Bank's operational goals while supporting local businesses and fostering economic growth.



Investors and Shareholders

We engage closely with our investors and shareholders to ensure transparency, trust, and long-term value creation. This includes regular communication through financial reports, annual general meetings, and investor roadshows. We also align with Emirates NBD Group's ESG strategy, sharing updates on sustainability progress and highlighting investment opportunities in responsible finance.



Local Community

Emirates NBD Egypt is committed to making a positive impact in the local community through targeted initiatives that promote financial literacy, inclusion, and environmental awareness. By collaborating with NGOs, organizing volunteering programs, and supporting community development projects, we strive to address societal challenges and contribute to sustainable growth.

Materiality & Stakeholder Engagement

Materiality Assessment

At Emirates NBD Egypt, we conduct an annual materiality assessment to identify, assess, and prioritise the most significant ESG topics affecting our operations and stakeholders. This process ensures our strategy remains relevant to the evolving economic and social context in Egypt while maintaining alignment with the bank's ESG Strategy, as well as Emirates NBD Group's overarching strategy and its commitment to managing critical sustainability topics.

Our materiality assessment is guided by international best practices, including the GRI Universal Standards 2021 and the SASB Standards, and integrates inputs from both internal and external stakeholders. The insights gained from this analysis inform our reporting and decision-making, enabling us to address the ESG issues that matter most to our stakeholders and our business.



We employ a structured four-step approach to ensure a comprehensive and meaningful materiality assessment:

1. Identifying Key Contexts and Stakeholders

This step involves analysing Egypt's regulatory environment and market trends, in addition to regional and global priority issues through desk research while identifying key stakeholders, including employees, customers, regulators, and community representatives, to understand their expectations and concerns.

2. Mapping and Gap Analysis

We evaluate our current disclosures and practices against global standards and stakeholder expectations. Based on this analysis, we develop a preliminary list of material topics relevant to the Egyptian market and aligned with Emirates NBD Group's strategy.

3. Engagement and Prioritisation

Through surveys, interviews, and workshops, we engage with stakeholders to gather their perspectives on ESG topics. Their feedback is analysed to prioritise the most significant topics impacting our operations and stakeholders.

4. Integration and Strategic Alignment

The identified material topics are incorporated into our sustainability reporting, and ESG strategy, ensuring alignment with Emirates NBD Group's objectives while addressing local challenges and opportunities.

Assessment Results

The results of the 2024 materiality assessment are presented in a Materiality Matrix, offering a clear visual representation of ESG topics prioritised based on their significance to stakeholders and their impact on Emirates NBD Egypt's operations and business value creation.

A detailed list of material topics accompanies the matrix, featuring concise descriptions of each topic along with updates and changes from the 2023 assessment. These descriptions offer valuable insight into the relevance of each topic to the Bank's strategy and operations, promoting transparency and enhancing stakeholder understanding.

Building on this foundation, the material topics are explored in depth throughout Emirates NBD Egypt's 2024 Sustainability Report. Each topic is integrated into relevant sections, where its importance, management approach, and progress are elaborated upon, demonstrating the Bank's dedication to addressing these priorities in alignment with its ESG strategy and long-term objectives.

Materiality & Stakeholder Engagement

Materiality Matrix

The following materiality matrix visually represents the prioritisation of ESG topics based on their significance to stakeholders and their impact on Emirates NBD Egypt's operations, offering a clear view of the Bank's sustainability focus.



Environment



Social



Governance

Emirates NBD Egypt's Impact on the Environment, People, and Economy



Significance of Impact on Emirates NBD Egypt's Business Value Creation

Materiality & Stakeholder Engagement

Our Material Topics

The following table presents the list of material topics identified in this year's assessment, along with brief descriptions of each topic. It also highlights the rationale

for any changes or updates made since the 2023 assessment. These updates reflect shifts in stakeholder priorities, evolving market dynamics and adjustments

in the Bank's strategic focus, ensuring our approach remains aligned with current and future sustainability objectives.



New Topic



Revised



Change in significance



Ongoing/unchanged

Pillar	Topic Status ¹	Topic Description and Rationale for 2023 Updates
	Environmental Management 	Implementing energy, water efficiency measures and promoting waste reduction and recycling within bank operations to minimise environmental impact. This topic has been updated from "Ecological Footprint Reduction/Optimisation" to "Environmental Management," focusing on the management of environmental resources and consumption.
	Climate Action 	Assessing and managing the climate-related risks of the bank's operations and portfolio, while contributing to the transition towards a low-carbon economy. This topic has been added as a stand-alone focus area due to its growing significance, highlighting the Bank's dedicated approach in measuring portfolio emissions and establishing a Climate Risks and Opportunities Management System in the upcoming years, in alignment with the Group's efforts.
	Employee Engagement, Diversity & Inclusion 	Fostering an inclusive workplace culture that values diversity and encourages active employee engagement through policies, programs, and open feedback channels. This topic has been updated from "Employee Wellbeing" to "Employee Engagement, Diversity & Inclusion," broadening its scope to encompass wellbeing, engagement, diversity, and equal opportunities for employees.
	Learning and Development 	Providing continuous learning opportunities and professional development programs to support employees' skills growth and career advancement.
	Financial Literacy and Inclusion 	Expanding financial access and understanding by offering financial literacy programs and developing products for underserved communities to support financial inclusion. This topic has gained higher significance due to increased national priorities, a focus from the Central Bank of Egypt, and emphasis on financial inclusion and literacy. Advancements in digital solutions and improved accessibility for customer groups further contribute to its growing importance.

Our Material Topics



New Topic



Revised



Change in significance



Ongoing/unchanged

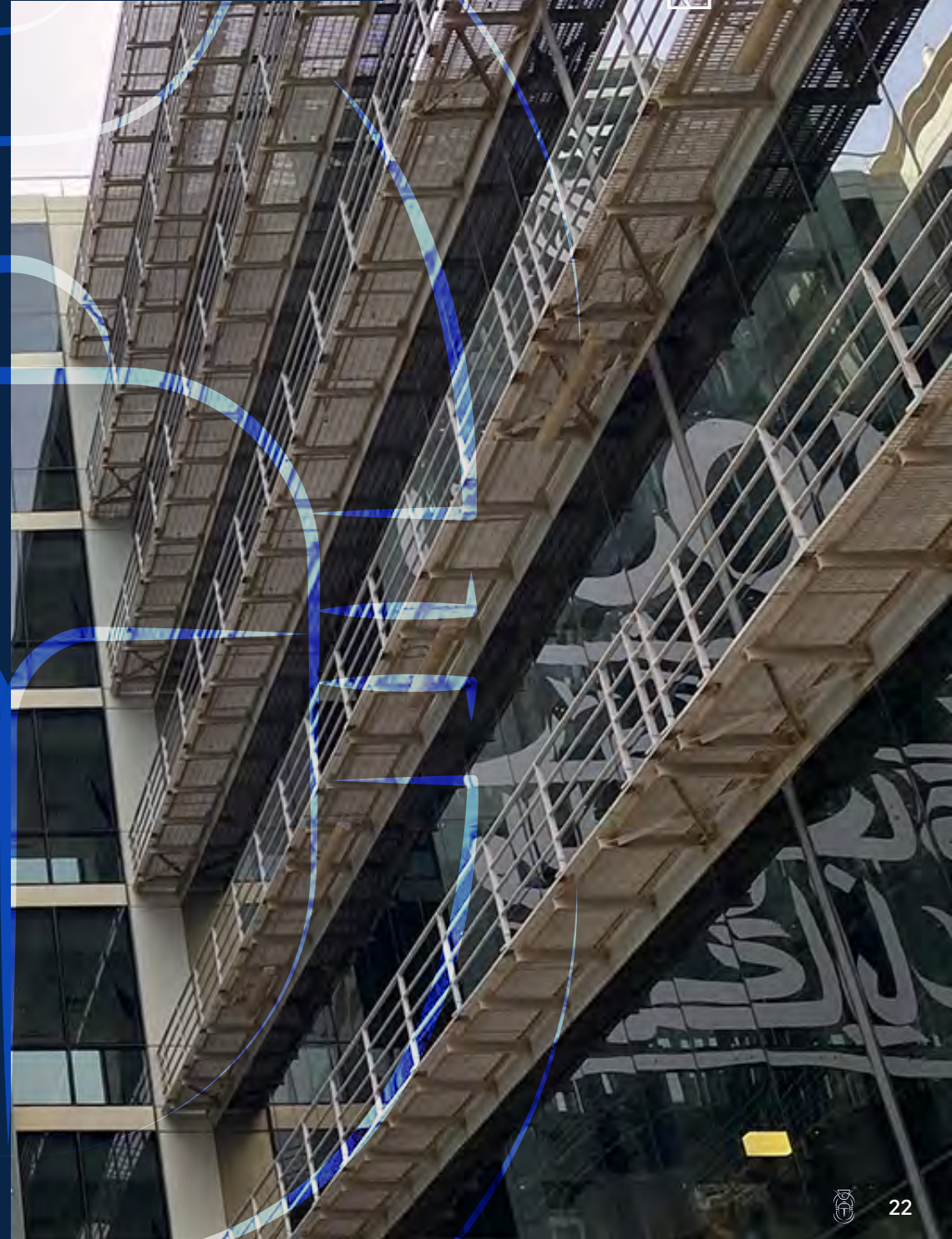
Pillar	Topic Status ¹	Topic Description and Rationale for 2023 Updates
		Prioritising customer service excellence by gathering feedback, addressing concerns, and enhancing service quality to build long-term trust and loyalty.
		<p>Implementing advanced cybersecurity measures and protocols to safeguard customer and employee data, ensuring privacy and compliance with regulatory standards.</p> <p>The significance of this topic is also driven by external factors, including national momentum on key issues like financial inclusion and the digitalisation of payment systems and operations. This is further reinforced by our alignment with both the CBE cybersecurity framework and the cybersecurity law in the UAE.</p>
		<p>Contributing to the development of local communities through investments, financial inclusion initiatives, educational programs, and CSR activities.</p> <p>This topic has been updated from “Community Investment for Wellbeing” to “Community Investments,” broadening the scope to cover the bank’s various community development projects and initiatives.</p>
		<p>Maintaining a strong governance framework that ensures transparency, accountability, and adherence to ethical standards, and regulations across all levels of the bank.</p> <p>This topic has been updated to combine “Regulatory Compliance and Group Alignment” with “Reputable/Responsible Control Environment,” while encompassing broader aspects of sustainability-focused governance. It has gained higher significance due to the comprehensive coverage of governance topics.</p>
		Offering financing solutions that promote social and environmental benefits, ensuring that lending practices are aligned with ethical and sustainable standards.
		Investing in digital solutions and technologies that enhance customer access and convenience while fostering a culture of innovation within the bank’s services and operations.
		<p>Ensuring that procurement practices are ethical and aligned with social and environmental standards, supporting suppliers who share the bank’s values.</p> <p>This topic has been updated from “Responsible/Sustainable Procurement” to “Responsible Procurement”.</p>

¹ Reflects changes from 2023 in significance, topic titles, or the inclusion of new topics, categorised as New, Ongoing, or Revised based on the materiality analysis outcomes.

02

RESPONSIBLE AND ETHICAL BUSINESS

Corporate Governance and Ethics	24
Digital Empowerment and Innovation	41
Responsible Finance	49
Responsible Procurement	59



In today's complex financial landscape, responsible and ethical business practices form the cornerstone of Emirates NBD Egypt's operations and strategy. Our commitment extends beyond traditional banking metrics to encompass comprehensive corporate governance, sustainable finance practices, digital innovation, and responsible procurement. We recognise that long-term success depends on balancing profitable growth with ethical conduct, environmental stewardship, and positive social impact. Through our integrated approach, we leverage multiple forms of capital—from human and intellectual to financial and natural resources—to create sustainable value while maintaining the highest standards of corporate responsibility. This strategic framework enables us to deliver innovative banking solutions while fostering trust, promoting inclusion, and contributing to Egypt's sustainable development goals.

Material Topics



Corporate Governance and Ethics



Responsible Finance



Digital Empowerment and Innovation



Cybersecurity and Data Protection



Responsible Procurement

Capitals



Social & Relationship



Intellectual



Human



Natural



Manufactured



Financial

Strategic goals

01

Diversified Banking Services for Best-In-Class Market Position

02

Digital Banking for Inclusivity and Efficiency

03

E and S Control Environment for Compliance and Innovation

04

Innovation for Emirates NBD Sustainability Image

05

Futuristic Mindset for Effective Transformational Change

Corporate Governance and Ethics

Why It Matters to Emirates NBD and Our Stakeholders

Emirates NBD: Corporate governance is the cornerstone of our sustainable growth and operational integrity. Through robust governance structures and ethical practices, we ensure transparent decision-making, effective risk management, and compliance with regulatory requirements. This foundation enables us to maintain stakeholder trust while delivering consistent value through responsible banking practices.

Stakeholders: Our governance framework serves diverse stakeholder interests. For shareholders, it ensures protection of their investments through oversight and accountability. For customers, it guarantees ethical banking practices and protection of their interests. For regulators, it demonstrates our commitment to compliance and responsible banking. For employees, it provides clear guidelines for ethical conduct and decision-making.



Our Approach

Emirates NBD Egypt has established a governance framework that operates through a well-structured Board of Directors and specialised committees. The Board maintains effective oversight through four key committees: Governance & Nomination, Risk, Audit, and Salaries & Remuneration, each with specific mandates to oversee critical aspects of our operations. This structure ensures comprehensive governance across all business activities, maintaining high standards of transparency, accountability, and ethical conduct. Regular Board evaluations and continuous improvement of our governance practices help us adapt to evolving business needs while upholding regulatory compliance.



Our Progress

Throughout 2024, Emirates NBD Egypt has demonstrated advancements in its governance practices, reinforcing its position as a leader in responsible banking. Key highlights include:

- Maintained a diverse and independent Board structure with 78% non-executive directors and 22% female representation, ensuring balanced decision-making
- Completed comprehensive Board, committee, and individual self-evaluations with findings submitted to the CBE, demonstrating commitment to accountability
- Established a comprehensive Whistleblowing Policy enabling employees to report in good faith, suspected fraud, waste and abuse, corruption practices and breaches of the Code of Conduct and Ethics policies and/or any other criminal acts observed on the part of his or her colleagues or management
- Attained 100% employee participation in anti-corruption and compliance training programs
- Conducted corruption risk assessments across 24 operations, implementing robust mitigation measures
- Enhanced environmental and social risk governance for large-scale financing projects exceeding EGP 200 million
- Successfully intercepted and addressed fraud and social engineering attempts, including phishing, smishing, and transaction clickbait
- Strengthened cybersecurity measures, maintaining a Data Loss Prevention (DLP) average of one incident per month

Corporate Governance and Ethics



At Emirates NBD, we recognize the critical importance of aligning economic growth with environmental and social responsibility. To achieve this balance, we are progressively integrating sustainability considerations into our risk management practices. Our Lending Guidelines have been carefully updated to foster sustainable development, acknowledging that our lending portfolio inherently carries environmental and social risks that could potentially affect both the environment and the communities around us.

As an essential step towards comprehensive oversight, Emirates NBD Egypt has implemented the Environmental and Social Risk (ESR) Scorecard. This innovative tool enables us to systematically evaluate critical factors such as pollution, waste management, labor practices, and human rights, thereby effectively assessing and monitoring the exposure of our corporate portfolio to environmental and social risks. Specifically, we apply the Scorecard for corporate borrowers with facilities exceeding the equivalent of AED 50 million. Furthermore, for project financing above EGP 200 million, we collaborate closely with certified environmental consultants to conduct thorough environmental risk assessments and ensure robust regulatory compliance.

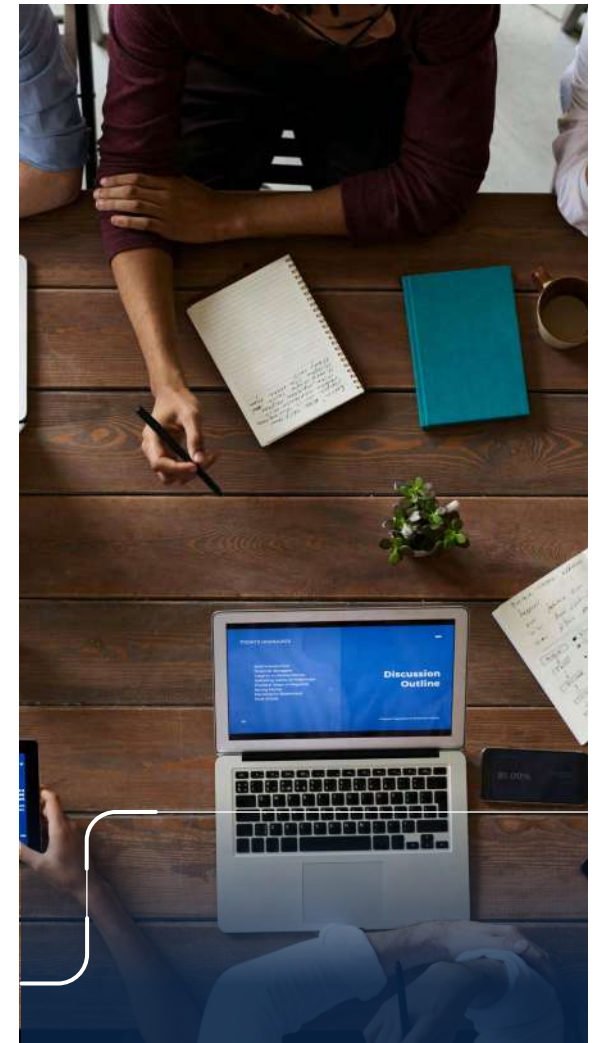
Although this screening process is not yet fully integrated into our lending decisions, it represents a foundational milestone for our journey towards embedding sustainability into every aspect of our banking operations and risk management framework. Additionally, we've proactively introduced retail initiatives designed to facilitate customer adoption of solar panels and electric vehicles, thereby contributing to Egypt's broader transition to a sustainable energy future.

Moreover, we have reinforced our cybersecurity and data protection frameworks with particular attention toward safeguarding environmentally sensitive data and ensuring the security of sustainable finance transactions.

Moving forward, Emirates NBD remains committed to refining and deepening our approach to sustainability integration, bolstering resilience, and ensuring alignment with Egypt's national environmental objectives.



Rania Hakim
Chief Risk Officer



Corporate Governance and Ethics



At Emirates NBD Egypt, sustainability is embedded into our corporate governance and legal frameworks. Our well-defined corporate policies and board procedures ensure that every organizational decision upholds our dedication to environmental and social governance principles with respect to law and regulations.

We've enhanced our legal documentation to incorporate environmental sustainability principles, including mandatory environmental covenants in all corporate agreements.

Our corporate governance framework has evolved to include sustainability-focused guidelines. Board meetings now dedicate significant time to reviewing sustainability metrics and sustainability related reports. We've implemented robust director nomination criteria that prioritize expertise in environmental governance and sustainable finance.

Our legal team has developed comprehensive frameworks to ensure compliance with environmental and social governance standards. Our governance policies now explicitly link executive compensation to sustainability performance metrics.



Ragy Riad

General Counsel & Board Secretary



Corporate Governance and Ethics

Board structure and Diversity

At Emirates NBD Egypt, governance practices ensure that the Board of Directors continues to focus on fulfilling its core responsibilities, including setting strategic objectives, guiding operations within a secure and compliant framework, and upholding regulatory standards. The Board actively engages in regular meetings at the general assembly, board, and committee levels, while also overseeing the development and periodic updates of the Board Charter and committee policies. Governance efforts prioritise the management of conflicts of interest, regular evaluations of board performance, and the publication of an annual governance report, alongside submitting all required reports to the Central Bank of Egypt (CBE).

22%

Female Representation at the Board level



78%

Non-Executive Directors



9

Board Members



22%

Independent Directors



Corporate Governance and Ethics

Board Members



Hesham Al-Qassim

Chairman
Tenure: 11 Years & 4 Months



Shayne Nelson

Vice-Chairman
Tenure: 5 years & 9 months



Amr ElShafei

Managing Director & Chief
Executive Officer (CEO) Tenure:
1 year & 10 months



Rania Hakim

Executive Board Member
Tenure: 2 years & 9 months



Eman Abdulrazzaq

Non-Executive Board Member
Tenure: 2 years & 9 months



Hakan Ates

Non-Executive Board Member
Tenure: 4 years & 3 months



Amr Shams

Independent Board Member
Tenure: 5 years & 9 months



Neeraj Makin

Non-Executive Board Member
Tenure: 4 years & 3 months



Hazem Metwally

Independent Board Member
Tenure: 5 years & 9 months

Corporate Governance and Ethics

Board Nomination and Evaluation





The Bank's Board of Directors follows a structured and transparent nomination process to ensure effective governance and accountability. The Board Governance and Nomination Committee (BGNC) reviews and presents nominees for board membership to the Board of Directors for approval. Once approved, the Bank notifies the CBE of the nomination, aligning with regulatory requirements, before submitting the final recommendation to the General Assembly for consideration.

In addition to the nomination process, Emirates NBD Egypt has a strong evaluation framework for Board members, including self-assessment, Board evaluation, and committee evaluation. These assessments are consolidated into an evaluation report, which is submitted to the CBE, ensuring accountability and alignment with best governance practices. Through these measures, the Bank ensures that its Board remains highly skilled, diverse, and aligned with its strategic goals, fostering sustained growth and value creation.



Corporate Governance and Ethics

Board Committees

Committees	Responsibilities	Head of Committee	Member of Committee		Meeting Frequency
 Governance & Nomination Committee	Recommend board actions related to governance practices and the nomination of board members and senior management.	Hazem Metwally	Hesham Al-Qassim	Eman Abdulrazzaq	1
 Risk Committee	Provides strategic guidance on identifying, assessing, and mitigating risks that may impact the organization's operations. The committee ensures a risk management framework is in place, supporting the board in making informed decisions.	Hazem Metwally	Hesham Al-Qassim Amr ElShafei	Shayne Nelson Neeraj Makin	4
 Audit Committee	Monitors and reviews the organization's internal audit processes, compliance measures, and financial reporting integrity. It provides recommendations to enhance accountability and transparency in all operational and financial activities.	Amr Shams	Hakan Ates	Neeraj Makin	4
 Salaries & Remuneration Committee	Develops and proposes remuneration policies for board members, aligning compensation with organisational performance and governance standards. The committee ensures equitable and competitive compensation practices to attract and retain top talent.	Hazem Metwally	Shayne Nelson	Eman Abdulrazzaq	3

Corporate Governance and Ethics

Transparency and trustworthiness

Emirates NBD Egypt's Code of Conduct

Emirates NBD Egypt continues to prioritize its commitment to fostering a culture of integrity and accountability through its Code of Ethics. This comprehensive framework guides all employees and stakeholders in aligning their actions with the highest ethical standards. By embedding principles of transparency, fairness, and responsibility into its operations, the Bank not only strengthens its internal governance but also fortifies the trust placed in it by clients and the wider community.

Whistleblowing and Whistleblower Mechanism

At Emirates NBD Egypt, fostering a transparent and accountable environment is integral to its governance practices. The Bank's Whistleblowing mechanism ensures that employees and stakeholders have a safe and confidential channel to report any unethical or illicit activities. In 2024, the bank Established a comprehensive Whistleblowing Policy enabling employees to report in good faith, suspected fraud, waste and abuse, corruption practices and breaches of the Code of Conduct and Ethics policies and/ or any other criminal acts observed on the part of his or her colleagues or management. This policy reflects the Bank's unwavering dedication to promoting ethical conduct and its success in preemptively addressing potential risks.

Anti-Money Laundering (AML) Policy

Emirates NBD Egypt prioritises compliance with anti-money laundering regulations as a cornerstone of its governance framework. The Bank conducts risk assessments across all branches and facilities, with 24 operations evaluated for corruption-related risks during the reporting period. This approach underscores the Bank's commitment to combating financial crimes and ensuring the integrity of its operations.

24

No. of Operations Assessed
for Risks related to
Corruption

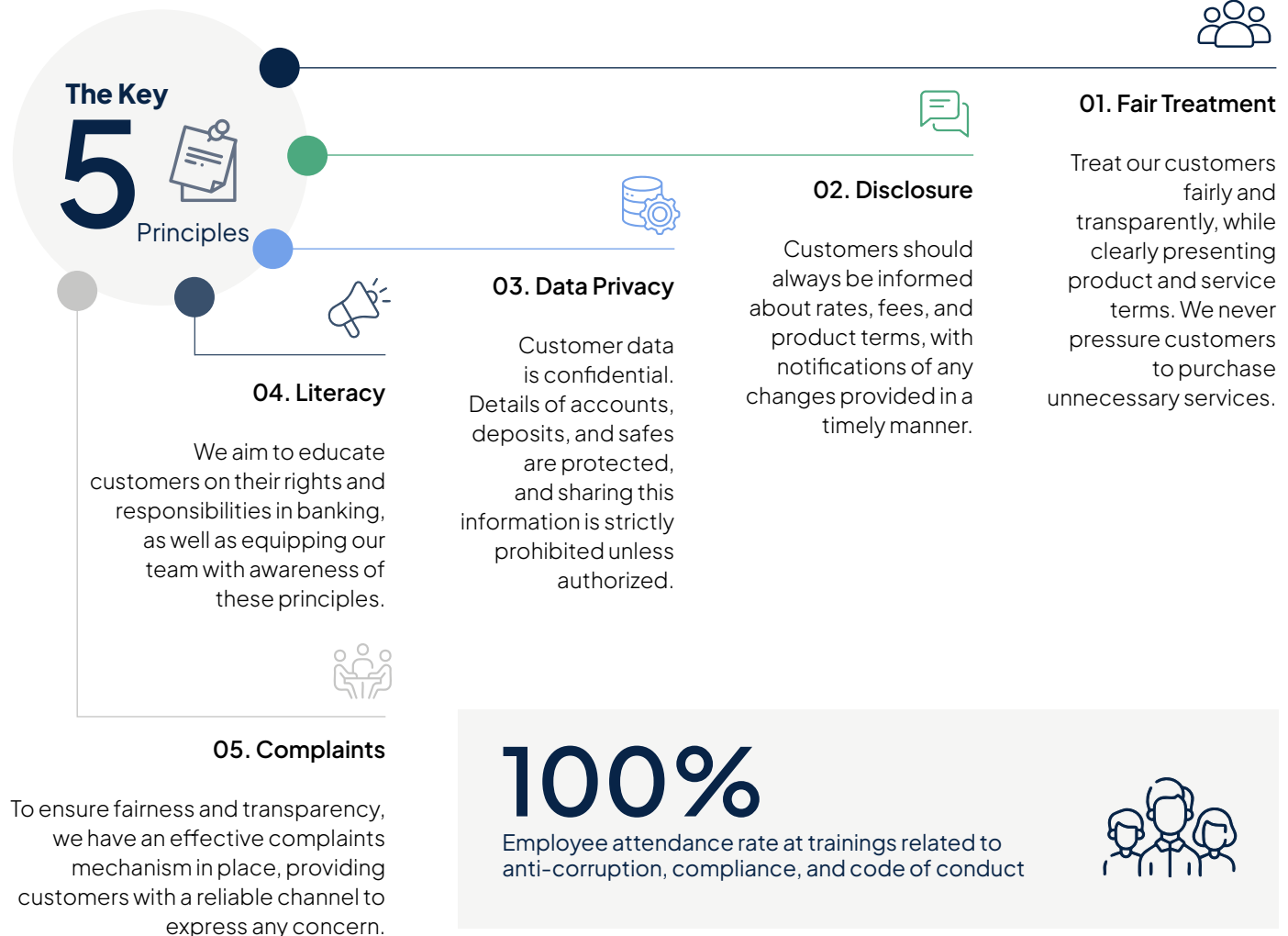


Corporate Governance and Ethics

Fostering a Culture of Compliance

At Emirates NBD Egypt, the Compliance framework is integral to maintaining the bank's commitment to regulatory integrity and responsible practices. This framework comprises several units, each dedicated to specific areas of compliance.

- **The Regulatory Compliance unit** ensures adherence to all regulatory requirements by implementing essential controls within relevant processes.
- **AML** activities focus on identifying and investigating potential money laundering cases and establishing the necessary safeguards.
- **Sanctions Compliance** ensures that the bank aligns with both international and local sanctions requirements, while Compliance Monitoring conducts reviews across various departments to verify that operations comply with applicable standards.
- **The Business Compliance team** upholds a trustworthy relationship with the Central Bank of Egypt (CBE).
- **Compliance Systems & Training** ensures new systems meet transaction monitoring and sanction screening requirements, and that mandatory compliance training is properly implemented.
- Additionally, in 2024 the bank introduced the 5 Key Principles of **Customer Rights** as part of its commitment to upholding high standards of service. These principles reinforce the promise to provide a fair, transparent, and respectful experience for customers.



Corporate Governance and Ethics

Internal Audit and Assurance

The Internal Audit function at Emirates NBD Egypt provides independent assurance to the Board of Directors and Senior Management on the quality and effectiveness of the Bank's internal controls, risk management, and governance processes. This assurance supports the protection of the organisation's assets and reputation. It operates independently, reporting to the Group Chief Audit Officer and Board Audit Committee, and administratively to the Emirates NBD (Egypt) Chief Executive Officer in regard to its mandate ensuring accountability in Bank's compliance and risk management processes.

Internal Audit operates under the Institute of Internal Auditors' (IIA) standards, guided by a risk-based annual audit plan approved by the Board Audit Committee. Regular internal reviews are conducted to assess effectiveness, and results are shared annually with the Audit Committee. An external quality review is conducted every five years to ensure continuous improvement.



Corporate Governance and Ethics

Risk Management

Emirates NBD's Egypt Risk Management is dedicated to safeguarding the bank's operational, financial, and regulatory health through a proactive approach to risk governance. An interconnected system of rigorous policies, strategic tools, and transparent reporting, continuously ensures that both conventional and emerging risks are identified, assessed, managed, and communicated to drive informed decision-making and enhance resilience.

Our approach covers a broad spectrum of risks to ensure a well-rounded defence and are built around four core risk domains.



Credit Risk



Operational Risk



Market Risk



Enterprise Risk Management (ERM)

Policies and Framework

- Risk Management Framework
- Risk Appetite Statement
- ICAAP and Stress Test Standards
- ICAAP and Stress Test Framework



In maintaining a proactive risk management culture, the Bank adopts key responsibilities:

Identifying emerging risks through quantitative and qualitative methods to minimize adverse impacts.

01

EARLY RISK DETECTION

Ensuring that all operations are in strict adherence to local and international regulations, safeguarding the bank's reputation and legal standing.

02

REGULATORY COMPLIANCE



MONITORING AND REPORTING

04

Continuously assessing risk exposures and providing real-time insights to senior management.

RISK MITIGATION STRATEGIES

03

Using a range of strategic controls and policy frameworks to maintain defenses across risk domains.

Corporate Governance and Ethics

Environmental and Social Risk Management

Environmental and Social Risk Assessment

Emirates NBD Egypt has introduced the Environmental and Social Risk (ESR) Scorecard as an initial step toward comprehensive environmental and social risk screening of its corporate portfolio. This tool evaluates factors including pollution, waste management, labor practices, and human rights, allowing the bank to assess and monitor its portfolio's exposure to environmental and social risks. The scoring methodology aligns with World Bank and IFC standards, screening clients based on greenhouse gas emissions, labor conditions, resource efficiency, and community health. For borrowers with exposure exceeding AED 50 million equivalent, ESR scores provide risk level insights. Additionally, for project finance above EGP 200Mn, environmental risk assessments are conducted in collaboration with certified environmental consultants to ensure regulatory compliance. While not yet integrated into lending decisions, this screening mechanism represents an important foundation for future development of sustainable banking practices and risk management frameworks.*

*All environmental and social risk management efforts are implemented in accordance with the Central Bank of Egypt's (CBE) mandatory regulations issued in November 2022.

Stress Testing and Capital Adequacy Planning

The bank integrates results from mandatory and voluntary stress tests into its capital adequacy planning and corporate strategy to maintain financial resilience. These tests assess the bank's ability to uphold capital ratios under baseline and adverse economic scenarios, guiding adjustments to risk-weighted assets and ensuring regulatory compliance. Insights from these tests feed into the Internal Capital Adequacy Assessment Process (ICAAP), enabling sufficient capital buffers maintenance and enhancing decision-making under varying economic conditions.

Alignment with G-SIB and D-SIB Regulations

While Emirates NBD Egypt is classified as a non-D-SIB, it complies with the Basel III framework for managing systemically important banks. Following the Central Bank of Egypt's Circular on D-SIB regulations, the bank's Tier 1 capital buffer requirement was reduced to 0.25%, reflecting its classification. This adjustment ensures alignment with updated capital adequacy requirements while maintaining operational stability.



Corporate Governance and Ethics

Cybersecurity and Data Protection

At Emirates NBD Egypt, cybersecurity is a cornerstone of the Bank's commitment to safeguarding data, assets, and customer trust. Through strong governance frameworks, advanced technologies, and continuous monitoring, the bank ensures the resilience of its digital infrastructure while aligning with national and international security standards.

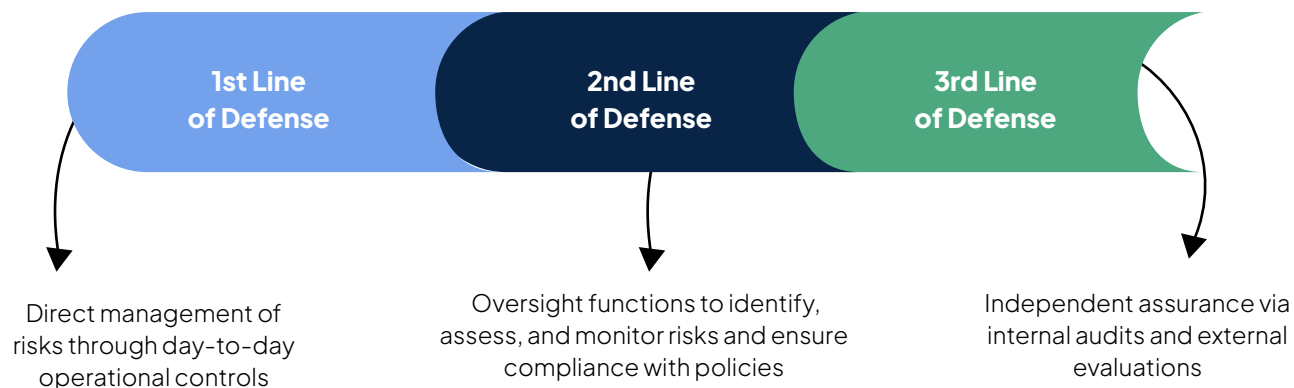
Security Framework

The bank employs a multilayered defense strategy based on the Three Lines of Defense model, integrating distinct roles across operations.

The first line of defense is operational management, which handles the implementation of day-to-day security measures. These teams are responsible for executing security controls, such as system access management, privileged access oversight, and data loss prevention. They also respond to information security incidents, apply endpoint detection and response measures, and manage network security controls like intrusion prevention and URL filtering. Customer cybersecurity awareness and multi-factor authentication further strengthen this layer. By directly addressing risks through proactive and reactive actions, the first line ensures compliance with the Bank's security policies and the integrity of its digital operations.

The second line of defense is focused on oversight, monitoring, and policy compliance. This layer identifies and evaluates risks, reviews security policies and procedures, and ensures that the first line's actions align with regulatory frameworks, such as those set by the CBE and PCI DSS. It conducts technology control assessments, oversees asset inventory and classification, and provides targeted security awareness programs for employees and customers. Additionally, this line manages compliance initiatives, ensuring that the Bank's cybersecurity measures evolve to address emerging threats and vulnerabilities while meeting governance requirements.

The third line of defense provides independent assurance by evaluating the effectiveness of the controls implemented by the first and second lines. Through internal audits, COSO control testing, and third-party assessments, this line verifies compliance and identifies improvement opportunities. It conducts post-incident reviews to analyse causes and implement lessons learned while maintaining oversight of the bank's vulnerability management process. Regular security health checks are conducted to keep top management informed about the organisation's cybersecurity posture and to ensure alignment with strategic objectives.



Corporate Governance and Ethics

Proactive Threat Management

Emirates NBD Egypt implements advanced cybersecurity measures to proactively detect, prevent, and respond to potential threats. Central to these efforts is the Bank's Data Loss Prevention (DLP) program, which ensures that sensitive information remains protected. In 2024, the Bank maintained a monthly average of just one DLP incident, reflecting the effectiveness of its monitoring systems and controls.



Category	Item	Description
 Prevention	Intrusion Prevention	Monitors, detects, and blocks unauthorized access attempts.
	Endpoint Detection & Response	Identifies and contains threats on individual devices in real time.
	Data Loss Prevention (DLP)	Prevents sensitive data from being lost or exposed.
	Web Application Firewall	Protects web applications against attacks like SQL injection and cross-site scripting.
	URL Filtering	Restricts access to malicious or inappropriate websites.
 Detection	Anti-Virus Software	Detects and removes malware threats through regular updates.
	Email Security Gateway	Filters phishing, spam, and malicious emails.
	Sandboxing	Isolated environment for safely analyzing suspicious files or applications.
	Application Whitelisting	Allows only approved applications to execute, minimising risks.
 Access Control	Privileged Access Management	Controls and monitors privileged accounts to prevent unauthorized actions.
	Multi-Factor Authentication	Adds layers of verification for secure access. Regular testing to identify and mitigate vulnerabilities.
 Testing and Audits	Penetration Testing	Regular testing to identify and mitigate vulnerabilities.
	Vulnerability Scans	Systematic scanning for security weaknesses across infrastructure.

Corporate Governance and Ethics

Cybersecurity Awareness and Engagement

At Emirates NBD Egypt, fostering a strong cybersecurity culture is a priority, with a focus on empowering employees and customers through education and awareness initiatives. Regular training keeps staff updated on security threats, while awareness campaigns equip customers to protect their personal and financial data. The Bank enhances its security maturity level by implementing strong controls to address rising challenges and ensure seamless, secure customer experience. Fully compliant with CBE and UAE regulations, Emirates NBD Egypt maintains a secure environment, earning client trust and loyalty while promoting a culture of vigilance and shared responsibility.



Emirates NBD Egypt Awareness Track

The Bank ensures continuous learning about security practices through induction training for new employees, ongoing refresher emails, online courses, and security awareness sessions for both staff and customers, conducted in classroom and virtual formats.

2,331 Participants

Over 150 Sessions



External Solutions

The Bank hosts interactive events during Cyber Security Awareness Month (CSAM) each year, including games and VR activities, to actively engage staff in understanding cybersecurity threats and prevention strategies.

500 Participants



e-Learning Courses

The Bank provides a range of e-learning courses for new hires and refresher sessions for existing staff, ensuring that all employees stay current on cybersecurity trends and measures.

2,331 Participants



Clients Awareness Program

The Bank holds regular branch sessions across its network to educate all customers on cybersecurity during CSAM, supplemented by comprehensive SMS and social media campaigns to promote safe digital practices. These awareness initiatives target the bank's entire client base.

Phishing Campaigns

The Bank conducts dedicated awareness sessions for individuals who repeatedly engage with phishing attempts, emphasizing the importance of cybersecurity vigilance. Through these efforts, the purpose of the phishing campaigns is to achieve and enhance reporting rates and reduce clicking rates.

Security Assessments and Pen Tests

The Bank conducts thorough security assessments and penetration tests to identify critical, high, and medium vulnerabilities across its systems. These efforts have led a reduction in identified vulnerabilities, ensuring a secure environment and bolstering the organization's cybersecurity posture.

Corporate Governance and Ethics

Cybersecurity Risk Management

Cybersecurity Risk Assessment

Emirates NBD Egypt conducts regular cybersecurity risk assessments to identify and address potential threats in all new initiatives, products, and changes to systems. These assessments ensure that security risks are proactively managed, protecting the Bank's infrastructure and customer data from emerging cyber threats.

Vulnerability Assessment

Vulnerability assessments are performed routinely to evaluate the security of the Bank's networks, systems, and software. These assessments are carried out during new releases, system updates, and regularly to identify and fix any security weaknesses, ensuring that the Bank's infrastructure remains secure.

100%

Percentage of
Systems Assessed



Fraud Detection and Response

Emirates NBD Egypt is committed to safeguarding its clients and operations from fraudulent activities. Throughout 2024, the Bank effectively monitored and addressed various fraud and social engineering attempts, including vishing, smishing, and transaction clickbait. Through comprehensive monitoring systems and protocols, the Bank successfully identified and resolved fraud cases, taking appropriate disciplinary actions against involved parties.

The Bank regularly reviews and enhances its mitigating controls to maintain their effectiveness, reduce card fraud risk, and prevent potential financial losses. Our robust risk management approach has proven its ability to mitigate potential risks, with 100% of systems undergoing thorough security assessments. This vigilant approach reinforces our zero-tolerance policy towards fraud and corruption, ensuring the highest standards of security and integrity.



Corporate Governance and Ethics

Emirates NBD Egypt's Fraudulent Strategy



24/7 Online Cards Fraud Monitoring

Continuous monitoring of card transactions to detect and prevent fraud in real time.



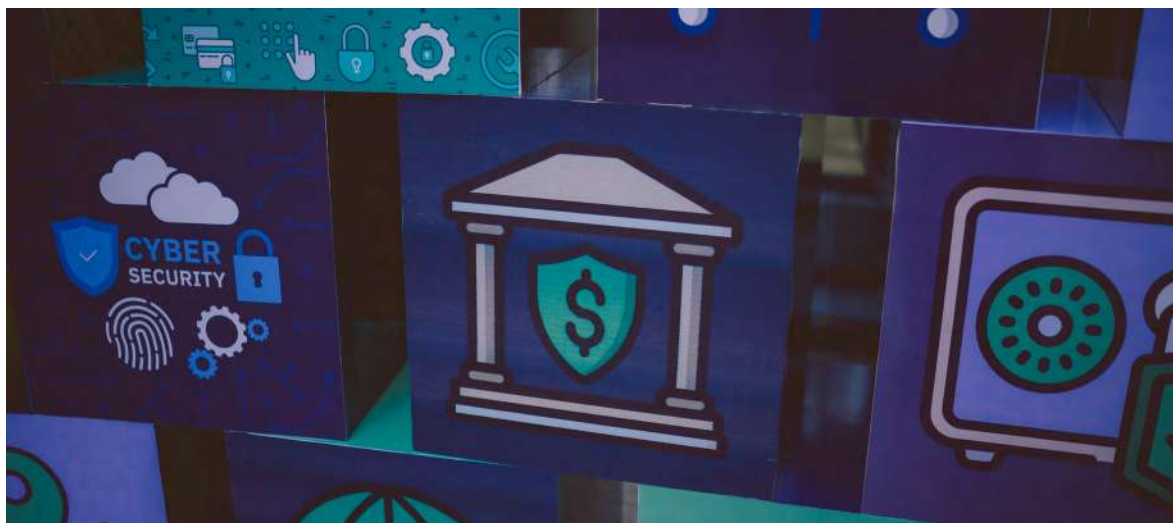
Fraud Rules Implementation

Decline and alert rules have been established to mitigate fraud, with regular reviews and adjustments to stay ahead of emerging fraud trends.



Fraudulent Activity Analysis

Ongoing analysis of card fraud activities, including the suspension of card usage with risky merchants when necessary.



Supporting Policies

Emirates NBD Egypt's Information Security Department has implemented a framework of policies that cover essential areas that are fully compliant with international standards and regulations, including the General Data Protection Regulation (GDPR), Emirati Personal Data Protection Law (PDPL), ISO/IEC 27001, the Payment Card Industry Data Security Standard (PCI DSS), and local regulations such as the CBE's Financial Cybersecurity Framework. These policies are regularly assessed and updated to maintain compliance and to address emerging threats. This comprehensive set of policies reflects the Bank's commitment to provide a secure digital environment for its operations, customers, and partners.

Policies and Framework

- Egypt Asset Management Policy.
- Egypt Application Processing Security Policy.
- Egypt Secure Continuous Monitoring Policy.
- Egypt Awareness and Training Policy.
- Egypt Response Planning Policy.
- Computer Security Incident Response Plan.
- Egypt Data Security Policy.
- Egypt Encryption Policy.
- Egypt Disaster Recovery Framework.
- Egypt Electronic Mailing Security Policy.



Digital Empowerment and Innovation

Why It Matters to Emirates NBD Egypt and Our Stakeholders

Emirates NBD Egypt: Digital transformation represents a strategic imperative for our continued growth and market leadership. By leveraging innovative technologies, we enhance operational efficiency, improve customer experience, and drive sustainable financial performance. Our digital initiatives enable us to serve more customers effectively while reducing operational costs and environmental impact, supporting our long-term business resilience and competitive advantage.

Stakeholders: Our digital solutions empower customers with convenient, secure, and accessible banking services that transform their daily financial interactions. For retail customers, this means 24/7 banking access; for businesses, it enables efficient trade finance and streamlined operations; and for employees, it provides tools for enhanced productivity and professional development. This digital ecosystem creates value across our entire stakeholder network.

Our Approach

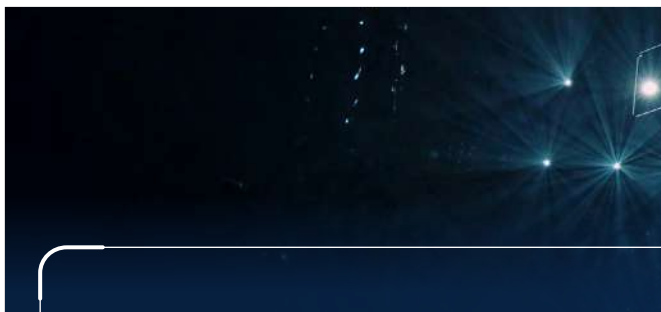
Emirates NBD Egypt's digital empowerment strategy drives banking transformation through three interconnected pillars: technology innovation, customer experience enhancement, and operational excellence. We leverage advanced digital platforms and automation to revolutionise traditional banking services, making them more accessible and efficient. Our strategy prioritises secure, user-friendly solutions that respond to evolving customer needs while promoting environmental sustainability through paperless operations. This integrated approach combines technological advancement with human-centered design, ensuring our digital ecosystem evolves continuously to deliver value while maintaining the highest standards of security and service excellence.



Our Progress

Emirates NBD Egypt has made remarkable strides in digital transformation during FY2024. Key achievements include:

- **Mobile and Internet Banking Growth:** Achieved over 646 thousand internet banking transactions, representing a total volume of EGP 72.2 billion. Mobile banking usage also surged, with 80 thousand active users.
- **Product Digitalisation:** Launched fully digital Current and Savings Accounts (CASA), eliminating branch visits and enhancing customer convenience.
- **Automation Initiatives:** Deployed Sweep Tool and Custody Tool to minimise manual errors, reduce costs, and streamline workflows.
- **smartTRADE Implementation:** Introduced an intuitive trade finance portal, empowering global trade with faster approvals, real-time updates, and user-friendly dashboards.
- **Employee Empowerment:** Trained staff in advanced robotics and digital tools, fostering professional growth and alignment with technological advancements.
- **Inclusive Banking:** Expanded digital services to underserved regions and demographic groups, ensuring accessibility and inclusivity across Egypt.



Digital Empowerment and Innovation

Automation and Operational Efficiency

Emirates NBD Egypt continues to advance its digital transformation agenda through multiple automation and digital initiatives aimed at enhancing operational efficiency and customer experience. Through the adoption of Statistical Analysis System (SAS) digital solutions, the bank has optimised workflows, automated processes, and reduced manual errors, resulting in improved operational efficiency and data-driven decision-making.

A key component of our digital transformation initiatives is digitizing and automating systems allocating requests, replacing manual email-based approvals with a streamlined digital process for enhanced control and reporting. Complementing this transformation, other tools under User Acceptance Testing (UAT) include the Courier Tool for digital document management and the Sweep Tool for automated account management of overdrawn balances, ensuring CBE compliance and automated reporting capabilities.

Demonstrating our commitment to digital empowerment, the Bank is launching new innovative tools to transform our operational landscape. These include the Custody Tool for enhanced asset management and departmental collaboration, the Facility Tool for automated facility management, and the Marketing Tool for optimized marketing operations. These new initiatives showcase our dedication to operational excellence through reduced manual

processes, enhanced traceability, sustainable paperless operations, and evolving digital capabilities aligned with modern banking requirements.

Through these comprehensive digital transformation efforts, Emirates NBD Egypt is positioning itself at the forefront of banking innovation while ensuring sustainable and efficient operations for both customers and employees.

Retail Banking Digitalisation

Emirates NBD Egypt continues to advance its digital transformation strategy through significant enhancements to its retail banking services. A key milestone has been the digitalisation of retail products, including the launch of new Current Account and Savings Account (CASA) offerings that enable customers to open accounts directly through online banking, eliminating the need for branch visits and providing a more convenient and sustainable banking experience. The success of this digital transformation is evidenced by 375 accounts opened through digital channels compared to 5,143 accounts opened through branches during 2024, with digital channels now accounting for 7% of total new account openings.

The bank's commitment to digital innovation is further exemplified by the latest Emirates NBD mobile app updates, which introduce advanced features designed to enhance user experience and security. A notable addition is the implementation of Face ID authentication

for iOS users, streamlining the login process while maintaining robust security standards. This feature represents the bank's dedication to providing cutting-edge banking solutions that prioritize both convenience and safety.

Benefits



Top-Notch Security

Face ID boosts protection, preventing unauthorized access.



Effortless access and convenience

Enjoy the swift and easy login with just a glance.

Digital Empowerment and Innovation

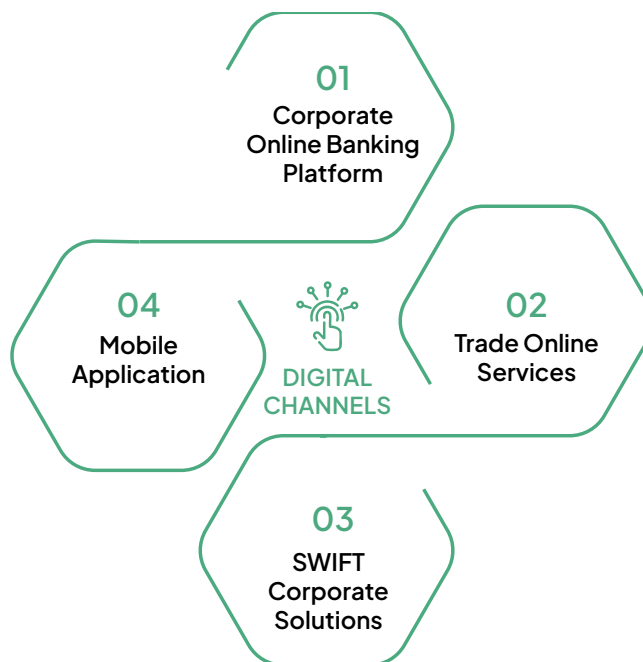
SME Process Enhancement Initiative

The bank is dedicated to enhancing its services for small and medium enterprises (SMEs) by integrating innovative digital solutions and process optimisations.

This initiative focuses on optimising SME operations through clear service level agreements (SLAs), real-time monitoring systems and streamlined workflows. By reducing manual paperwork and human intervention, the bank has minimised errors and boosted efficiency. Feedback mechanisms further enable continuous improvement, ensuring processes remain agile and customer-focused. Updated communication channels and workflows enhance user understanding, ensuring seamless service delivery.

Digital Solutions in Corporate Banking

Our digital transformation strategy focuses on delivering comprehensive digital solutions through 4 key channels: corporate online banking platform, trade online services, SWIFT corporate solutions, dedicated mobile application. These integrated platforms offer a complete suite of payment services including government payments, bill payments, salary transfers, supplier payments, with future integration of Automated Clearing House (ACH) services, virtual accounts, and host-to-host solutions. Our digital ecosystem streamlines corporate banking operations while providing enhanced security and convenience for our clients. With 55% of our corporate clients now actively using our digital platforms.



Looking ahead, our digital roadmap continues to evolve through continuous client feedback and market analysis. We are constantly enhancing our digital ecosystem to meet evolving corporate banking needs, focusing on platform integration and system upgrades to ensure sustained growth in digital adoption and customer satisfaction. This commitment to digital innovation positions us at the forefront of corporate banking solutions, ready to meet the dynamic needs of our corporate clients.



Digital Empowerment and Innovation

Digital Innovation & Customer Experience

Emirates NBD Egypt's digital transformation journey reflects our commitment to innovation, customer satisfaction, and operational excellence. Through strategic investments in technology and customer-centric solutions, we continue to enhance our digital capabilities while ensuring accessibility and convenience for all customer segments.

Our commitment to digital innovation is demonstrated through several impactful initiatives aimed at transforming the banking experience. A unified retail banking application form has revolutionized processes by streamlining operations, reducing processing times, cutting costs, and minimizing errors. This initiative also supports sustainability, enhances efficiency, and optimizes staff efforts while significantly improving the overall customer experience.

To uphold exceptional service standards, a digital customer touchpoint survey continuously measures customer satisfaction, maintaining scores consistently above 81% and driving ongoing service enhancements.

Furthermore, the digitalization of Certificate of Deposit (CD) and Time Deposit (TD) applications has transformed the process by consolidating multiple forms into a seamless digital journey, reducing paper consumption, minimizing errors, and significantly improving processing efficiency and customer satisfaction while eliminating returned files.

Finally, a dedicated digital survey for priority customers ensures consistently high satisfaction levels, enabling immediate corrective actions whenever necessary to maintain superior service quality.

Internet and Mobile Banking

At Emirates NBD Egypt, we are committed to pioneering digital transformation in the banking sector. Through the continuous development of innovative technologies, we are enhancing the banking experience for our customers, improving operational efficiency, and driving sustainable growth. Our digital strategy focuses on creating seamless, customer-centric solutions that empower users, enhance accessibility, and contribute to environmental sustainability. This commitment is reflected in our strong adoption of mobile and internet banking, the implementation of new technologies, and our focus on improving customer experience.



190 thousand

Mobile Banking Customers

80 thousand

Active Users of Mobile Banking



646 thousand

No. of Transactions of Internet Banking

EGP 72.2 bn

Volume of Transaction of Internet Banking



Digital Empowerment and Innovation

Diversity of Internet Banking

Emirates NBD Egypt continues to prioritise inclusivity in digital banking by ensuring access for diverse customer segments. In 2024, the bank expanded its digital offerings to engage women, youth, and People of determination, promoting equal opportunities for all customers to benefit from internet banking services. This commitment aligns with the bank's overall strategy to promote equality and provide accessible banking solutions for everyone, regardless of gender, or age.

Geographical Regions

Emirates NBD's Egypt digital banking services cater to customers across various regions in Egypt, reflecting a broad and inclusive geographical presence. In 2024, the bank achieved significant engagement from key areas, highlighting its ability to meet the diverse needs of its customer base nationwide.

Total NO. of
190
thousand

Digital Banking
Customers



21K

Digital Banking
Customers

Alexandria

21K

Digital Banking
Customers

Delta & Canal

130K

Digital Banking
Customers

Greater Cairo and Giza

18K

Digital Banking
Customers

Upper Egypt and Red Sea

20%

of Total Digital Banking
Customers are Women

16%

of Total Digital Banking
Customers are Youth
















Digital Empowerment and Innovation

smartTRADE – Empowering Global Trade through Digital Innovation

Emirates NBD Egypt has launched smartTRADE, a comprehensive online trade finance portal that transforms how businesses manage their global trade operations. This platform consolidates all trade finance services into a single, user-friendly interface.

Our Trade Online Solutions platform “smartTRADE” is a comprehensive portal that manages all customer’s trade finance needs in one place including:

	Import Collection		Export Collection		Letter of Guarantee (outward & inward)
	Import LC		Export LC		Shipping Guarantees / Delivery Orders
	Instant Email Alerts for their trade transactions		Customizable Reports		Customers will enjoy VisualReal-Time Transaction Tracker
	Full View of SWIFTS & Advices		User-Friendly Interface		Analytics for Trade Finance facilities Utilization
	Document Uploads				

SmartTRADE's functionality is built around four key features designed to enhance user experience and efficiency. The platform integrates smart action tools that streamline workflow processes, while its Visual

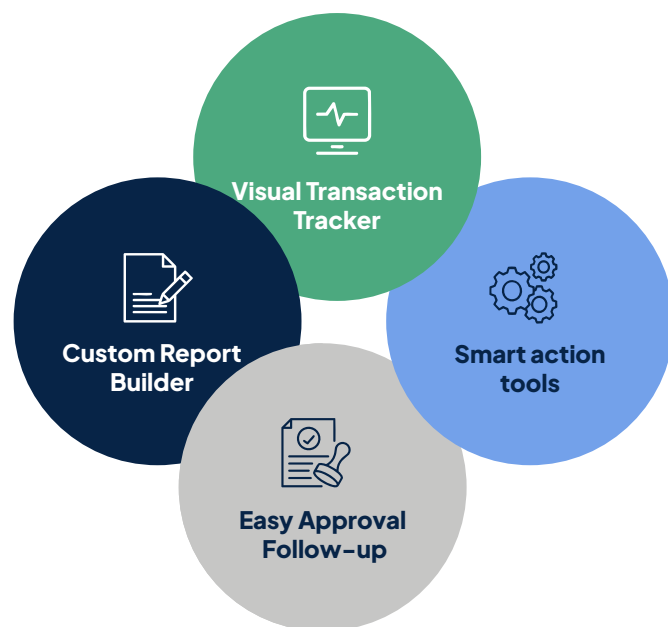
Transaction Tracker provides real-time monitoring of trade transactions through an intuitive interface. The Easy Approval Follow-up feature expedites the approval process, reducing transaction processing time.



Digital Empowerment and Innovation

Additionally, the Custom Report Builder enables users to generate tailored reports that meet their specific business needs.

It comes with a host of key features:



The platform includes real-time transaction tracking, instant email alerts, and customizable reporting capabilities, enabling clients to make informed decisions through an intuitive dashboard. Users can submit trade finance requests online, access quicker approvals for transactions, and monitor their trade finance facility utilization through detailed analytics.

2024 Business ONLINE Digital Evolution:

Building on these core capabilities, smartTRADE has expanded its features through integration with businessONLINE and strategic FinTech partnerships with Geidea and E-khales. Our digital transformation has delivered remarkable results, with 86% of all transactions now being processed through digital channels. In 2024, businessONLINE processed nearly 950K digital transactions with a value of EGP 93.4 billion, demonstrating strong digital adoption among our corporate clients. New functionalities include increased transaction limits to 30 Million, international SMS notifications, enhanced payment capabilities, and new E-pay services for USD & EUR Taxes.

By digitizing trade finance processes, smartTRADE delivers enhanced operational efficiency, faster turnaround times, and a convenient banking experience that can be accessed from anywhere. This digital transformation initiative reinforces Emirates NBD Egypt's commitment to providing effective digital solutions for global trade. The platform's continuous evolution ensures it meets the dynamic needs of our corporate clients while maintaining the highest standards of security and user experience.

86%

of Total Corporate Transactions are Processed Digitally through Business ONLINE

3 thousand

SmartTrade number of Transactions processed Globally

EGP 8.3bn

SmartTrade volume of Transactions processed Globally



Digital Empowerment and Innovation

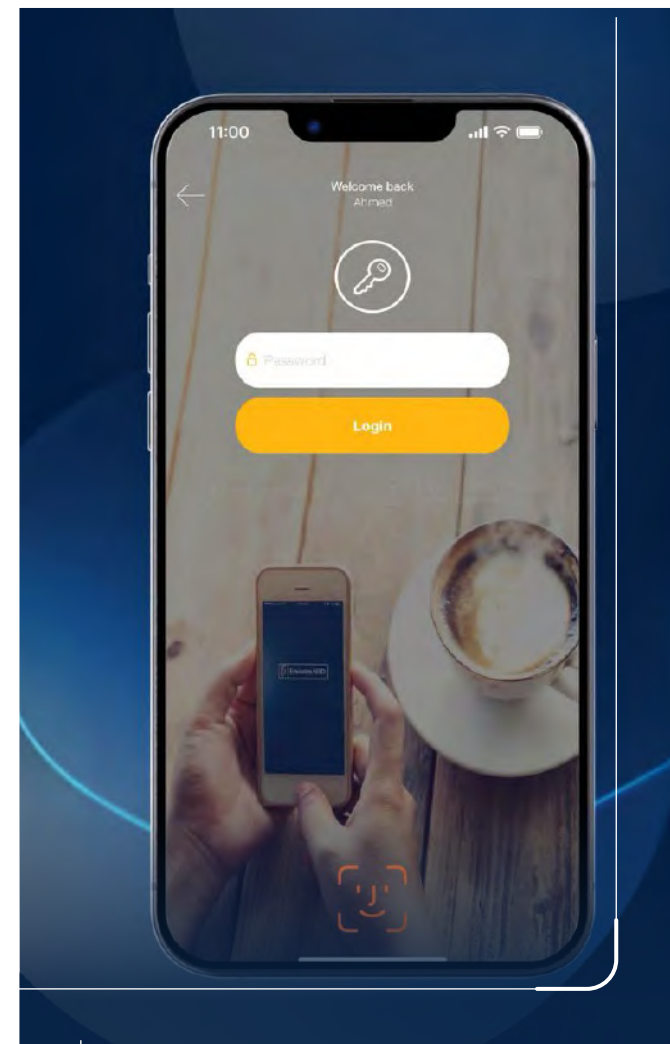
Instant Transfers with Emirates NBD Mobile Banking App

Emirates NBD Egypt stands as the first bank in Egypt to offer instant transfers through its mobile banking application. This pioneering service allows customers to transfer funds instantly through multiple channels - mobile numbers, IPL addresses, card numbers, or bank accounts - providing unmatched flexibility in payment options. As part of our commitment to customer convenience, the bank offers a daily transfer limit of 3 million EGP through our instant transfer service - the highest available in the Egyptian banking sector. This feature supports both personal and business needs, providing our customers with enhanced financial flexibility and transaction capabilities.

The mobile banking app delivers enhanced convenience and efficiency to personal banking, enabling customers to make secure and swift transactions anytime, anywhere. Customers can transfer funds instantly using various identifiers, enjoy the highest transfer limits in the market, execute transactions securely through the mobile app, perform transfers 24/7 without branch visits, and track transfers in real-time.

Enhanced Interactive Voice Response (IVR) System

Our 24/7 IVR system provides secure access to essential banking services through simple voice prompts. The system offers automated support for card management, account operations, and banking inquiries through secure PIN authentication. With multi-language support and streamlined operations, customers can efficiently handle their banking needs anytime, anywhere from card activation and financial transactions to service requests and account information.



Responsible Finance

Why It Matters to Emirates NBD Egypt and Our Stakeholders

Emirates NBD Egypt: Responsible finance is central to our growth strategy, reflecting our commitment to ethical banking practices and balanced growth. Through our comprehensive banking solutions, we support our clients while ensuring prudent risk management and maintaining the highest standards of corporate responsibility. Our approach combines financial strength with responsible lending practices across all segments, ensuring our value creation while maintaining robust banking integrity.

Stakeholders: We provide comprehensive financial solutions that serve diverse stakeholders' needs through four key channels: microfinance for grassroots economic development, SME support for business growth, corporate lending for economic advancement, and retail banking for individual prosperity. This multi-faceted approach ensures all stakeholder segments have access to appropriate financial services.

Our Approach

Emirates NBD Egypt's responsible finance strategy integrates banking integrity, inclusive practices, and sector diversification to drive sustainable growth. Through our microfinance partnerships, we extend financial access to underserved communities, while our comprehensive SME solutions support business development across various sectors. Our corporate lending focuses strategically on key economic drivers including manufacturing, construction, and infrastructure, supporting national development goals.

In retail banking, we demonstrate our commitment to financial inclusion through specialised services for youth, payroll customers, and People of determination. This integrated approach is overseen by robust governance structures that ensure adherence to regulatory requirements while maintaining high ethical standards in all our operations. By balancing commercial objectives with responsible banking practices, we create lasting value for our stakeholders while contributing to Egypt's economic development.



Responsible Finance

Our Progress

Emirates NBD Egypt Financial Highlights



EGP **158.9** bn
Total assets
24% YoY growth



EGP **128** bn
Total Deposits
25% YoY growth



EGP **16.9** bn
Retail assets
20% YoY growth



EGP **78.9** bn
Net Loans
42% YoY growth



EGP **67.2** bn
Corporate Loans
46% YoY growth



EGP **17.4** bn
Total Equity
50% YoY growth



EGP **5.3** bn
Net profits
64% YoY growth



EGP **11.1** bn
Net Interest Income
53% YoY growth



EGP **96.54**
Earning per Share
64% YoY growth

Responsible Finance

“

It has been an honor to lead our efforts towards sustainability in FY 2024. Throughout the year, our focus has been on driving significant initiatives that not only support the well-being of our communities and the environment but also ensure sustainable economic growth.

During 2024, 13% of the Corporate funded portfolio dedicated to sustainability-driven clients. We've concentrated on crucial sectors to Egypt's development, such as sustainable urban projects and green financing, exemplified by our lead role in Egypt's first sustainable city project, Badya, and our involvement with the Saudi Egyptian Developers project which targeted LEED-certified mixed-use complex.

Our commitment extends to Financing microfinance sector hereby supporting underserved populations demonstrated by our role in financing Al Tadamun Microfinance Foundation one of the top microfinance institutions in Egypt supporting underprivileged Egyptian women. We are also proud of our participation in projects that emphasize renewable energy and waste management, which contributes to both environmental sustainability and social impact.

Looking ahead, our department plans to delve deeper into long-term financing for Educational, Green Hydrogen, Sustainable Agriculture and Green Transportation sectors. In addition to aligning with several multilateral agencies to secure sustainability linked financing programs. This strategic direction plays a pivotal role in supporting Egypt's 2030 sustainability agenda.

Through these efforts, I am confident that we continue to set a strong example for responsible banking, which not only adheres to our commitment to environmental, social, and governance (ESG) principles but also drives real change in the communities we serve.



Tamer Ragheb

Head of Corporate & Institutional Banking



Responsible Finance

Banking with Integrity

At Emirates NBD Egypt, banking with integrity means delivering financial solutions that create genuine value while upholding the highest ethical standards. Our lending approach combines prudent risk management with a deep commitment to financial inclusion, spanning microfinance initiatives, SME support, corporate banking, and retail services. We focus on understanding and meeting diverse customer needs while promoting responsible lending practices that contribute to sustainable economic growth. From empowering small businesses and supporting women entrepreneurs to facilitating major corporate projects and providing accessible retail banking solutions, our lending strategy reflects our dedication to being a trusted financial partner for all segments of Egyptian society.

Micro-Lending

In 2024, Emirates NBD Egypt's microfinance portfolio achieved a robust 59% year-over-year growth and reflecting our strong commitment to financial inclusion and economic empowerment. Through expanding our strategic partnerships with leading microfinance institutions, marking a 27% increase, we continue to extend financial access across Egypt's diverse communities.

59%

YoY Growth in MFI Loan



27%

YoY Growth in Partner Institutions Network



Responsible Finance

Empowering Small and Medium-Sized Enterprises (SMEs)

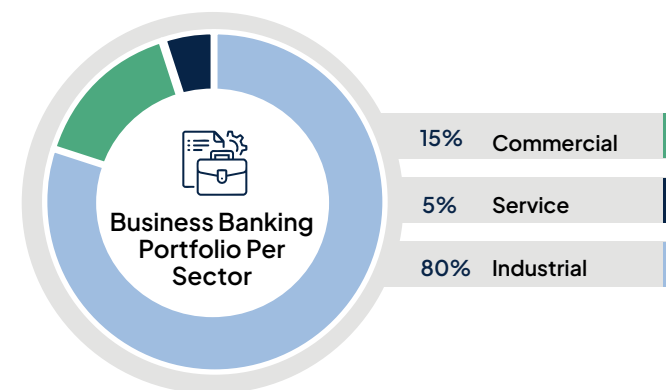
Emirates NBD Egypt provides comprehensive financing solutions for SMEs, offering tailored funding approaches to support business growth and development. Through our dedicated SME business banking services, we deliver specialised financial solutions that address the unique needs of both small and medium enterprises, helping them achieve their business objectives and expand their operations.

In 2024, Emirates NBD Egypt's total business banking portfolio reached EGP 2.3 billion, demonstrating our continued commitment to supporting small and medium enterprises across the country. Our portfolio reflects a strategic diversification across key economic sectors, with Service sector representing 5% (EGP 117,397 million), followed by Commercial sector at 15% (EGP 358,548 million), and Industrial sector at 80% (EGP 1,885,598 million).

In line with our dedication to promoting financial inclusion and diversity in business, we proudly support 147 women-owned businesses, representing a 3.52% growth from the previous year, reinforcing our role in advancing women's economic empowerment in Egypt. Through our comprehensive suite of financial solutions and advisory services, we continue to serve as a trusted partner in our clients' growth journeys.

EGP 2.3bn

Business Banking Loan
Portfolio



Responsible Finance

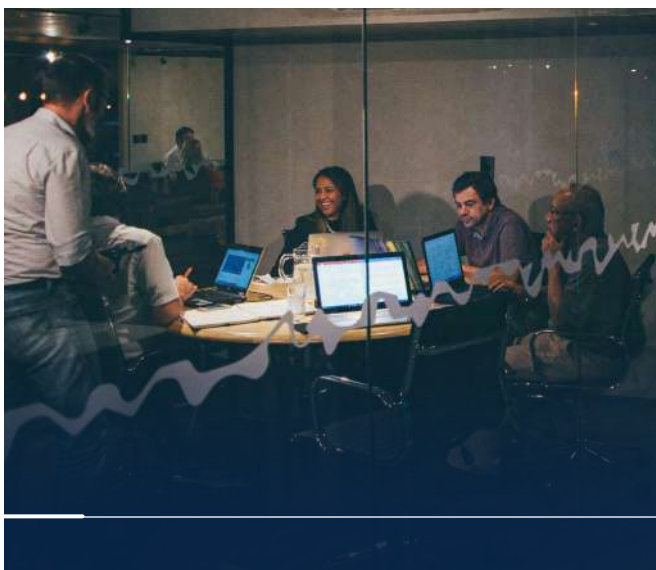
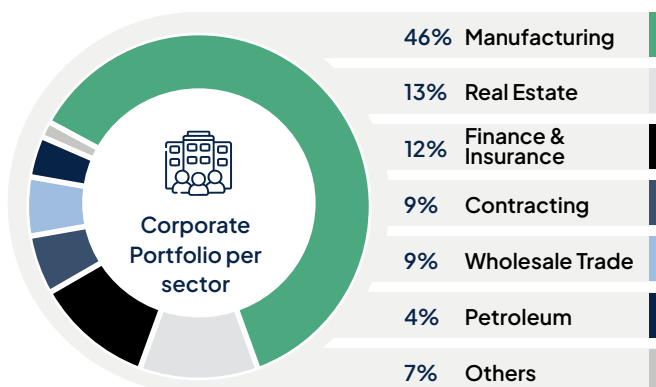
Corporate Portfolio Performance

In 2024, Emirates NBD Egypt maintained a robust corporate loan portfolio with strategic concentration in key economic sectors despite challenging market conditions including currency fluctuations and economic pressures. This represents a significant growth of 45.6% YoY.

The Manufacturing sector led the portfolio, representing 46.5% of total corporate loans and showing strong growth of 52.6% YoY, demonstrating the Bank's continued commitment to industrial development and economic growth. The Finance & Insurance sector followed as the second-largest segment, marking a substantial increase of 64.8% YoY.

Real Estate formed another significant component at 12.7% of the portfolio (up 33.4% YoY), followed by Contracting at 9.4% (up 45.7% YoY), and Wholesale Trade at 9.3% (remaining stable YoY). The Petroleum sector showed remarkable growth of 231.1% YoY, accounting for 3.4% of the portfolio.

These six primary sectors collectively account for 93.6% of our corporate portfolio, reflecting our strategic focus on Egypt's key economic sectors and growth drivers.



Responsible Finance

Driving Retail Excellence

At Emirates NBD Egypt, we believe in the power of inclusive banking to drive positive social impact while delivering sustainable financial growth. Throughout 2024, our Retail Banking division has demonstrated this commitment through strategic initiatives that expand access to financial services and support diverse community segments.



Responsible Finance

Retail Lending Portfolio Performance

Our total retail assets marking a 20% Year-on-Year increase as of December 2024, reflecting our dedication to supporting individual aspirations and economic empowerment. This growth encompasses a 16% Year-on-Year increase in personal loans and a 37.5% Year-on-Year increase in auto loans, demonstrating our commitment to meeting diverse financial needs across our communities.

Customer base Growth and Diversity

Our customer base grew significantly, reaching 283,679 customers in 2024, a 21.3% increase from 2023. We serve a diverse demographic, with women customers increasing by 22% to 75,941 and youth customers (aged 16–30) growing by 49.9% to 64,300. Our commitment to accessibility is reflected in our service to 64 customers with disabilities.

Youth Financial Inclusion

We take pride in serving a diverse customer base across all age groups, with particular attention to youth financial inclusion. Our retail lending portfolio includes significant support for young professionals, with youth customers (aged 16–30) reflecting a 49.9% Year-on-Year increase in financial solutions. This reflects our commitment to nurturing financial literacy and economic opportunities for the next generation.

Payroll Banking Service Growth

Our Payroll Banking services demonstrated exceptional growth in 2024, marking a 100% Year-on-Year increase in new payroll deals. The launch of our Payroll Service Clinic in January 2024 strengthened our client relationships through dedicated relationship managers, financial consultation, and comprehensive digital banking support. This initiative exceeded targets, delivering 42 service clinics by December 2024, while successfully onboarding over 26,000 new-to-bank payroll clients.



Responsible Finance

Sustainable Finance

Emirates NBD Egypt implements sustainable finance in alignment with the CBE's framework, with financing exceeding EGP 8,305 million across 95 high-impact projects. Our funded portfolio is comprised of 80% social investments, spanning healthcare, education, and infrastructure, with 20% in environmental initiatives, including 10 waste management projects focused on reuse and recycling. Through strategic integration of financial excellence with environmental and social responsibility, we support inclusive growth while fostering SMEs and women-owned businesses. Our initiatives align with national development priorities and global sustainability objectives, delivering measurable impact for Egypt's sustainable future.

Environmental and Social Lending Portfolio



20%

Environmental Lending



80%

Social Lending



Environmental Projects

2024

Environmental Lending Portfolio



10 Projects

Waste Management (Reuse and Recycling)

20%

In Funding



Responsible Finance

Social Projects

2024

Social Lending Portfolio



85

Projects

80%

In Funding



Health

40%

52 Projects



Other Social Related Projects

25.6%

19 Projects



Infrastructure

34.4%

14 Projects



Responsible Procurement

Why It Matters to Emirates NBD and Our Stakeholders

Emirates NBD Egypt: Responsible procurement directly supports our business success and sustainability goals. Through careful supplier selection and management, we ensure reliable, cost-effective operations while upholding high ethical and environmental standards. Our procurement practices help us maintain quality services for our customers while managing operational risks and building strong supplier relationships.

Stakeholders: Our procurement practices create value for multiple stakeholder groups. For suppliers, we offer fair partnership opportunities with a focus on local businesses. For customers, we ensure quality products and services through careful vendor selection. For shareholders, we maintain cost efficiency and risk management. For the community, we support local economic growth through our significant focus on local procurement.



Our Approach

Our procurement strategy operates through two main teams working together to achieve our goals. The Procurement Team handles supplier selection, contracting, and relationship management. The Administration Team manages inventory, logistics, compliance, and quality control. Our supplier assessment process is based on three key performance indicators: delivery time for goods, quality of requested items, and thorough review of employees and business lines for services. This structured evaluation ensures suppliers meet our operational standards and sustainability requirements. Regular monitoring and clear policies help us maintain strong supplier relationships while managing risks effectively.

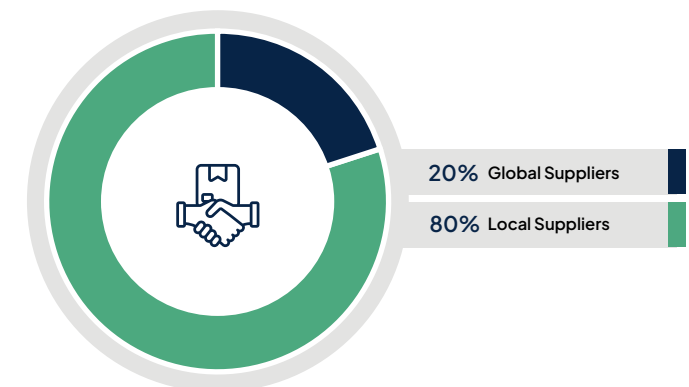
Our Progress

- Achieved 80% local supplier representation in 2024, implementing enhanced monitoring systems for contract compliance, human rights, and minimum wage requirements
- Optimised procurement operations through technology integration and strengthened supplier assessments, improving cost management and delivery efficiency

Building a Sustainable Sourcing Network

Emirates NBD Egypt is dedicated to developing a supply chain that reflects our values of quality, integrity, and responsibility. Suppliers are carefully selected based on rigorous evaluation processes, ensuring that they meet high standards for quality, ethical practices, and operational efficiency. Nearly 80% of all suppliers are local, underscoring a strong commitment to supporting the local economy and fostering community resilience.

Beyond sourcing, responsible management of logistics and inventory enhances our operational efficiency. This includes overseeing essential aspects such as quality control of printed materials, maintaining compliance with regulatory standards, and ensuring effective management of assets. These practices contribute to an efficient and seamless flow of goods and services across the Bank's operations.



Responsible Procurement

Strategic Sustainability Initiatives

The procurement approach is guided by core principles that support Emirates NBD Egypt's sustainability objectives



Supplier Assessment

Emirates NBD Egypt upholds a rigorous supplier assessment process to ensure that all partners meet high standards of quality, reliability, and sustainability. Suppliers are evaluated based on key criteria such as delivery timeliness, product and service quality, and feedback from stakeholders across relevant business lines. This thorough review process allows the bank to maintain a resilient and dependable supply chain, ensuring that all procurement practices align with our commitment to ethical business conduct and sustainable development.



03

SOCIAL IMPACT

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At Emirates NBD Egypt, we believe that creating positive social impact is fundamental to our role as a leading financial institution. Our comprehensive approach focuses on empowering people and strengthening communities through multiple touchpoints—from fostering an inclusive workplace and developing our talent to promoting financial literacy and ensuring digital security. We invest in our employees' growth, champion diversity, and leverage our expertise to enhance financial inclusion across Egypt. Through strategic community investments and customer-centric innovations, we're building lasting relationships that transform lives and contribute to societal wellbeing. This commitment to social responsibility isn't just about corporate citizenship; it's about creating sustainable value that resonates throughout our ecosystem, from our employees and customers to the broader communities we serve.

Material Topics



**Employee Engagement,
Diversity and Inclusion**



**Learning
and Development**



**Financial Literacy
and Inclusion**



**Customer
Satisfaction**



**Community
Investments**

Capitals



**Social
& Relationship**



Intellectual



Human



Financial

Strategic goals

01

Organisational Resilience
for Services and Relationships
Excellence

02

Environmental and Social
Leadership for Compliance
and Innovation

03

Thriving Communities for
Equitable Society



Employee Engagement, Diversity and Inclusion

Why It Matters to Emirates NBD Egypt and Our Stakeholders

Emirates NBD Egypt: We recognise that our organisational success is built on the engagement of our employees. An engaged workforce drives innovation, delivers exceptional customer experiences, and ensures sustainable growth. By fostering a culture of engagement, we enable our employees to perform at their best while supporting their professional growth and personal well-being. This commitment helps us attract and retain top talent, ultimately strengthening our competitive position in the market.

Stakeholders: Our customers benefit from engaged employees who provide superior service, while shareholders value the improved performance and reduced turnover costs. Employees seek meaningful work experiences and growth opportunities, while regulators and investors view strong employee engagement as an indicator of sustainable business practices.

Our Approach

At Emirates NBD Egypt, we take a systematic approach to fostering employee engagement through regular assessment and action. Our bi-annual Employee Engagement Surveys conducted via the GLINT platform provide valuable insights that help us continuously enhance our workplace environment. We prioritise work-life balance through flexible work arrangements and our Work from Home policy, while supporting our employees' well-being through comprehensive benefits including medical coverage, life insurance, and regular wellness programs. We foster an inclusive culture through our commitment to gender diversity and support for People of determination, while recognising excellence through our GEM Awards program. Regular social activities and professional development opportunities further strengthen employee engagement and create a workplace where every individual feels valued and empowered to grow.



Our Progress

- Achieved 71% employee engagement score with 91% participation in our annual survey
- Advanced gender diversity with 45% female representation across the workforce, reaching 34% in middle management and 29% in senior management
- Strengthened commitment to equality through signing the UN Women's Empowerment Principles (WEPs)
- Expanded our team with 486 new hires, maintaining a strong workforce of 2,331 employees with 33% permanent positions
- Enhanced employee benefits through Wellness initiatives and comprehensive benefits, such as medical and life insurance



Employee Engagement, Diversity and Inclusion

A thriving Corporate Culture

At Emirates NBD Egypt, we take immense pride in fostering a thriving corporate culture that promotes seamless collaboration and unity across our diverse business units and locations. We actively encourage knowledge sharing, idea exchange, and the pooling of experiences to enhance our collective expertise. Through various initiatives, we aim to nurture a sense of unity among employees, creating an environment where every individual feels valued and empowered to contribute their unique perspective.

In 2024, we conducted a comprehensive review and update of all HR policies, ensuring they reflect our commitment to employee well-being, inclusivity, and professional growth. This included revising our Code of Conduct, which outlines the key behaviors we expect from our employees and serves as a guide to fostering respect and equality within the workplace. These updates ensure that our policies remain responsive to the evolving needs of our workforce and further strengthen our corporate culture.

Our goal is to cultivate a workplace where employees feel deeply connected to their colleagues and the organisation, take pride in shared achievements, and leverage these experiences for both personal and professional growth. By reinforcing this sense of belonging, we continue to build on our legacy of excellence and collaboration.

In

2024



Emirates NBD Egypt reviewed and updated its HR policies to align with evolving organisational needs and best practices, ensuring a more inclusive and supportive work environment.



Our Workforce

2,331
Total Employees



45%
Female Employees



38%
Under 30 Years Old



58%
Aged 30-50

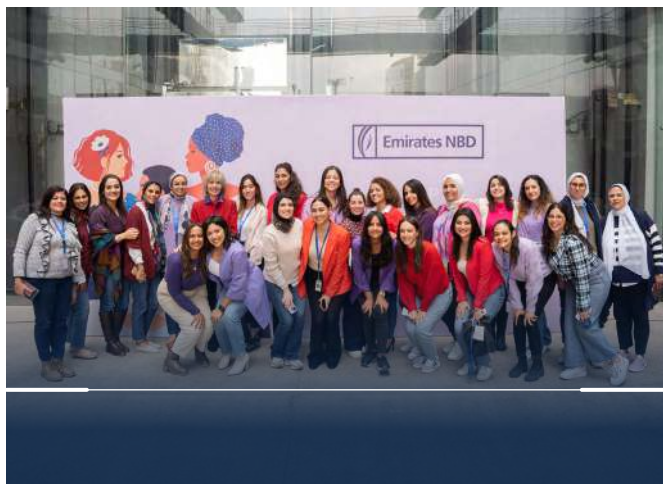


486
New Hires



Employee Engagement, Diversity and Inclusion

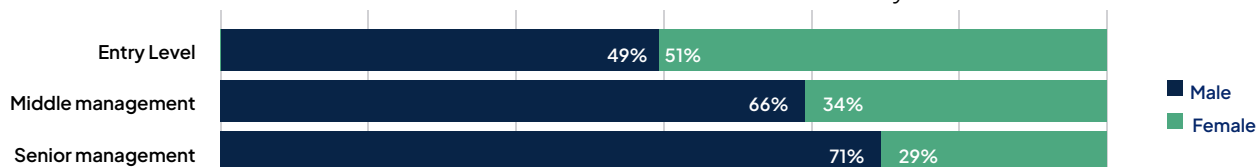
We take pride in our diverse and inclusive workforce, consisting of individuals from a variety of backgrounds, cultures, genders, ages, and abilities. This diversity enriches our organisation, bringing a broad range of knowledge, skills, and perspectives that we deeply value. We are committed to cultivating a culture of inclusion and collaboration, where every individual feels empowered to contribute their unique talents. As of December 31, 2024, Emirates NBD Egypt employed 2,331 people, with 33% holding permanent positions. The age distribution of our staff shows a healthy mix of experience and fresh talent, with 58% in the 30–50 age bracket, 38% under 30, and 4% above 50. In 2024, we further enriched our talent pool by welcoming 486 new team members, contributing to our continued growth and success.



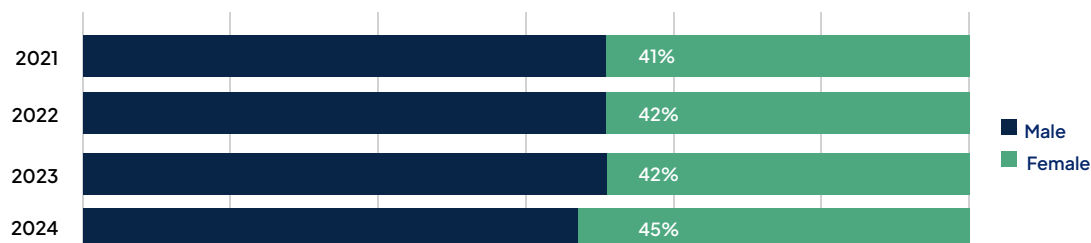
Gender Diversity

At Emirates NBD Egypt, we understand that fostering a diverse workforce is essential for promoting tolerance, open-mindedness, and the acceptance of differing perspectives. Gender parity stands as a core pillar of our diversity, equity, and inclusion strategy. We are committed to empowering women, enabling them to contribute to their personal growth, career development, family well-being, and the broader economy. By providing women with opportunities to develop new skills and gain greater autonomy, we create an environment that promotes equality and enhances their chances for advancement. In 2024, we signed the United Nations' Women's Empowerment Principles

(WEPPs), reinforcing our commitment to advancing gender equality in both the workplace and society. Through the adoption of these principles, Emirates NBD Egypt aims to create a culture of inclusivity and diversity that aligns with Egypt's Vision 2030, which seeks to achieve the Sustainable Development Goals. With women representing 45% of our total workforce, 51% of our entry-level positions, 34% of our middle management, and 29% of our senior management. Notably, across these three organizational levels, women comprise 31% of STEM position holders, Emirates NBD Egypt remains dedicated to empowering women and advancing gender equality within the workplace and the broader community.



Emirates NBD Egypt workforce Break down



Employee Engagement, Diversity and Inclusion

Emirates NBD Egypt's Commitment to Gender Equality

In 2024, Emirates NBD Egypt reinforced its dedication to gender equality by signing the United Nations' Women's Empowerment Principles (WEPs), an initiative by UN Women and the UN Global Compact. This step reflects the bank's commitment to fostering inclusivity and empowering women within the workplace and across society.

By adopting the WEPs, the bank joins a global network striving to advance gender equality as a cornerstone of sustainable development. The seven principles guide the bank in creating equitable opportunities, promoting education and professional growth for women, and ensuring a safe and supportive work environment.

Through its collaboration with UN Women Egypt, Emirates NBD Egypt receives technical support to effectively implement the WEPs, aligning with its strategic vision for sustainable development and contributing to Egypt's Vision 2030. This partnership reflects the bank's role as a key advocate for empowering women and fostering an inclusive culture.



Employee Engagement, Diversity and Inclusion

People of Determination

As part of our commitment to diversity, equity, and inclusion, Emirates NBD Egypt proudly employs 89 people of determination, each with unique abilities and needs. We provide them with the necessary support to ensure they are entrusted with meaningful roles and excel in their responsibilities. People of determination represent a highly skilled and talented workforce. By embracing their inclusion, Emirates NBD Egypt fosters a more diverse and inclusive corporate culture while driving innovation and enhancing overall business performance. This aligns with Egypt's broader vision of creating a fully inclusive society. Our disability-friendly branches reflect this commitment, ensuring accessibility and equal opportunities for all. We firmly believe that true progress is achieved when everyone has the chance to advance, reinforcing that inclusivity is at the heart of our corporate excellence.

11

Disability Friendly
Branches



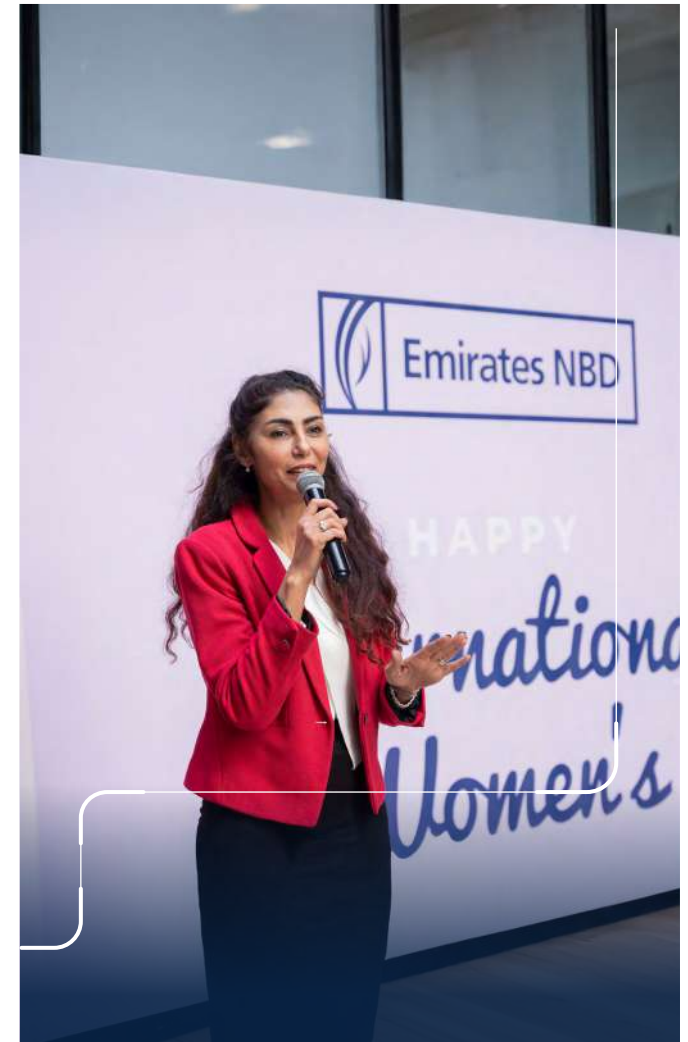
Fostering Employee Engagement

At Emirates NBD Egypt, prioritising the ambitions, needs, and well-being of our employees is central to our culture. In 2024, we conducted our annual employee survey, a key tool for understanding job satisfaction, engagement, motivation, and overall wellness. With a response rate of 91%, the survey revealed a strong engagement score of 71%, reflecting progress in creating a positive workplace culture.

In addition to the survey, we expanded our employee engagement initiatives in 2024, hosting more events compared to 2023. These initiatives are integral to promoting collaboration, satisfaction, and a sense of purpose among our employees. Insights from the survey continue to guide leadership decisions, ensuring we address employee feedback and strengthen our commitment to a thriving and engaged team.

71%

2024 Employee
Engagement Score



Employee Engagement, Diversity and Inclusion

Fostering Team Spirit and Memorable Experiences

The 2024 Social & Sports Club initiatives at Emirates NBD Egypt brought employees closer through a blend of connection and relaxation. The annual Ramadan Sports Tournament, held at Sky Resort, featured engaging activities such as Football matches, Padel, Table Tennis, and PlayStation battles. This lively event fostered teamwork, camaraderie, and physical well-being while celebrating shared achievements. Complementing the tournament, an exciting lineup of trips to destinations like Sharm El Sheikh, Soma Bay, Sahl Hashish, and Makadi Bay provided employees with opportunities to unwind and recharge during occasions like Easter and Eid Al Adha, reinforcing a vibrant and inclusive workplace culture.



Cycling for a Greener Future



Emirates NBD Egypt demonstrated its commitment to employee engagement and environmental responsibility by participating in the Palm Hills Badya Cycling Event on World Environment Day. Employees joined together for this eco-conscious initiative, combining fitness with sustainability to promote collective action for a greener future.

This event demonstrated the bank's dedication to fostering a strong sense of community and shared purpose among its workforce. By encouraging employees to engage in activities that align with the bank's environmental values, Emirates NBD Egypt continues to build a culture where collaboration, health, and sustainability are celebrated.

The Madinaty Half Marathon

Emirates NBD Egypt proudly sponsored the Madinaty Half Marathon, an event that exemplified the bank's commitment to engaging our employees and strengthening team spirit through sports. The marathon offered diverse race distances, enabling staff members of varying athletic abilities to participate while providing an ideal platform for team building and employee bonding outside the workplace. This collective experience fostered stronger workplace relationships and reinforced our commitment to employee wellness.



Employee Engagement, Diversity and Inclusion

Attracting and Retaining Top Talent

At Emirates NBD Egypt, we are dedicated to creating a workplace that attracts and retains top talent, fostering a dynamic environment where employees can thrive. In 2024, we welcomed a diverse group of 486 new team members, highlighting our commitment to identifying and nurturing talent in a competitive employment landscape. Our employee-focused approach includes enhancing policies to meet the evolving needs of our workforce, such as flexible scheduling options and a comprehensive benefits package that covers health insurance, life coverage, and family leave. These measures are designed to support the well-being and satisfaction of our employees while creating a supportive and motivating workplace.

Empowering Talent Through Comprehensive Employee Benefits

Employee benefits play a pivotal role in fostering a supportive and rewarding workplace culture, essential for attracting and retaining top talent at Emirates NBD Egypt. To ensure competitive financial returns for employees, the bank increased interest rates on staff EGP current accounts. These rates, aligned with market trends and calculated monthly without a minimum balance requirement, reflect the bank's commitment to delivering exceptional value to its workforce. Additionally ENBD Egypt offers a subsidized interest rate for staff loans.

Beyond financial benefits, the bank enhances employee engagement through exclusive perks such as a Special Discounts Day featuring offers from renowned brands like Samsung, BTC, The Grasshoppers, and Zed East Sports Club. Employees also enjoy staff-exclusive deals from prominent partners, including Rush Brush, Colors Perfume, Oberoi Hotel, Softel El Gezirah, and Hoteliana Hotels. These comprehensive benefits reflect Emirates NBD Egypt's dedication to investing in its people, reinforcing its position as an employer of choice.



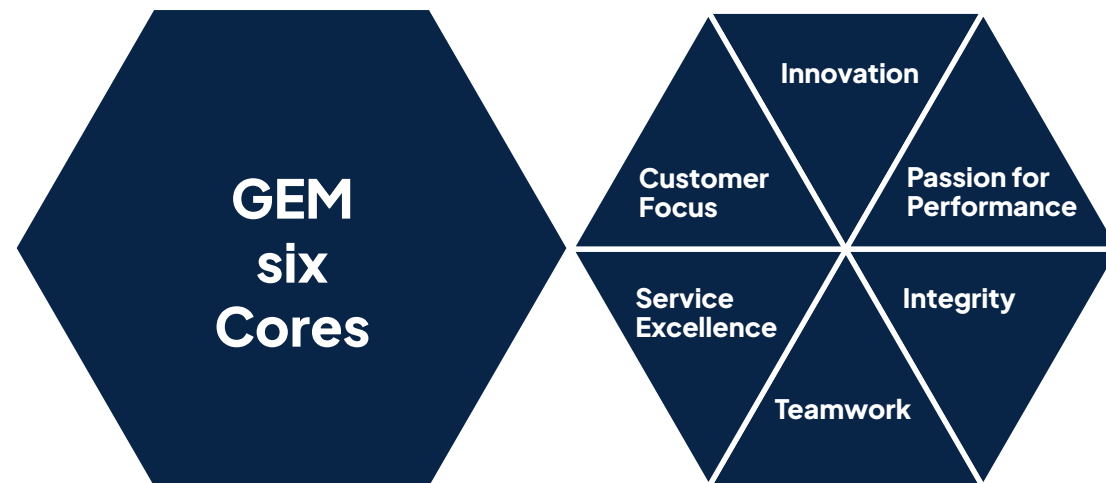
Employee Engagement, Diversity and Inclusion

Celebrating Excellence Through the GEM Awards

At Emirates NBD Egypt, we celebrate excellence through our prestigious GEM Awards program, which aligns with our six core values: Customer Focus, Innovation, Passion for Performance, Integrity, Teamwork, and Service Excellence. This comprehensive recognition platform, established in 2015, continues to inspire and motivate our workforce to achieve exceptional results.

In 2024, we proudly recognized 50 outstanding employees through the GEM Awards, with 32 male and 18 female recipients demonstrating exemplary performance across various categories including Sales Excellence, Service and Operational Excellence, and Financial Excellence. Each winner received certificates, cash prizes, and trophies in recognition of their remarkable contributions.

The program empowers unit managers to identify and celebrate team members who go above and beyond in embodying our core values and delivering outstanding results. This recognition framework not only acknowledges individual and team achievements but also reinforces our commitment to fostering a culture of excellence, diversity, and continuous improvement.



Learning and Development

Why It Matters to Emirates NBD Egypt and Our Stakeholders

Emirates NBD Egypt: Our investment in learning and development directly strengthens our competitive advantage and future readiness. Through continuous skill development and career advancement opportunities, we build a workforce capable of driving innovation and delivering excellence. This approach ensures we maintain our position as a leading financial institution while adapting to evolving market demands.

For Our Stakeholders: A well-trained workforce creates ripple effects across our entire ecosystem. Employees gain meaningful career growth opportunities, customers receive superior service from skilled professionals, and shareholders benefit from enhanced organisational performance. Our commitment to development also contributes to the broader economy by cultivating expertise in crucial areas like sustainability and digital transformation.

Our Approach

At Emirates NBD Egypt, We are dedicated to foster a culture of continuous learning, enable our employees to grow, develop new skills, and achieve their full potential. Our talent development strategy is designed to prepare the bank to navigate future challenges and seize emerging opportunities, while simultaneously aligning with employees' professional aspirations. This approach not only strengthens our organisational capabilities but

also contributes positively to the broader community and economy. By prioritising career-long learning, we aim to enhance employee satisfaction, loyalty, and retention, building a resilient and forward-looking workforce.

Our Progress

In 2024, Emirates NBD Egypt delivered a diverse range of physical and virtual training programs tailored to address both the strategic and operational needs of the bank. These programs covered essential topics such as carbon footprint measurement, Egypt's voluntary carbon markets, waste management, environmental and social risk management for financial institutions, gender sensitization, and climate finance acceleration. Specialised courses, including sustainability finance training and environmental risk assessment for large corporate projects, further solidified our commitment to building expertise in critical areas. Additionally, mandatory initiatives like the Sustainability Awareness Program ensured all employees are equipped with foundational knowledge to support the bank's sustainable growth. These efforts reflect our commitment to integrating professional development into every facet of our operations.

99,303

Total training hours delivered

31

Average training hours per female employee

42

Average training hours per employee

EGP19.5Mn

Amount spent on training and development

1,979

Total sustainability training hours delivered

Learning and Development



At Emirates NBD Egypt, we believe our people are key drivers of sustainable growth. Through strategic workforce initiatives, we create an environment where employees thrive while advancing our sustainability goals. Our approach focuses on developing talent that aligns with both our business objectives and our commitment to positive environmental and social impact.

We've established comprehensive training and development programs that empower our employees to become sustainability champions. Our initiatives include specialized courses in sustainable finance, gender equality workshops, and leadership development programs that emphasize ESG principles. These efforts help integrate sustainability into daily operations and decision-making across all levels.

Our commitment to workplace diversity and inclusion stands at the forefront of our strategy. We implement policies that promote equal opportunities, women's empowerment, and inclusive hiring practices. These initiatives create a rich workplace culture that drives innovation and sustainable thinking.

Employee well-being remains central to our sustainability journey. We offer programs that support professional growth while ensuring work-life balance. By investing in our people's development, we strengthen our capacity to deliver sustainable financial solutions that meet Egypt's evolving needs.

Looking ahead, we continue to enhance our talent development programs to support Egypt's transition toward sustainable finance. Our focus remains on building a workforce equipped with the skills and knowledge to drive positive change in our industry and community.



Maha Tawfik

Head of Human Resources



Learning and Development

A Culture of Coaching and Continuous Improvement

At Emirates NBD Egypt, embedding a coaching culture is central to enhancing employee performance and fostering a collaborative work environment. Through coaching and feedback, we aim to elevate the quality of interactions across all levels, from staff to clients. Our coaching approach is integrated into leadership and talent development, providing opportunities for growth. As part of our commitment to continuous improvement, all managers are trained in coaching, giving feedback, and handling difficult conversations. This ensures that leadership at every level is equipped to support and empower employees effectively. By aligning coaching with our business strategies, we foster a culture of open communication and continuous development, driving both individual and organisational success.

Reimagining the Future of Work

Emirates NBD Egypt launched three transformative initiatives aimed at reimagining the future of work, following their successful introduction in the UAE in 2023. These initiatives focus on creating agile approaches to pay and career progression, offering employees opportunities to build new skills and explore diverse career paths.



Innovative Talent Development: GROW Program

At Emirates NBD Egypt, we've launched GROW, our flagship talent acceleration program designed to identify and develop the next generation of banking leaders. In its inaugural year, the program has selected 3 high-potential employees from across the bank, providing them with structured pathways to accelerate their career growth. Through over 305 hours of specialized training and development sessions, participants engage in personalized career mapping and targeted skill enhancement.

The program's comprehensive approach includes one-on-one mentoring relationships with senior leaders who provide guidance, share experiences, and offer strategic career advice to participants. Through learning workshops, participants develop leadership skills, strengthen their business knowledge and understanding, and build strong professional networks across different departments. The GROW initiative represents our commitment to nurturing internal talent and creating a robust leadership pipeline within the organization.

Learning and Development

Our Comprehensive Training Agenda

In the first half of 2024, Emirates NBD Egypt implemented a thorough training agenda designed to enhance employees' soft, technical, and leadership skills. The program featured six rounds of leadership training for top management and soft skills workshops for all employees, including business writing, presentation skills, and conflict management.

Specialised technical certifications were offered across key departments such as SMEs, marketing, legal, audit, and risk. Employees also gained advanced knowledge through data analytics training, exploring diverse tools and techniques. Additionally, a tailored Business Banking Track was introduced to strengthen core skills specific to business unit roles, reinforcing the bank's commitment to professional development and excellence.



Elevating Staff Development through our Retail Excellence Academy

The Retail Excellence Academy has become a cornerstone of Emirates NBD Egypt's commitment to professional growth in 2024, focusing on enhancing the skills of its retail staff. This initiative places significant emphasis on developing a wide range of soft skills while also equipping employees with advanced selling techniques to drive customer engagement and sales performance. Participants in the academy are not only trained in these essential areas but are also given the opportunity to present their learnings to top management, further reinforcing their growth and involvement in the bank's strategic objectives.

Business Simulation Training: Enhancing Collaboration and Strategy Alignment

In 2024, the Centralized Operations Team at Emirates NBD Egypt participated in Business Simulation Training to gain a deeper understanding of how each department contributes to the bank's overall strategy and success. The training focused on illustrating the interconnectedness of various teams and how their collective efforts drive the bank's performance. By simulating real-world business scenarios, employees learned the importance of collaboration and how each department's actions directly impact others, strengthening their ability to work cohesively towards achieving the bank's strategic objectives. This hands-on experience empowered teams to align their operations more effectively and contribute meaningfully to the bank's long-term success.



Learning and Development

Environmental Awareness Sessions for Emirates NBD Employees

Emirates NBD Egypt, is actively advancing its sustainability agenda by empowering employees to become catalysts for change. In partnership with Outgreens Egypt the bank conducted a series of awareness sessions and workshops, providing comprehensive education on key environmental topics, including waste management, the principles of a circular economy, and strategies for achieving zero emissions.

This collaboration showcases Emirates NBD Egypt's commitment to fostering environmental responsibility within its workforce and aligning with broader global sustainability goals. By equipping employees with the knowledge and tools to adopt sustainable practices, the bank continues to make meaningful progress toward a greener and more sustainable future.

Women Leadership Development and Workplace Equality Programs

Emirates NBD Egypt is committed to fostering women's leadership and workplace equality through comprehensive training initiatives. The "She Leads Her Future" program, a three-day training designed specifically for women leaders, enhances self-awareness and leadership skills through interactive sessions. 20 participants benefited from this program, which includes the Emergenetics Assessment, providing them with valuable insights into their capabilities and leadership potential.

Building on our commitment to gender equality, the bank delivered specialized training for the Human Resources Department focusing on Gender Equality and Workplace Empowerment. 25 Human Resources professionals participated in sessions addressing gender equality concepts, workplace barriers, and strategies to challenge existing stereotypes. This training equipped our Human Resources team with tools and resources to develop inclusive policies and implement best practices across HR operations.

Further strengthening our inclusive workplace culture, the bank conducted training on the Prevention of Violence and Sexual Harassment, attended by 19 legal and Human Resources leaders. This intensive one-day program equipped participants with essential knowledge and skills to prevent workplace harassment, including policy recommendations and practical templates for implementation.



Organization Development

Stories of Career Mobility at Emirates NBD Egypt

At Emirates NBD Egypt, the journey of continuous learning and development is integral to fostering both personal and organisational growth. Two exemplary stories—those of Nermine El-Samahy and Boussy Hamed—highlight how talent development initiatives within the bank have propelled individuals to success and strengthened the broader organisational culture.

Nermine El-Samahy, Head of Retail Risk Quality Control & Fraud Prevention at Emirates NBD Egypt, is a testament to the bank's commitment to fostering internal talent and supporting career progression. Starting her career as a Branch Manager, Nermine discovered her passion for risk management through courses offered by Emirates NBD Egypt. The training opportunities provided by the bank enabled her to successfully transition to the Retail Risk department, where her leadership and expertise quickly stood out. Within two years, Nermine's contributions led her to head the department, demonstrating how adaptability and a continuous learning mindset can accelerate career development. Her experience projects the bank's philosophy that career growth is fueled by both diverse experiences and a culture of continuous improvement.



Boussy Hamed, Robotics Project Officer at Emirates NBD Egypt, exemplifies how embracing technological innovation can accelerate career growth in banking. Her journey showcases the transformative power of specializing in emerging technologies, having gained professional experience equivalent to her entire banking career in just 18 months through her work on robotics projects. Starting as a retail account officer at the bank, Boussy discovered her passion for automation and technological advancement through the bank's innovative initiatives. Her rapid professional growth demonstrates how focusing on cutting-edge technologies can fast-track career development.

The bank's investment in robotics automation provided Boussy with unique opportunities to develop specialized skills and expertise in an emerging field. Her experience highlights Emirates NBD Egypt's commitment to digital transformation while nurturing talent in future-focused roles. Boussy emphasizes that the key to professional excellence lies in continuous skill development, particularly in areas where technology and banking intersect. Her success story reflects the bank's philosophy that embraces technological innovation and maintaining a growth mindset are crucial elements for accelerated career advancement in modern banking.

Both Nermine and Boussy's stories reflect how Emirates NBD Egypt's investment in learning and development, alongside a supportive work environment, creates opportunities for employees to thrive in diverse roles, build new skills, and drive the bank's overall success. Through personalized development programs and a commitment to nurturing talent, the bank continues to cultivate a workforce that is equipped to navigate challenges and capitalize on future opportunities.

Organization Development

Career Mobility and Wellbeing Fair

In 2024, Emirates NBD Egypt hosted its Career Mobility and Wellbeing Fair, bringing together over 1000 employees in a comprehensive initiative demonstrating the bank's commitment to employee development and wellness. The fair created an engaging platform where employees could explore both personal wellbeing and professional growth opportunities. Through expert-led sessions and personalized one-on-one consultations, participants gained valuable insights into maintaining physical health and achieving personal development goals.

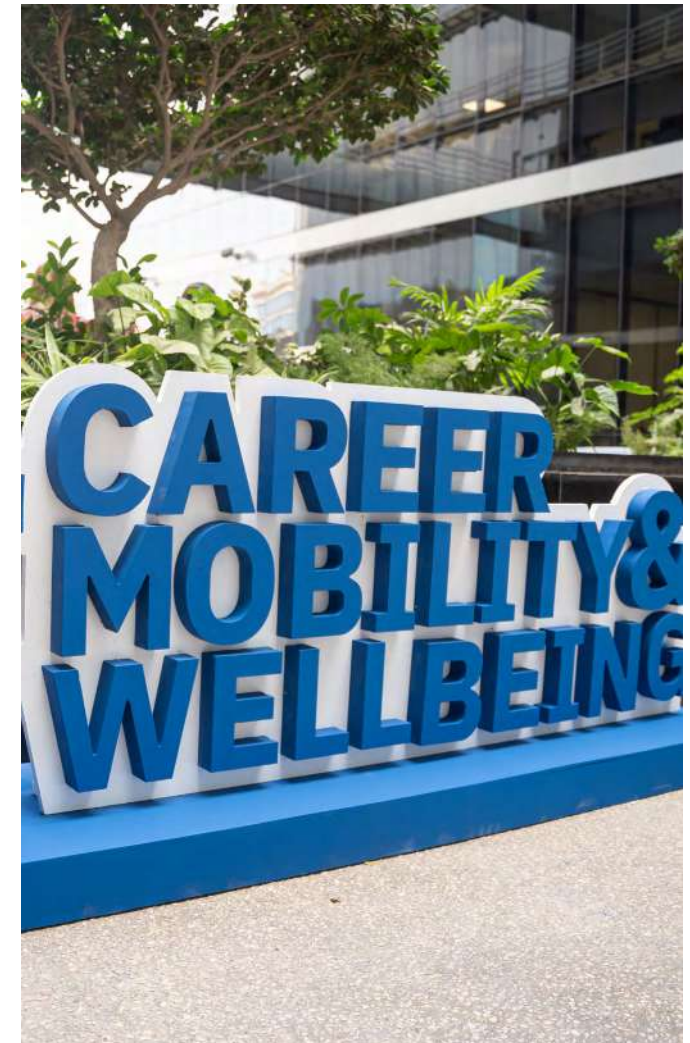
The fair's career development component empowered employees to explore diverse opportunities across different departments within the bank. Through networking sessions, career counselling, and skills development workshops, participants gained the tools and confidence needed to unlock their full potential and advance their careers within Emirates NBD Egypt. This holistic approach to employee development reinforced the bank's dedication to fostering a supportive and dynamic work environment where employees can thrive both personally and professionally.

Strategic Partnerships and Internship Programs

Emirates NBD Egypt continues to empower youth, offering valuable opportunities to students and recent graduates to gain practical experience and build successful careers. One of the key initiatives, the German International University (GIU) Internship Program, successfully hosted senior students for a five-month internship across various departments in the bank. The well-rounded agenda, tailored to their majors and preferences, provided students with hands-on experience, aiding their professional development and helping them make informed career decisions.

In addition, Emirates NBD Egypt strengthened its connection with academic institutions through a partnership with the Universities of Canada in Egypt. The collaboration, which began with the bank's participation in their Career event in April, focuses on creating more HR opportunities for students, preparing them for future employment.

Moreover, a new partnership with the Information Technology Institute (ITI), a leading tech education provider, aligns with the bank's commitment to the youth by sourcing highly qualified candidates from diverse technological fields. This collaboration ensures that students are well-prepared to meet the demands of the modern workforce and contribute to technological advancements.



A Safe and Healthy Workplace

At Emirates NBD Egypt, workplace health and safety remained a cornerstone of our organizational values throughout 2024. Our focus continues creating and maintaining a secure environment that protects our employees, customers, and assets.

Strengthening Our Safety Operations

A significant milestone in 2024 was the transfer of our Health and Safety department from the Administrative Affairs department to the Security department. This strategic realignment included plans to appoint a qualified Health and Safety expert to oversee operations and ensure effective management of related tasks.

Health and Safety Training

In 2024, we initiated first aid and firefighting training sessions with our champions in the head office, demonstrating our commitment to emergency preparedness. We expanded our security scope to include comprehensive investigations and enhanced protection measures, focusing on securing our premises while strengthening operational resilience and regulatory alignment. Throughout the year, we conducted systematic health and safety risk assessments across our premises to ensure comprehensive Civil Defense compliance, while strengthening our safety standards through proactive engagement with the Labor office and completion of required committees.



Financial Literacy and Inclusion

Why It Matters to Emirates NBD Egypt and Our Stakeholders

Emirates NBD Egypt: Advancing financial inclusion and literacy aligns with Egypt's national strategy and CBE's vision. Through our dedicated Financial Inclusion department and tailored banking solutions, we bridge gaps in financial accessibility and expand our services to underserved groups, strengthening our position as a leading financial institution in Egypt.

Our Stakeholders: Our financial inclusion initiatives directly benefit multiple groups: youth gain access to comprehensive banking packages and educational opportunities, women receive targeted financial services and entrepreneurial support, and people of determination benefit from accessible banking solutions. The broader community benefits through increased financial literacy, while our partnership with organisations like Alexandria Business Association helps generate job opportunities and contributes to Egypt's GDP.

Our Approach

Emirates NBD Egypt remains dedicated to advancing financial inclusion and literacy, aligning with Egypt's national strategy and the vision of CBE. Through a dedicated Financial Inclusion department, the bank ensures the seamless implementation of CBE directives, focusing on empowering underserved groups such as women, youth, and people of determination. Tailored

banking products and services are designed to meet the unique needs of these segments, while strategic initiatives foster engagement through activities at universities, financial inclusion events, and accessible branch services. This comprehensive approach reflects the bank's role in bridging gaps and enhancing financial accessibility across Egypt.

Our Progress

72

Financial Literacy Sessions



Emirates NBD Egypt has achieved meaningful progress in advancing financial inclusion through targeted outreach efforts and collaborative initiatives. The bank organises annual outdoor events across Egypt's governorates to support the CBE's mission of improving financial literacy and reaching underrepresented communities. These events, often timed with global observances like International Women's Day, International Youth Day and Arab Financial Inclusion Day, provide marginalized groups with essential knowledge about financial practices, such as saving and banking. By focusing on youth, women, and people of determination, Emirates NBD Egypt is fostering greater economic inclusion and empowering diverse segments of society to access financial opportunities.



Participation in CBE's Financial Inclusion Events

over **5.6** thousand
Attendees



55%
Female Attendees



71%
Youth Attendees



Financial Literacy and Inclusion

A Holistic Banking Experience for Youth International Youth Day 2024

1,460

Attendees during International Youth Day (49% females)



In 2024, Emirates NBD Egypt took significant steps in engaging with the youth segment through tailored financial products and initiatives, reaching 1,460 attendees during International Youth Day (49% females). The bank launched a premium youth banking package, offering a range of cost-saving benefits such as free debit card issuance, 50% discounts on renewals, and complimentary credit card issuance for clients maintaining a minimum annual spend of EGP 60,000. Beyond traditional banking, the package integrated non-financial benefits, including medical services, access to governmental services, and insurance solutions.

As part of the CBE's initiatives, Emirates NBD Egypt launched a special initiative offering free-of-charge bank account openings and debit cards with no issuance fees for young individuals. The bank actively participated in CBE Financial Inclusion events to promote financial literacy and awareness. These efforts resulted in the opening of 2,127 bank accounts, with 1,460 young participants benefiting from financial literacy sessions during outdoor events held at various locations, including El-Zouhor in Fifth Settlement, Smouha Club in Alexandria, and the Bibliotheca Alexandrina.

This comprehensive approach reflects the bank's commitment to empowering young clients, supporting their life aspirations, and fostering financial inclusion by providing the tools needed for financial independence.

Financial Literacy Through Educational Partnerships

Through strategic partnerships with educational institutions such as New Giza University, AUC School of Business, and Universities of Canada, Emirates NBD Egypt delivered financial literacy workshops, career preparation sessions, and internship opportunities. The bank also actively participated in university activations, fostering meaningful connections with students while raising awareness about financial inclusion. The success of these initiatives is further highlighted by exceeding acquisition targets.

Financial Literacy and Inclusion

Youth Banking App Access

Expanding its digital propositions, Emirates NBD Egypt now enables youth aged 15 and above to access their accounts through the bank's mobile app. This initiative offers young customers comprehensive digital banking services, from instant local and international transfers to bill payments and savings management. The app serves as a gateway for youth to develop financial literacy and personal finance management skills, supporting their journey toward financial independence and entrepreneurship.



Supporting People of Determination

Emirates NBD Egypt reinforced its commitment to inclusivity by introducing a comprehensive banking package for people of determination. This package eliminates account opening fees for Current, Savings, and Current Plus accounts and offers free Standard and Titanium debit card issuance, with 50% discounts on renewal fees. Additional benefits include 50% discounts on statement and checkbook issuance fees, as well as free processing of all incoming transfers. Operational enhancements further improved accessibility for people of determination, including tailored projects to optimise their banking experience. These efforts align with the bank's goal to ensure universally accessible services and premises, reflecting its dedication to creating an inclusive financial environment.

International Day of People of Determination

In recognition of the International Day of People of determination, Emirates NBD Egypt hosted a virtual discussion on financial inclusion. This initiative aimed to highlight the importance of accessible financial services for all individuals, especially people of determination. The conversation focused on the bank's efforts to break down barriers, including ongoing initiatives in Egypt to promote inclusive banking. Through this initiative, the participants were made aware of the bank's commitment to empower communities through financial tools and the shared vision of fostering a future where everyone, regardless of ability, has access to opportunities that enable them to thrive.

Advancing Accessibility in our Branches

At Emirates NBD Egypt, we are committed to foster financial inclusion by ensuring that people of determination can access our branches and digital services with ease. Recognising their diverse needs, we have taken steps to make our systems, processes, applications, ATMs, and branches disability friendly.

Our commitment to inclusive banking is demonstrated through our comprehensive branch accessibility initiative. All 11 branches feature disability-friendly facilities, strategically distributed across different regions of Egypt to ensure wide coverage and convenient access.

Our branches are equipped with an extensive range of accessibility features, including counter service with lower teller desks (100% coverage), service assistance desks (45% coverage), recording MIC facilities with video and audio recording cameras (91% coverage), wheelchair ramps (73% coverage), and accessible ATMs (73% coverage). These ATMs are installed at a lower level and equipped with audio systems to assist visually impaired clients during transactions.

To enhance the banking experience for people of determination, we provide separate waiting numbers and VIP-level treatment without additional charges. Clear signage is displayed at accessible branches and ATMs, with locations and features readily available on our digital platforms. Several of our branches offer complete accessibility with all five key features, enabling people of determination to independently and confidently navigate their financial needs.

Financial Literacy and Inclusion

Women's Empowerment and Financial Inclusion

Emirates NBD Egypt maintains a continuous commitment to women's empowerment, particularly in advancing financial inclusion. In celebration of International Women's Day in March 2024, the bank offered free account opening and debit card issuance exclusively for women. The bank engaged with women entrepreneurs at Lydia Akram Market, fostering financial inclusion by providing account-opening opportunities and hosting community-focused activities.

At the CBE International Women's Day event, the Group supported efforts to empower women economically and promote financial inclusion by providing financial literacy and awareness initiatives. Emirates NBD Egypt hosted a session for 14 women that own a small business on the topics of strategic communication and crisis management with an independent consultant and trainer.

Internally, the bank showcased its dedication to gender equality by organizing a bazaar featuring women-owned businesses, reinforcing its support for women's economic empowerment and entrepreneurial success.

500

Attendees during international Women's Day



Financial Literacy and Inclusion

The Arab Financial Inclusion Day

In celebration of Arab Financial Inclusion Day, Emirates NBD Egypt launched a month-long series of activities aimed at promoting financial access and inclusion for all citizens. As part of this initiative, Emirates NBD Egypt offered fee-free bank accounts with no minimum balance requirements, making banking services more accessible to a wider audience. Additionally, the initiative focused on supporting women-led startups by opening "Economic Activity Individual Accounts", aligning with the motto of the initiative: "An Account for Every Citizen".

Throughout the month, Emirates NBD Egypt also reinforced its commitment to financial literacy by actively participating in all Central Bank of Egypt ("CBE") Financial Inclusion events, raising awareness and educating the public on the importance of financial inclusion. The events attracted 700 attendees, with women representing 76% of the participants.

700

Attendees during Arab Financial Inclusion Day (76% females)



Farmer's Day Celebrations

In September 2024, as part of the Farmer's Day celebrations, the bank introduced special benefits for agricultural workers, including free bank account openings and complimentary debit card issuance to improve their access to banking services.

1,540

Attendees during Farmer's Day (42% females)



Financial Literacy and Inclusion

Community Financial Empowerment Initiatives

Emirates NBD Egypt actively participated in the CBE's financial inclusion programs to expand access to essential banking services. The bank conducted educational workshops at Geziret El Ward Club in Mansoura and supported the "New Beginning for Human Development" Initiative, demonstrating its commitment to community development.

Partnerships and Operational Enhancements

The signing of a EGP 400 million loan contract with the Alexandria Business Association (ABA) marked a key milestone in expanding financial inclusion for micro and small enterprises. This initiative is expected to generate job opportunities in rural areas, boost livelihoods, and contribute to Egypt's GDP.

Internally, Emirates NBD Egypt implemented several operational enhancements, including streamlined account opening processes, comprehensive staff training on financial inclusion, and enhanced digital solutions like Instapay activation. These improvements optimise service delivery and ensure compliance with the CBE's directives, contributing to the broader financial inclusion strategy.

Supporting Women Entrepreneurs through Microfinance – Al Tadamun Partnership

As part of Emirates NBD Egypt's ongoing efforts to promote financial inclusion, the Bank has extended an EGP 80 million facility to Al Tadamun Microfinance Foundation, one of Egypt's leading microfinance institutions. Al Tadamun focuses on empowering underprivileged Egyptian women micro-entrepreneurs by providing access to much-needed financing to establish, sustain, and grow their microenterprises, thereby enabling them to generate income and improve the well-being of their families and communities.



Customer Satisfaction

Why It Matters to Emirates NBD Egypt and Our Stakeholders

Emirates NBD Egypt: Customer satisfaction directly impacts our business success and market position. By prioritising customer needs and maintaining high service standards, we strengthen customer loyalty and attract new business. Our focus on complaint resolution, tailored solutions, and operational excellence drives sustainable growth and competitive advantage, as evidenced by a 54% reduction in customer complaints in 2024 compared to 2023, achieved by addressing the top root causes of customer pain points. Additionally, satisfaction levels across the bank's services and products have consistently remained above 81%.

Our Stakeholders: Customers benefit from transparent, tailored banking solutions and efficient service delivery across all segments. Corporate clients gain from enhanced payroll services and strategic partnerships, while SMEs receive dedicated attention through feedback programs. Priority customers enjoy personalised services, and all customers benefit from improved operational efficiency through digital transformation. The comprehensive approach to measuring and maintaining customer satisfaction ensures continuous service improvement for all stakeholder groups.

Our Approach

At Emirates NBD Egypt, customer satisfaction is a core value. We prioritise the needs of our customers, ensuring that our products and services are tailored to meet their specific requirements. Clear communication is key, and we educate customers on product usage before, during, and after the point of sale, providing accurate and timely advice based on their circumstances. We are committed to ensuring fairness in all interactions. Our employees receive regular training to maintain high standards of customer care and uphold transparency in every transaction. This customer-first approach is deeply embedded in our organisational culture.

Our Progress

Emirates NBD Egypt continues to prioritise customer needs with a wide range of tailored banking solutions. Our diverse product portfolio, including assets, liabilities, and specialised payroll services, ensures we meet the unique needs of every client. Through initiatives like the Payroll Service Clinic and the SME Customer Feedback Program, we have significantly enhanced client engagement and satisfaction. Additionally, our efforts in financial inclusion, coupled with personalised banking services, support seamless and accessible banking experiences, reinforcing our commitment to customer-centric service delivery.



Customer Satisfaction

Customer-Focused Banking Solutions

Emirates NBD Egypt adopts a customer-centric approach, offering tailored financial solutions through diverse service streams. This approach ensures enhanced service delivery, seamless experiences, and accessible banking tailored to individual needs.

Diverse Product Offerings

Assets, liabilities, cards, and investment products designed to meet varying customer needs.

Payroll Banking Services

Specialised solutions catering to employees of private and governmental companies.

Financial Inclusion Services

Accessible banking aligned with Central Bank of Egypt directives.

Segmented Banking Experiences

Personalised services through dedicated personal and priority banking segments.

Operational Excellence and Enhanced Customer Experience

Our focus on operational transformation is demonstrated through digitalization and process enhancements. The introduction of a unified retail banking application form streamlines operations, reduces costs and errors, and improves customer experience. Additionally, the digitalization of CD and TD applications has transformed processing by consolidating forms into a seamless journey, reducing paper use and eliminating returned files. A dedicated digital customer touchpoint survey, with satisfaction scores above 81%, drives ongoing service improvements and ensures high service quality.



Measuring Customer Satisfaction



54%

Decrease in total
Number of complaints



100%

Solved complaints

Priority Customer Call-Back Survey

To assess the satisfaction of priority customers, daily call-back surveys evaluate feedback on offered products and services. The initiative consistently maintains satisfaction levels above 80%, with immediate corrective actions taken to resolve pain points.

Complaint Resolution Survey

For customers who raise official complaints, daily call-back surveys evaluate their satisfaction with the complaint-handling process. Escalation mechanisms ensure timely resolution, maintaining satisfaction levels above 80%.

Customer Satisfaction

SME Customer Feedback Program

SME Customer Feedback Program Dedicated surveys capture SME clients' satisfaction, addressing their needs with tailored solutions. Pain points are escalated to relevant departments, ensuring consistent service quality and satisfaction levels above 85%.

Payroll Service Enhancement Initiatives

Payroll Service Clinic

In January 2024, a specialised Payroll Service Clinic was launched to enhance client satisfaction. Relationship Managers provide comprehensive services, including financial consultations and digital onboarding support. By September 2024, the clinic achieved 140% of its target, significantly increasing product penetration and customer loyalty.

140%

Increase in handled cases



New Payroll Deals

The strategic focus on acquiring new payroll deals led to remarkable growth, achieving a 100% year-over-year increase in 2024. This reflects strong collaboration between payroll banking and corporate banking teams, fostering synergy and stakeholder engagement.

100%

YoY increase in new premium clients



Enhanced Digital Experience

To support payroll banking clients, Emirates NBD ensures seamless digital onboarding and ongoing support. Personalized walkthroughs, regular updates, and dedicated customer service ensure clients remain informed and engaged. For corporate clients, the Business Online platform simplifies payroll processing operations, supported by comprehensive training and service.

[Read more in Digital Innovation.](#)

Strategic Partnership with Talaat Moustafa Group

Emirates NBD Egypt entered a strategic partnership with Talaat Moustafa Group, a leading real estate developer, to deliver tailored banking solutions that enhance the customer experience. This collaboration offers exclusive financial services to Talaat Moustafa Group's clients, including preferential home financing rates, streamlined loan approval processes, and flexible payment plans.

By providing innovative and accessible banking products, this partnership reflects the bank's commitment to customer satisfaction through strategic initiatives. The initiative addresses the evolving needs of customers, ensuring a seamless experience in acquiring property while reinforcing Emirates NBD Egypt's position as a customer-focused financial partner.

Community Investments

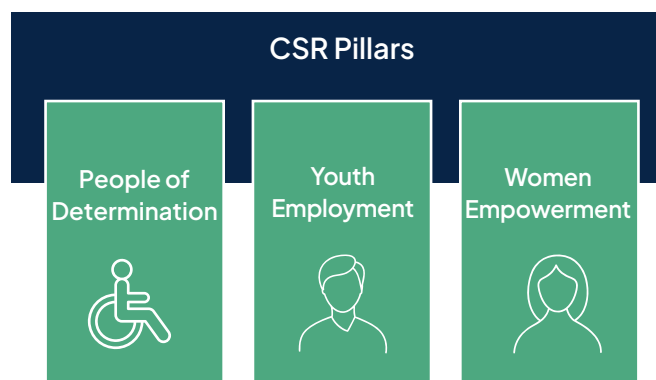
Why It Matters to Emirates NBD Egypt and Our Stakeholders

Emirates NBD Egypt: Community investment strengthens our position as a responsible corporate citizen and builds lasting relationships with stakeholders. Our structured CSR approach, with EGP 9.8 million invested across 16 projects reaching over 21 thousand beneficiaries, demonstrates our commitment to sustainable development. Through initiatives in women's empowerment, youth employment, support for people of determination, and community development, we create meaningful impact while enhancing our brand value and stakeholder trust.

Our Stakeholders: Our CSR initiatives deliver tangible benefits across multiple groups: women gain economic empowerment through skills training and health support, youth receive career development opportunities, and people of determination access improved services and resources. Communities benefit from sustainable development projects, while our employee volunteering program, with 32 events till December 2024, strengthens team engagement and social impact. Strategic partnerships with organisations amplify our reach and effectiveness in creating positive social change.

Our Approach

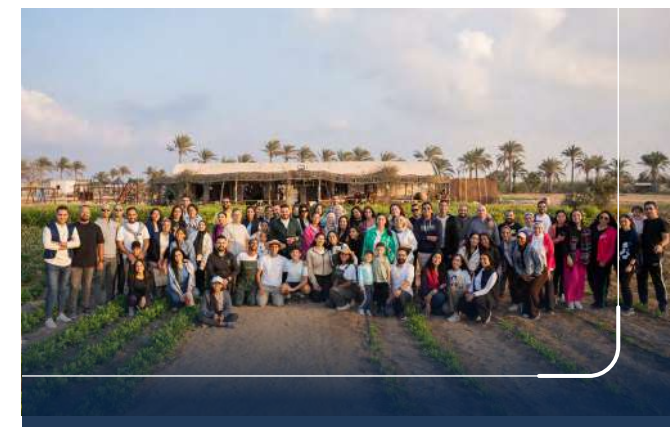
At Emirates NBD Egypt, we are dedicated to driving positive social impact through initiatives that align with our values and address societal needs. Our CSR approach focuses on empowering underserved groups, fostering social inclusion, and contributing to Egypt's sustainable development. By collaborating with trusted partners, we implement targeted programs in areas such as women's empowerment, youth employability, and support for people of determination. Through a structured annual CSR plan, we ensure the continuity and expansion of impactful initiatives. By integrating innovation and inclusivity, our efforts create shared value for both communities and our organisation, delivering long-term benefits to those we serve.



Our Progress

Over the past year, Emirates NBD Egypt has actively contributed to community development through projects aligned with our CSR pillars. We have supported initiatives that empower women, equip youth with employability skills, and enhance services for people of determination.

Guided by an annual CSR plan, we successfully implemented both ongoing partnerships and established new collaborations, reflecting our adaptability and commitment. Additionally, we celebrated various international occasions through impactful events and initiatives. These efforts demonstrate our dedication to uplifting communities and fostering sustainable development across Egypt.



Community Investments

2024 CSR Highlights



16
Projects



21,807
Beneficiaries



Women
Empowerment

330
Beneficiaries



Supporting People
of Determination

5,393
Beneficiaries



Youth Employment

298
Beneficiaries



Other Community
Development Projects

16,223
Beneficiaries

Empowering Women: Key Initiatives for Social and Economic Well-being

Emirates NBD Egypt demonstrates its dedication to enhancing the social and economic well-being of women through skills development and access to critical services. These strategic programs span across sustainable development, rural empowerment, and healthcare support, reflecting the bank's comprehensive approach to women's empowerment.

Taproot Project – Phase 2

Launched in October 2024 in collaboration with BottonUp, this sustainable development hub in Ezbet Khairallah expands with upgraded training facilities, recycling machinery, and infrastructure enhancements.

The project provides vocational training in pottery, sewing, Khaimaya, and leather making, fostering self-sufficiency and sustainable industry development.

Baheya Hospital Collaboration

Initiated in October 2024, this healthcare support program provides a fully equipped room with non-medical equipment at Baheya Hospital for breast cancer patients. The initiative benefits up to 150 women annually, offering dedicated treatment space and comprehensive care facilities.



Women enrolled in Taproot project

Community Investments

Driving Community Impact through Emirates NBD Egypt's Taproot Initiative

Emirates NBD Egypt's women empowerment initiative, Taproot, continues to make a meaningful difference in communities, particularly in Ezbet Khairallah and Giza. The project has focused on training women in essential skills, resulting in the production of more than 12,520 items over the past year. These items have been distributed across various causes, demonstrating the positive impact of the initiative on both the women and their communities. The product range is diverse, including 2,700 pottery mugs for the bank's New Year giveaways, 5,600 products for Ramadan, 200 upcycled items for UNFPA, and 100 reusable items for Oxfam. Additionally, the project supported initiatives such as creating 220 tote bags for the celebration of Pink November with Bahya survivors and 600 backpacks for school children in Ezbet Khairallah. Taproot not only empowers women by providing them with valuable skills but also contributes to Emirates NBD Egypt's CSR goals. Through the sustainable products produced, Taproot exemplifies the bank's commitment to social responsibility and sustainable development.



+12,520

Items Produced since the Project Inception



2,700

Items Distributed in the Bank's New Year Giveaways



+180

Women Empowered through Taproot Initiative



Community Investments

Youth Employment: Empowering the Next Generation for a Brighter Future

Emirates NBD Egypt demonstrates its commitment to youth development through strategic initiatives that combine education, entrepreneurship, and skill development. These programs are designed to create meaningful opportunities and enhance employability for young people across Egypt.

Sustain the Future Entrepreneurial Competition

In collaboration with Eyouth and Creativa Innovation Hub, this competition targets public university students, guiding them through a complete entrepreneurial journey from ideation to professional bootcamp. Six teams competed for prizes including EGP 20K for first place and a summer training opportunity at Emirates NBD Egypt and EGP 10K for second place. The program emphasizes creativity, circular economy practices, and sustainability awareness.

Training for Employability Program (T4E)

Partnering with El-Sewedy Technical Academy (STA), this comprehensive program delivers training in soft skills, IT, HSE, language, and technical skills. The program has achieved a 75% employment rate, successfully placing participants in partnering industries.

Menofia University Education Support

As part of its educational support initiatives, Emirates NBD Egypt has provided tuition fee coverage for 223 students at Menofia University, demonstrating its commitment to making education accessible to youth across Egypt.



Community Investments

Supporting people of determination: Empowering Inclusivity and Access

Emirates NBD Egypt is dedicated to enhancing the lives of people of determination through a variety of impactful initiatives designed to promote inclusivity and provide equal opportunities.

Paralympic Athletes Support

A key initiative under this pillar is our support for Egyptian paralympic athletes, where we provided six athletes with wheelchairs, one with a prosthetic device, and one with a hearing aid. These remarkable athletes went on to represent Egypt in the Paralympics Paris 2024, demonstrating the impact of our support in helping them compete effectively and pursue their athletic dreams, ensuring that they have the necessary equipment to excel in their respective sports.



Educational Inclusion Initiatives

The Inclusion Program for Special Needs (Tamayoz), in collaboration with the Educate Me Foundation, addresses challenges faced by children with disabilities in public schools. The program provides teachers, parents, and counselors with the tools to offer academic and psychological support to these students. The program empowers 50 teachers, 50 parents, and 50 counselors to provide academic and psychological support, reaching 5,000 students in Ismailia governorate, aiming to foster an inclusive and supportive environment. Demonstrating our commitment to inclusive education and empowering students with special needs while creating a brighter future, we at Emirates NBD Egypt are excited to announce our collaboration with Sonaa Elkheir Foundation in a transformative project, which is the renovation of Al-Amal Secondary School for Deaf and Hard of Hearing in Asyut. This project involved a comprehensive renovation of the school's infrastructure along with refreshing the entire building with new paint to create a vibrant and welcoming atmosphere. We also renewed the school's furniture inside the classrooms, offices, and common areas to enhance functionality and comfort enabling students to thrive in a supportive and well-equipped educational experience.

Community Development Projects: Empowering Communities and Celebrating Giving

Emirates NBD Egypt is deeply committed to community development, continuously striving to improve the lives of individuals and communities across the country. The

bank has launched several initiatives that focus on social responsibility, inclusivity, and sustainable development, with significant programs making a tangible impact on the lives of many.



Community Investments

Winter Campaign

In partnership with Al-Orman Association, Emirates NBD launched a winter campaign to support families in Beni Suef during the cold season. The initiative provided critical assistance, including the installation of ceilings, doors, and windows for six homes, and the distribution of 360 blankets and 300 food boxes to underprivileged families. The bank also organised two volunteering events, allowing employees to actively contribute to the cause, promoting a culture of volunteerism within the organisation.



Ramadan Campaign

Emirates NBD's Ramadan Campaign demonstrated a strong commitment to community support through collaborations with several NGOs to distribute food boxes and Sohour meals to underserved populations across various governorates, including Behira, Sharqia, Giza, and Fayoum. Key contributions included 1,500 food boxes from Bedaya Association, 1,400 food boxes

and 10,000 Sohour meals from Sonaa El-Kheir, and 1,000 food boxes from Tahia Misr. The campaign also featured six volunteering events, with 157 participants—including employees, their families, and friends—actively involved in the distribution efforts. This initiative underscores the bank's dedication to community engagement and social responsibility during the holy month of Ramadan.



Sukuk Campaign

Emirates NBD Egypt partnered with the Ministry of Endowments to support Sukuk Al-Adhia, providing essential food aid to families during the Eid season. This initiative aligns with the bank's commitment to social welfare and strengthening community support during significant religious occasions.

Orphanage Renovation in Fayoum

As part of its ongoing commitment to community development, Emirates NBD Egypt renovated the Aisha Bent Hassanein Orphanage in Al-Fayoum in collaboration with Sonaa El-Kheir Association. The renovation included repainting the building, replacing old furniture with new beds and wardrobes, repairing doors and windows, and upgrading electrical systems and bathrooms. These improvements directly benefited 18 children, creating a safer, more welcoming environment. The project also included two volunteering events, where bank employees played an active role in improving the orphanage's living conditions.



Community Investments

Back to School Campaign

Emirates NBD Egypt's Back to School Campaign demonstrated the bank's continued dedication to supporting education in the community. Collaborating with Bedaya Foundation and Al-Manfaz, the bank organised a volunteering event where employees packed 650 school bags filled with essential school supplies for students in need across Fayoum and Beni Suef. This initiative ensured that children had the resources to succeed in their studies.



Bringing Joy to Orphans

Emirates NBD Egypt continues to bring happiness to orphans through impactful initiatives aimed at enriching their lives. In 2024, the bank organised its annual Eid Clothes Shopping Event, providing new clothes to 97 orphans, enabling them to celebrate Eid with joy. Additionally, the bank launched a new initiative by hosting a Summer Vacation Trip for 100 orphans, offering them the opportunity to explore new places and create lasting memories. These efforts highlight the bank's commitment to spreading happiness, fostering positive experiences, and supporting children in need.



International Awareness Days

Emirates NBD Egypt marked several important international days with initiatives aimed at raising awareness and making a positive impact. For International Women's Day, the bank hosted a bazaar showcasing products from 10 Egyptian female entrepreneurs in collaboration with "I Make This." On World Environment Day, Emirates NBD encouraged

sustainable living practices among staff by sharing tips on reducing environmental impact and offering discounts on bikes and plants, while also hosting an up-cycling workshop with ButtonUp. For World Blood Donor Day, the bank organised a blood donation drive in partnership with the Egyptian Red Crescent, collecting 56 blood bags for patients with thalassemia and hemophilia. On World Humanitarian Day, the bank held a clothes sorting and packing event with the Egyptian Clothing Bank to support those in need. On World Skills Day, updates were shared on youth capacity-building projects focused on skill development in underserved communities. During Breast Cancer Awareness Month, Emirates NBD Egypt supported awareness campaigns for early detection and prevention, while on Sign Language Day, the bank conducted sign language sessions to promote inclusion for the hearing impaired. Finally, for the International Day of Charity, Emirates NBD Egypt organised a Donation Boxes Initiative, encouraging staff to donate clothes, toys, books, and medicine for those in need.



Community Investments

Skills Community Hub

Emirates NBD's Skills Community Hub is an exciting initiative designed to empower underprivileged children by leveraging the skills and knowledge of the bank's employees. Staff members volunteer their time to teach skills such as playing an instrument, teaching math or science, knitting, sports, and soft skills. In collaboration with NGOs, the hub is creating learning opportunities for children, helping them gain new skills that will benefit them in the future.



Employee Volunteering

Employee volunteering at Emirates NBD Egypt is a key element of the bank's CSR and employee engagement initiatives. It allows employees to actively participate in various impactful events, becoming integral parts of ongoing CSR activities. In 2024, the Emirates NBD Exchanger Volunteer Program saw an array of events that reflect the bank's commitment to community development and social well-being. Top volunteers were rewarded with a trip to Heissal Island in Nuba-Aswan, where they participated in painting and renovating Nubian houses and boats in collaboration with Mashrou3 El-Saada. The bank also organised several impactful campaigns, including the Winter Campaign in Beni Suef, food and blanket distribution, and a series of packing events as part of the Ramadan Campaign. Volunteers took part in activities such as visiting 57357 Hospital to celebrate Eid with children, organising Eid shopping events for orphans, and teaching pottery at Darb 1718. Additionally, employees participated in workshops, blood donation drives, and recycling events. The initiative also supported education by packing school supplies for children and organising historical tours for orphans to explore Old Cairo. As of October 2024, Emirates NBD Egypt hosted 32 volunteering events, a significant increase from 19 events held in 2023, reflecting the bank's dedication to fostering employee engagement and making a positive difference in the community.



04

ENVIRONMENTAL IMPACT

Environmental Impact
Climate Action

98
103



At Emirates NBD Egypt, our role in addressing environmental challenges shapes our operational decisions and future strategy. Our environmental stewardship merges smart resource management with sustainable practices that benefit both business and ecosystem health. Through targeted initiatives in resource efficiency, digital transformation, and sustainable operations, we actively support Egypt's climate resilience goals. By implementing robust environmental systems and investing in eco-conscious solutions, we demonstrate that environmental responsibility drives innovation and sustainable growth, creating lasting value for our stakeholders while protecting natural resources for future generations.

Material Topics



Environmental
Management



Climate Action

Capitals



Intellectual



Manufactured



Natural



Financial

Strategic goals

01

Sustainable Operation for
Responsible Stewardship

02

Environmental and Social
Leadership for Compliance and
Innovation

03

E and S Control Environment for
Compliance and Innovation

Environmental Impact

Our Approach

Emirates NBD Egypt is committed to fostering a culture of sustainability through the efficient management of energy, water, and waste across its operations. By closely monitoring its environmental performance, the bank identifies areas for improvement and implements strategies to minimize its ecological footprint. This proactive approach reflects the bank's dedication to reducing resource consumption, promoting conservation, and integrating sustainable practices into its operations. Through these efforts, Emirates NBD Egypt aligns its environmental goals with broader global sustainability objectives.

Our Progress

Building on its commitment to environmental stewardship, Emirates NBD Egypt has made progress in energy efficiency, water conservation, and waste management. The bank has introduced ongoing initiatives aimed at reducing resource consumption and enhancing sustainability across its branches and operations. These efforts have not only contributed to a measurable reduction in environmental impact but have also reinforced the bank's role as a responsible organization dedicated to fostering a greener, more sustainable future. The disclosed environmental figures in this report pertain to the period from January 1st, 2023, to December 31st, 2023.

2023 Environmental Metrics



13,542 MWh

Total Energy Consumption



381,452 M²

Total Water Consumption



103 Tons

Total Waste Generated

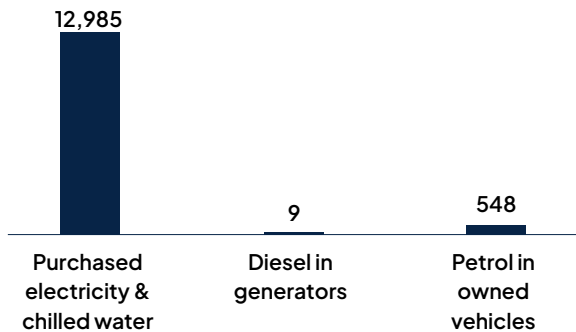


Environmental Impact

Energy Management

In 2023, Emirates NBD Egypt's energy usage predominantly relied on electricity. Furthermore, petrol and diesel were utilized to operate emergency generators and fuel the bank's vehicles. The combined energy consumption from these sources across all bank facilities in 2023 amounted to 13,542 MWh.

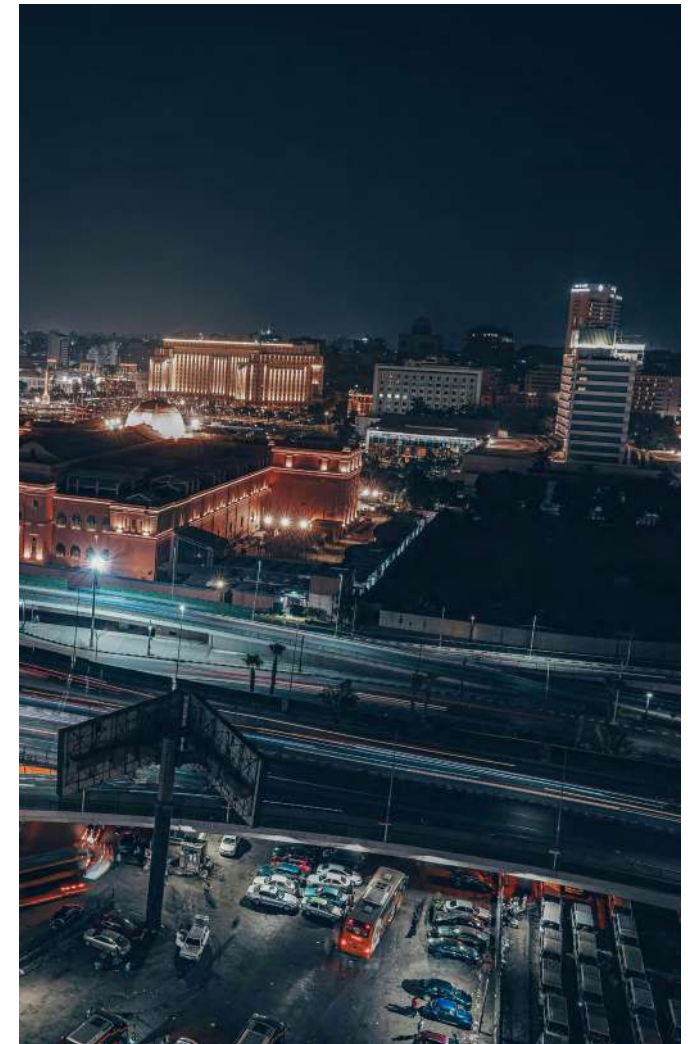
Total Energy Consumption by Source, 2023 (MWh)



Energy Efficiency at Emirates NBD Egypt

At Emirates NBD Egypt, energy efficiency is an integral part of our internal operations. We have implemented several initiatives across our headquarters and branches to reduce energy consumption and promote sustainability. All lighting fixtures at the head office have been replaced with energy-efficient LED bulbs, and motion sensors have been installed in various areas to further optimize energy use. Additionally, for the rest of our branches, we have converted 85% of lighting to LED, contributing significantly to electricity savings.

In line with our commitment to reducing our environmental impact, we use Variable Refrigerant Flow (VRF) air conditioning systems, which provide up to 40% energy savings. To further enhance energy efficiency, we have adopted a digital scheduling system to optimize electricity, air conditioning, and lighting usage, dimming lights at night and using air conditioning only from 8 AM to 5 PM. Furthermore, our headquarters is equipped with a Building Management System (BMS) to efficiently manage lighting and HVAC operations. We are also working towards obtaining LEED certification for both our headquarters and the Venus branch, with a target for completion by 2025. Through these measures, Emirates NBD Egypt continues to prioritize sustainability while ensuring operational efficiency.




 **13,542 MWh**
Energy Consumption in 2023

Environmental Impact

Water Management

Emirates NBD Egypt's branches rely on municipal water supplies for drinking and sanitation needs. Wastewater generated within these facilities is directed to the municipal system for treatment before being safely discharged. In 2023, water use at the bank totaled 381,452 cubic meters.



381,452 m³
Water use in 2023

Waste Management

Emirates NBD Egypt is committed to minimizing its environmental impact through effective solid waste management. The bank's operations generate various types of waste, including general office waste, shredded paper, and electronic waste. To reduce waste generation, the bank has adopted digital technologies and electronic communication to significantly cut paper usage. Additionally, paper is reused and recycled wherever possible, further supporting waste reduction. Emirates NBD Egypt took a step further by partnering with a specialized waste management company to collect, sort, and recycle waste from its head office. The bank also promotes sustainability within its workforce by distributing annual employee gifts made from recycled and recyclable materials. These initiatives highlight the bank's ongoing efforts to foster a culture of sustainability and demonstrate its dedication to reducing its ecological footprint. In 2023, the total waste produced at the head office was 103 tons.



103 tons
Waste Generated in 2023

Moreover, in 2024, Emirates NBD Egypt successfully managed 43.2 tons of waste, demonstrating its commitment to responsible waste management. The largest waste category was paper tissues, followed by plastic waste and food waste. Through waste-to-

energy initiatives, the bank generated 13,519 KWh of energy, contributing to resource recovery. Additionally, recycling programs recovered 12,874 plastic bottles and 7,724 plastic carrier bags, while 1,388 kg of organic waste was converted into fertilizer.

Paperless Customer Journey

Emirates NBD Egypt's Paperless Customer Journey initiative is designed to reduce waste by eliminating printer access for the customer journey team and transitioning all communications to email. This shift significantly minimizes paper waste, promotes an eco-friendly workplace, and reinforces the bank's dedication to sustainable practices.

QR Code for Individual Account Opening

Emirates NBD Egypt implemented an innovative QR code solution within individual account opening forms, modernizing the traditional account opening process. This smart solution reduces paper consumption by minimizing the number of pre-printed forms needed while allowing instant access to account opening documentation. The QR code system enables dynamic updates to terms and conditions without the need for form reprinting, making the process more efficient and environmentally conscious. This initiative reflects the bank's commitment to leveraging digital solutions that both enhance operational efficiency and support environmental sustainability through reduced paper consumption.



Environmental Impact

Tariff QR Code

With the Tariff QR Code initiative, Emirates NBD Egypt has made a significant leap towards sustainability and waste reduction. By replacing A3 paper displays in branches with QR codes for accessing tariff information, the bank has eliminated the need for printed materials, effectively reducing paper waste. This initiative not only aligns with the bank's environmental goals but also enhances the professional image of its branches and ensures compliance with CBE regulations, minimizing the risk of sharing outdated tariff information. The digital transformation exemplifies the bank's commitment to sustainable and innovative solutions, helping to reduce its environmental footprint.

Waste Management during Sohour Event

Emirates NBD Egypt demonstrates its environmental commitment through a comprehensive waste management strategy. In partnership with a specialized waste management company, the bank implemented systematic waste collection, segregation, and recycling processes, with monthly monitoring reports. This commitment was notably showcased during our annual corporate Sohour, where we adopted a zero-waste approach. Through our collaboration with the Egyptian Food Bank, untouched meals were distributed to beneficiaries in need, ensuring no food went to waste. Additionally, food leftovers from Sohour gatherings were transformed into nutrient-rich fertilizer through our partnership with Outgreens, producing 100 kilogrammes

of organic fertiliser. The bank's overall recycling efforts saved 0.16 tonnes of bauxite and conserved enough energy to power a television for over 612 hours. This initiative highlights our dedication to reducing waste while making a positive impact on both the community and the environment.



100 Kg

of Fertilizer Produced



1,080

Plastic Bags Recycled



18

Plastic Bottles Recycled



Employee Environmental Awareness Campaign

On World Environment Day, the bank launched an internal sustainability awareness session focused on promoting environmentally conscious behaviors. The awareness program emphasized recycling practices, the 3 Rs principle (reduce, reuse, and recycle), and sustainable transportation options. To encourage adoption of eco-friendly lifestyles, employees received special discounts at gardening centers and bicycle retailers.

Innovative Upcycling Projects

The bank's commitment to sustainability was further demonstrated through a creative upcycling workshop in their office garden. Twenty-two volunteers participated in transforming discarded tires into functional outdoor furniture, creating eco-friendly chairs and tables. This initiative successfully combined waste reduction with practical space enhancement, exemplifying Emirates NBD Egypt's integrated approach to environmental responsibility and community engagement.

Environmental Impact

Promoting Sustainable Transactions for a Greener Future

At Emirates NBD Egypt, we are dedicated to reducing our environmental footprint through sustainable initiatives. A key part of this is encouraging digital transactions by increasing our online banking subscribers. With a 23.9% growth, online banking now represents 67% of our total client base. This transition has substantially reduced paper usage and minimized emissions associated with branch visits. By promoting digital banking, we are not only enhancing customer convenience but also contributing to a more sustainable and environmentally conscious future.

Recycling Program at Emirates NBD Egypt

At Emirates NBD Egypt, we are committed to creating a more sustainable future through the implementation of a dedicated recycling program, which is a core part of our broader strategy to contribute to environmental sustainability and preserve the planet. From June 2023 to December 2023, we successfully recycled 27,439 kg of waste including 17,354 paper (saving 295 trees this year) and 5,475 kg of plastic (enough to make 6,570 plastic carrier bags), and 4,610 kg of organic waste through composting. This initiative helps minimize the environmental impact of our operations, conserve natural resources, and promote responsible waste management practices throughout our organization.



Climate Action

Our Approach

At Emirates NBD Egypt, we are dedicated to addressing climate change by assessing and reducing our environmental impact. By measuring our carbon footprint, we establish a foundation for creating informed strategies to reduce emissions and integrate sustainable practices into our operations. This proactive approach reflects our commitment to transparency and accountability, ensuring we effectively tackle the risks and opportunities associated with climate action.

Our Progress

At Emirates NBD Egypt, we quantified and tracked our carbon footprint across all our operational facilities during the reporting period from January 1st, 2023, to December 31st, 2023. This consistent evaluation allows us to identify key sources of emissions, implement targeted actions to reduce our environmental footprint, and promote operational efficiency. These efforts align with our sustainability objectives, demonstrating our commitment to mitigating climate risks and promoting a greener, more sustainable future.



Climate Action

Carbon Footprint*

EmiratesNBDEgyptcompletedits2023carbonfootprint assessment, reflecting its commitment to sustainability and representing a critical step in evaluating and mitigating its environmental impact. The assessment adheres to established frameworks, including the Greenhouse Gas Protocol, the Intergovernmental Panel on Climate Change (IPCC) Guidelines for Greenhouse Gas Inventories, and ISO 14064-1:2018 standards.



2023 Carbon Footprint Highlights

14,246 **6,545** **2.09**

Total Scope
1+2+3 Emissions
(mtCO₂e)

Total Scope 1+2
Emissions
(mtCO₂e)

Scope 1+2
Emissions
Intensity per
employee
(mtCO₂e/
employee)

Operational and Organizational Boundaries

The organizational boundary for the carbon footprint report defines the business activities and operations covered by the organization. Following the GHG Protocol guidelines, all greenhouse gas emissions from operations under the organization's operational control must be reported. The carbon footprint assessment includes:

81 Facilities

65,006m²

3,133 Full-time
Equivalents



*The 2023 carbon emissions have been recalculated with more accurate data, replacing previous approximate values, and will serve as the base year for future reporting.

Climate Action

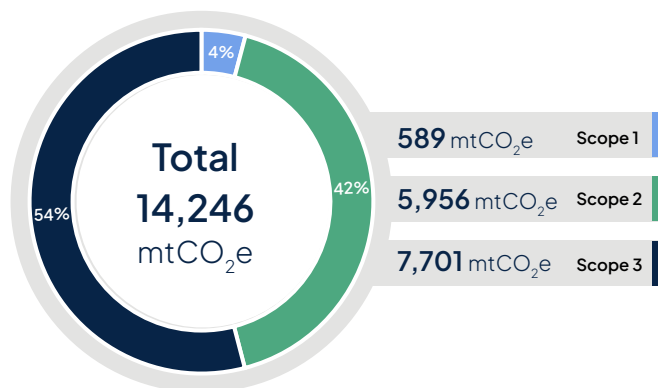
Operational boundaries refer to the bank's business activities that produce emissions, outlining which activities are included in the calculations and how they are categorized. These emissions are divided into three distinct scopes:

Scope 1	Includes direct emissions from equipment and assets owned or controlled by Emirates NBD Egypt, covering activities that release emissions directly into the atmosphere.
Scope 2	Covers indirect emissions resulting from the use of externally sourced energy, such as electricity and chilled water, which are not owned or controlled by Emirates NBD Egypt.
Scope 3	Includes other notable indirect emissions not covered by Scopes 1 or 2, such as those arising from the bank's purchased goods and supplies, employee travel, and waste disposal activities.

Reporting Scope 1 and Scope 2 emissions is required by the GHG Protocol Corporate Standard, as well as mandated by the CBE for all Egyptian banks starting in 2022. This covers both direct emissions and indirect emissions from purchased energy.

2023 Carbon Footprint Assessment Results

Emirates NBD Egypt reported a total operational carbon footprint of 14,246 mtCO₂e. The largest share, 54%, stemmed from Scope 3 emissions, including purchased goods and services, capital goods, waste generation, business travel, and employee commuting. Scope 2 emissions, from purchased electricity and chilled water, accounted for 42% of the total. The bank remains committed to lowering greenhouse gas emissions and transitioning to low-carbon energy sources. Additionally, Emirates NBD Egypt plans to strengthen its data management systems to enhance carbon footprint reporting and management, ensuring more accurate year-over-year emissions comparisons.



Decarbonization Plan

In recognition of the urgent need for environmental sustainability and the global challenge of addressing climate change, Emirates NBD Egypt is proactively developing its decarbonization action plan. Acknowledging the significant impact financial institutions have in fostering environmental progress, the bank is dedicated to reducing its carbon footprint and embedding sustainability throughout its operations. As part of this ongoing commitment, Emirates NBD Egypt is working on defining clear strategies that will facilitate its transition to a low-carbon future.



05

ESG ANNEXES

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UNGC Content Index	126
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CBE Reporting Guidelines	128
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Abbreviations and Acronyms

ACH	Automated Clearing House
AML	Anti-Money Laundering
ATM	Automated Teller Machine
BMS	Building Management System
BSRC	Board Supervisory and Remuneration Committee
CAR	Capital Adequacy Ratio
CASA	Current and Savings Accounts
CBE	Central Bank of Egypt
CDs	Certificates of Deposit
CEO	Chief Executive Officer
COSO	Committee of Sponsoring organisations
CRM	Customer Relationship Management
CSAM	Cybersecurity Awareness Month
DLP	Data Loss Prevention
D-SIB	Domestic Systemically Important Bank
ECL	Expected Credit Loss
EGP	Egyptian Pound
ERM	Enterprise Risk Management
ESG	Environmental, Social, and Governance
FX	Foreign Exchange
GDPR	General Data Protection Regulation
GHG	Greenhouse Gas
G-SIB	Global Systemically Important Bank

HVAC	Heating, Ventilation, and Air Conditioning
ICAAP	Internal Capital Adequacy Assessment Process
IIA	Institute of Internal Auditors
IPCC	Intergovernmental Panel on Climate Change
ISO/IEC	International organisation for Standardisation / International Electrotechnical Commission
IT	Information Technology
KYC	Know Your Customer
LED	Light Emitting Diode
LEED	Leadership in Energy and Environmental Design
mtCO₂e	Metric Tonnes of Carbon Dioxide Equivalent
NPL	Non-Performing Loan
PCI DSS	Payment Card Industry Data Security Standard
PDPL	Personal Data Protection Law
SAS	Statistical Analysis System
SLAs	Service Level Agreements
SMS	Short Message Service
STP	Straight Through Processing
SWIFT	Society for Worldwide Interbank Financial Telecommunication
TDs	Time Deposits
UAT	User Acceptance Testing
URL	Uniform Resource Locator
VRF	Variable Refrigerant Flow

ESG Data and Metrics

Environmental Metrics

Energy, Water, and Waste			
		Unit	2023
Energy Consumption	Purchased electricity and chilled water	MWh	12,985
	Diesel in generators	MWh	9
	Petrol in owned vehicles	MWh	548
	Total	MWh	13,542
Water	Municipal water intake	m ³	381,452
Waste	Non-hazardous waste generated	Total (tonnes)	103

Carbon Emissions ¹			
		Unit	2023
Scope 1 (Direct)	Total	mtCO ₂ e	589
Scope 2 (Indirect)	Total (location-based)	mtCO ₂ e	5,956
Scope 1+2	Total	mtCO ₂ e	6,545
Scope 3 (Other Indirect)	Total	mtCO ₂ e	7,701
	Purchased goods and services	mtCO ₂ e	581
	Fuel and energy-related activities (not included in scope 1 and 2)	mtCO ₂ e	454
	Waste generated in operations	mtCO ₂ e	252
	Business travel	mtCO ₂ e	400
	Employee commuting	mtCO ₂ e	5,283
	Capital Goods	mtCO ₂ e	706
Scope (1+2+3)	Upstream transportation & distribution	mtCO ₂ es	25
	Total	mtCO ₂ e	14,246
Carbon Intensity	Scope 1+2 per unit area	mtCO ₂ e /M.USD	62.02
	Scope 1+2 per employee	mtCO ₂ e /employee	2.09
	Scope 1+2 per net profit	mtCO ₂ e /M.EGP	2.02

¹The 2023 carbon emissions have been recalculated with more accurate data, replacing previous approximate values, and will serve as the base year for future reporting.

ESG Data and Metrics

Social Metrics

Employees Profile ¹		2024
Employees	Total Employees	2,331
	Male	1,282
	Female	1,049
	Permanent contract	765
	Male	446
	Female	319
	Temporary contract	1,566
	Male	729
	Female	837
	Full-time	2,331
	Male	1,282
	Female	1,049
	People of Determination	89
	Male	50
	Female	39
Breakdown by Age	Under 30	892
	30–50	1,357
	Above 50	82

Employees Profile ¹		2024
Breakdown by Business Units	Head Office	1,522
	Male	846
	Female	676
	Branches	809
	Male	436
	Female	373
Workers who are not employees ²	Outsourced workers	221
	Missions ³	19
	People of Determination	89

¹ FTEs & STEs HC is 2331 Employees (2269 FTEs and 62 STEs)

² This refers to workers who perform work for the Bank but are not included in the workforce/employees' figures in this table above, i.e. not considered "Employees at Emirates NBD Egypt".

³ Missions are employees who are temporarily engaged to fulfill a defined objective or project within a set timeframe.

ESG Data and Metrics

Social Metrics

Diversity across Employee Categories						
Employee Category	Total and by Gender			Age Category		
	Total	Male	Female	Under 30	30–50	Above 50
Entry Level	1,590	775	815	865	706	19
Middle Management	635	420	215	25	574	36
Senior Management	66	47	19	-	47	19
STEM ¹ Positions	82	57	25	-	-	-
Auxiliaries ²	40	40	0	2	30	8

New Hires		2024
Employee New Hires	Total	486
	Male	254
	Female	232
People of Determination	People of Determination	2
Breakdown by Age	Under 30	337
	30–50	147
	Above 50	2

¹ STEM (Science, Technology, Engineering, and Mathematics) workers use their knowledge of science, technology, engineering, or mathematics in their daily responsibilities. To be classified as a STEM employee, the employee should have a STEM-related qualification and make use of these skills in their operational position. Positions include, but are not limited to, the following: Computer programmer, web developer, statistician, logistician, engineer, physicist, scientist.

² Auxiliaries are temporary or support staff who assist core operations but are not part of the main workforce.

Employee Turnover		2024	
		No. of Employees	Turnover Rate ³ (%)
Employee Turnover	Total Turnover	540	23%
	Male	329	14%
	Female	211	9%
Breakdown by Age	Under 30	245	11%
	30–50	264	11%
	Above 50	31	1%
Breakdown by Employment Level	Entry Level	424	18.2%
	Middle Management	110	4.7%
	Senior Management	6	0.3%

³ Turnover rate is calculated as the % of leavers per category divided by the total number of employees in that specific category as of the end of FY2024.

ESG Data and Metrics

Social Metrics

Training and Development		2024	
		Total Hours	Average Hours per Em-ployee
Total employees who received sustainability training	Total	1,979	1.02
Breakdown by Gender	Male	1,069	1.02
	Female	910	1.03
Breakdown by Age	Under 30	570.06	0.78
	30–50	1,369	1.21
	Above 50	39.33	0.57
Breakdown by Employee Category	Entry Level	333.25	0.49
	Middle Management	1,213	1.17
	Managers and Senior Manager Level	426.31	2.11
	Senior or Executive Level	6.33	0.49

Parental Leave		2024
Number of employees who are entitled to a maternity/ parental leave		1151
Male		721
Female		430
Number of employees who took a maternity/ parental leave during 2024		67

Parental Leave		2024
Male		12
Female		55
Number of employees who returned to work after their maternity/ parental leave ended, during 2024		61
Male		12
Female		49

Performance & Career Development Reviews*			2024
Total no. of employees who received performance and career development reviews	Total		2213
	Male		1230
By Gender	Female		983
	Entry Level		1524
By Employee Category	Middle Management		624
	Senior Management		65

* The performance reviews period covers employees hired during the period (30–Sep–2023 - 30–Sep–2024)

GRI Content Index

Statement of use	Emirates NBD Egypt has reported in accordance with the GRI Standards for the period from January 1 st , 2024, to December 31 st , 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard	None

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021						
The organisation and its reporting practices						
GRI 2: General Disclosures 2021	2-1 Organisational details	Emirates NBD Egypt at a Glance (pg. 11)				PRB 1.1
	2-2 Entities included in the organisation's sustainability reporting	About this Report (pg. 5)				
	2-3 Reporting period, frequency and contact point	About this Report (pg. 5)				
	2-4 Restatement of information	Climate Action (pg. 105)				
	2-5 External assurance	Limited Assurance Statement (pg. 129)				
Activities and workers						
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	Emirates NBD Egypt at a Glance (pg. 11) Our Value Creation and Business Model (pg. 16)				PRB 1.1
	2-7 Employees	Employee Engagement, Diversity and Inclusion (pg. 63) Social Metrics (pg. 109)				SDG 8.5, 10.3 PRB 1.1
	2-8 Workers who are not employees	Social Metrics (pg. 109)				SDG 8.5

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
Governance						
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	Corporate Governance and Ethics (pg. 27)				SDG 5.5, 16.7 PRB 5.1
	2-10 Nomination and selection of the highest governance body	Board Nomination and Evaluation (pg. 29)				SDG 5.5, 16.7
	2-11 Chair of the highest governance body	Board Members (pg. 28)				SDG 16.6
	2-12 Role of the highest governance body in overseeing the management of impacts	Board Committees (pg. 30)				SDG 16.7
	2-13 Delegation of responsibility for managing impacts	Board Committees (pg. 30)				PRB 5.1
	2-14 Role of the highest governance body in sustainability reporting	Emirates NBD Egypt ESG Strategy: Sustainability at the Heart (pg. 15)				
	2-15 Conflicts of interest	Corporate Governance and Ethics (pg. 27)				SDG 16.6
	2-16 Communication of critical concerns	Transparency and trustworthiness (pg. 31)				
	2-17 Collective knowledge of the highest governance body	Transparency and trustworthiness (pg. 31)				
	2-18 Evaluation of the performance of the highest governance body	Board Committees (pg. 30)				
	2-19 Remuneration policies	Board Committees (pg. 30)				
	2-20 Process to determine remuneration	Board Committees (pg. 30)				SDG 16.7
	2-21 Annual total compensation ratio		a, b, c	Confidentially Constraint	Emirates NBD Egypt considers this information confidential	

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
Strategy, Policy and Practices						
GRI 2: General Disclosures 2021	2–22 Statement on sustainable development strategy	A message from the CEO and Managing Director (pg. 6)				PRB 1.2
	2–23 Policy commitments	Transparency and trustworthiness (pg. 31)				SDG 16.3 PRB 5.2 UNGC 7,10
	2–24 Embedding policy commitments	Transparency and trustworthiness (pg. 31)				
	2–25 Processes to remediate negative impacts	Transparency and trustworthiness (pg. 31)				
	2–26 Mechanisms for seeking advice and raising concerns	Transparency and trustworthiness (pg. 31)				SDG 16.3
	2–27 Compliance with laws and regulations	Fostering a Culture of Compliance (pg. 32)				
	2–28 Membership associations	Emirates NBD Egypt is a member Federation of Egyptian Banks				
Stakeholder Engagement						
GRI 2: General Disclosures 2021	2–29 Approach to stakeholder engagement	Stakeholder Engagement (pg. 17)				PRB 4.1
	2–30 Collective bargaining agreements	There are no collective bargaining agreements in Emirates NBD Egypt. However, there is room for communicating grievances or any type of feedback due to Emirates NBD Egypt's open-door policy and systematic cycle of feedback between managers and employees.				SDG 8.8 PRB 4.1

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 3: Material Topics 2021						
GRI 3: Material Topics 2021	3–1 Process to determine material topics	Materiality Assessment (pg. 18)				
	3–2 List of material topics	Materiality Assessment (pg. 18)				
Corporate Governance and Ethics						
GRI 3: Material Topics 2021	3–3 Management of material topics	Corporate Governance and Ethics (pg. 24)				
GRI 205: Anti-corruption 2016	205–1 Operations assessed for risks related to corruption	Transparency and trustworthiness (pg. 31)				SDG 16.5
	205–2 Communication and training about anti-corruption policies and procedures	Fostering a Culture of Compliance (pg. 32)				SDG 16.5
	205–3 Confirmed incidents of corruption and actions taken	Transparency and trustworthiness (pg. 31)				SDG 16.5
Responsible Finance						
GRI 3: Material Topics 2021	3–3 Management of material topics	Responsible Finance (pg. 49)				
GRI 201: Economic Performance 2016	201–1 Direct economic value generated and distributed	Our Progress (pg. 50)				SDG 8.1, 8.2, 9.1, 9.4, 9.5
	201–2 Financial implications and other risks and opportunities due to climate change		a	Information unavailable/incomplete	These requirements shall be integrated into the Bank's ESG management system and considered in upcoming reports.	SDG 13.1
	201–3 Defined benefit plan obligations and other retirement plans		c, d, e	Information unavailable/incomplete	These requirements shall be integrated into the Bank's ESG management system and considered in upcoming reports.	

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 201: Economic Performance 2016	201–4 Financial assistance received from government	None				
GRI 203: Indirect Economic Impacts 2016	203–1 Infrastructure investments and services supported	Responsible Finance (pg. 58)				SDG 5.4, 9.1, 9.4, 11.2
	203–2 Significant indirect economic impacts	Community Investment (pg. 89)				SDG 1.2, 1.4, 3.8, 8.2, 8.3, 8.5
Digitalisation Empowerment and Innovation						
GRI 3: Material	3–3 Management of material topics	Digital Empowerment and Innovation (pg. 41)				
Cybersecurity and Data Protection						
GRI 3: Material Topics 2021	3–3 Management of material topics	Cybersecurity and Data Protection (pg. 36)				
GRI 418: Customer Privacy 2016	418–1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints were recorded during the reporting period				SDG 16.3, 16.10
Employee Engagement, Diversity and Inclusion						
GRI 3: Material Topics 2021	3–3 Management of material topics	Employee Engagement, Diversity and Inclusion (p. 63)				
GRI 401: Employment 2016	401–1 New employee hires and employee turnover	Social Metrics (pg. 110)				SDG 5.1, 8.5, 8.6, 10.3

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Engagement, Diversity and Inclusion (p.63) A Safe and Healthy WorkPlace (pg. 78)				SDG 3.2, 5.4, 8.5
	401-3 Parental leave	Social Metrics (pg. 111)				SDG 5.1, 5.4, 8.5
GRI 402: Labour/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes		a,b	Information unavailable/ incomplete	These requirements will be integrated into the Bank's data management system and considered in the future reporting cycle	SDG 8.8
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	A Safe and Healthy WorkPlace (pg. 78)				SDG 8.8
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation					SDG 8.8
	403-3 Occupational health services					SDG 8.8
	403-4 Worker participation, consultation, and communication on occupational health and safety					SDG 8.8
	403-5 Worker training on occupational health and safety	A Safe and Healthy WorkPlace (pg. 78)				SDG 8.8
	403-6 Promotion of worker health					SDG 8.8
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships					SDG 8.8

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 403: Occupational Health and Safety 2018	403-8 Workers covered by an occupational health and safety management system					SDG 8.8
	403-9 Work-related injuries					SDG 3.6, 3.9, 8.8, 16.1
	403-10 Work-related ill health					SDG 3.6, 3.9, 8.8, 16.1
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Social Metrics (pg. 111)				SDG 5.1, 5.5, 8.5
	405-2 Ratio of basic salary and remuneration of women to men		a,b	Confidentially Constraint	Emirates NBD Egypt considers this information confidential	SDG 5.1, 8.5, 10.3
Learning and Development						
GRI 3: Material Topics 2021	3-3 Management of material topics	Learning and Development (pg. 71) Social Metrics (pg. 111)				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Social Metrics (pg. 111)				SDG 4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3
	404-2 Programs for upgrading employee skills and transition assistance programs	Social Metrics (pg. 111)				SDG 8.2, 8.5
	404-3 Percentage of employees receiving regular performance and career development reviews	Social Metrics (pg. 111)				SDG 5.1, 8.5, 10.3

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
Financial Literacy and Inclusion						
GRI 3: Material Topics 2021	3–3 Management of material topics	Financial Literacy and Inclusion (pg. 79)				
Community Investments						
GRI 3: Material Topics 2021	3–3 Management of material topics	Community Investment (pg. 88)				
GRI 413: Local Communities 2016	413–1 Operations with local community engagement, impact assessments, and development programs	Community Investment (pg. 89)				
	413–2 Operations with significant actual and potential negative impacts on local communities			Not Applicable	There are no operations that have significant actual and potential negative impacts on local communities.	SDG 1.4, 2.3
GRI 415: Public Policy 2016	415–1 Political contributions			Not Applicable	No political contributions have been made directly or indirectly by the Bank.	SDG 16.5
Customer Satisfaction						
GRI 3: Material Topics 2021	3–3 Management of material topics	Customer Satisfaction (pg. 85)				
GRI 416: Customer Health and Safety 2016	416–1 Assessment of the health and safety impacts of product and service categories		a	Information unavailable/incomplete	These requirements will be integrated into the Bank’s data management system and considered in the future reporting cycle	SDG 16.3

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	During the reporting period, no related incidents were identified.				SDG 16.3
Environmental Management						
GRI 3: Material Topics 2021	3-3 Management of material topics	Environmental Impact (pg. 98)				
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Environmental Impact (pg. 98) Environmental Metrics (pg. 108)				SDG 8.4, 12.2
	301-2 Recycled input materials used	Environmental Impact (pg. 98) Environmental Metrics (pg. 108)				SDG 8.4, 12.2, 12.5
	301-3 Reclaimed products and their packaging materials			Not Applicable	The Bank is primarily a service provider and does not produce any physical products of reclamation value.	SDG 8.4, 12.2, 12.5
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Environmental Impact (pg. 98) Environmental Metrics (pg. 108)				SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-2 Energy consumption outside of the organisation	Environmental Impact (pg. 98) Environmental Metrics (pg. 108)				SDG 7.2, 7.3, 8.4, 12.2, 13.1
GRI 302: Energy 2016	302-3 Energy intensity	Environmental Impact (pg. 98) Environmental Metrics (pg. 108)				SDG 7.3, 8.4, 12.2, 13.1
	302-4 Reduction of energy consumption	Environmental Impact (pg. 98) Environmental Metrics (pg. 108)				SDG 7.3, 8.4, 12.2, 13.1

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 302: Energy 2016	302–5 Reductions in energy requirements of products and services		a, b, c, d	Not Applicable	Emirates NBD Egypt does not sell products or services with applicable energy reduction requirements	SDG 7.3, 8.4, 12.2, 13.1
GRI 303: Water and Effluents 2018	303–1 Interactions with water as a shared resource		a, b, c, d	Not Applicable	Due to the nature of its operations, Emirates NBD Egypt does not have significant water discharge related impacts.	SDG 6.3, 6.4, 6.A, 6.B, 12.4
	303–2 Management of water discharge-related impacts		a	Not Applicable	Due to the nature of its operations, Emirates NBD Egypt does not have significant water discharge related impacts.	SDG 6.3
	303–3 Water withdrawal	Water Management (pg. 100) Environmental Metrics (pg. 108)				SDG 6.4
GRI 306: Waste 2020	306–1 Waste generation and significant waste-related impacts	Water Management (pg. 100) Environmental Metrics (pg. 108)				SDG 3.9, 6.3, 6.6, 11.6, 12.4, 12.5
	306–2 Management of significant waste-related impacts	Water Management (pg. 100) Environmental Metrics (pg. 108)				SDG 3.9, 6.3, 8.4, 11.6, 12.4, 12.5
	306–3 Waste generated	Water Management (pg. 100) Environmental Metrics (pg. 108)				SDG 3.9, 6.6, 11.6, 12.5, 12.4, 15.1
	306–4 Waste diverted from disposal	Water Management (pg. 100) Environmental Metrics (pg. 108)				SDG 3.9, 11.6, 12.4, 12.5
GRI 306: Waste 2020	306–5 Waste directed to disposal	Water Management (pg. 100) Environmental Metrics (pg. 108)				SDG 3.9, 6.6, 11.6, 12.4, 12.5, 15.1

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
Climate Action						
GRI 3: Material Topics 2021	3–3 Management of material topics	Climate Action (pg. 103)				
GRI 305: Emissions 2016	305–1 Direct (Scope 1) GHG emissions	Carbon Footprint (pg. 104) Environmental Metrics (pg. 108)				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305–2 Energy indirect (Scope 2) GHG emissions	Carbon Footprint (pg. 104) Environmental Metrics (pg. 108)				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305–3 Other indirect (Scope 3) GHG emissions	Carbon Footprint (pg. 104) Environmental Metrics (pg. 108)				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305–4 GHG emissions intensity	Carbon Footprint (pg. 104) Environmental Metrics (pg. 108)				SDG 13.1, 14.3, 15.2
	305–5 Reduction of GHG emissions	Carbon Footprint (pg. 104) Environmental Metrics (pg. 108)				SDG 13.1, 14.3, 15.2
Responsible Procurement						
GRI 3: Material Topics 2021	3–3 Management of material topics	Responsible Procurement (pg. 59)				
GRI 408: Child Labour 2016	408–1 Operations and suppliers at significant risk for incidents of child labour		a,b,c	Information unavailable/ incomplete	These requirements will be integrated into the Bank’s data management system and considered in the future reporting cycle	SDG 8.8

GRI Content Index

GRI Standard	Disclosure	Direct Response/ Section in this Report (pg. #)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour		a,b	Information unavailable/incomplete	These requirements will be integrated into the Bank's data management system and considered in the future reporting cycle	SDG 5.2, 8.7
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Responsible Procurement (pg. 60)				
	308-2 Negative environmental impacts in the supply chain and actions taken		a,b,c,d,e	Information unavailable/incomplete	These requirements will be integrated into the Bank's data management system and considered in the future reporting cycle	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Responsible Procurement (pg. 60)				SDG 5.2, 8.8, 16.1
	414-2 Negative social impacts in the supply chain and actions taken		a,b,c,d,e	Information unavailable/incomplete	These requirements will be integrated into the Bank's data management system and considered in the future reporting cycle	SDG 5.2, 8.8, 16.1

SASB Content Index

SASB STANDARD – COMMERCIAL BANKS				
Accounting Metric	Category	Unit of Measure	Code	Report Section(s) or Direct Response
Data Security				
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	Quantitative	Number, %	FN-CB-230a.1	Cybersecurity and Data Protection (pg. 36)
Description of approach to identifying and addressing data security risks	Discussion and Analysis	n/a	FN-CB-230a.2	Cybersecurity and Data Protection (pg. 36)
Financial Inclusion & Capacity Building				
(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	Quantitative	EGP	FN-CB-240a.1	Empowering Small and Medium-Sized Enterprises (SMEs) (pg. 53)
(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	Quantitative	EGP	FN-CB-240a.2	Empowering Small and Medium-Sized Enterprises (SMEs) (pg. 53)
Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Quantitative	Number	FN-CB-240a.3	Financial Inclusion (pg. 80)
Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Quantitative	Number	FN-CB-240a.4	Financial Inclusion (pg. 79)
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis				
Commercial and industrial credit exposure, by industry	Quantitative	EGP	FN-CB-410a.1	Corporate Portfolio Performance (pg. 54)
Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	Discussion and Analysis	n/a	FN-CB-410a.2	Sustainable Finance (pg. 57)

SASB Content Index

SASB STANDARD – COMMERCIAL BANKS				
Accounting Metric	Category	Unit of Measure	Code	Report Section(s) or Direct Response
Business Ethics				
Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	Quantitative	EGP	FN-CB-510a.1	None
Description of whistleblower policies and procedures	Discussion and Analysis	n/a	FN-CB-510a.2	Whistleblowing and Whistleblower Mechanism (pg. 31)
Systemic Risk Management				
Global Systemically Important Bank (G-SIB) score, by category	Quantitative	Basis points (bps)	FN-CB-550a.1	Not Applicable
Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Discussion and Analysis	n/a	FN-CB-550a.2	Risk Management (pg. 34)
Activity Metrics				
(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	Quantitative	EGP	FN-CB-000.A	Responsible Finance (pg. 53)
(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	Quantitative	EGP	FN-CB-000.B	Responsible Finance (pg. 50)

UNGC Content Index

Principle	Description	Report Section(s) or Direct Response
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	Responsible Procurement (pg. 59)
Principle 2	Businesses should make sure they are not complicit in human rights abuses.	Responsible Procurement (pg. 60)
Labour		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Emirates NBD Egypt has no collective bargaining agreements
Principle 4	Businesses should uphold the elimination of all forms of forced and compulsory labour	Responsible Procurement (pg. 60)
Principle 5	Businesses should uphold the effective abolition of child labor.	Responsible Procurement (pg. 60)
Principle 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Employee Engagement, Diversity and Inclusion (p. 63) A Safe and Healthy WorkPlace (pg. 78)
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	Environmental Impact (pg. 98)
Principle 8	Businesses should undertake initiatives to promote greater environmental responsibility.	Environmental Impact (pg. 98)
Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies.	Environmental Impact (pg. 98)
Anti-corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	Corporate Governance and Ethics (pg. 24)

TCFD Content Index

TCFD Recommendation	Report Section(s) (or direct answer)
Governance	
a. Describe the board's oversight of climate-related risks and opportunities.	Risk Management (pg. 34)
b. Describe management's role in assessing and managing climate-related risks and opportunities.	Environmental and Social Risk Management (pg. 35)
Strategy	
a. Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.	Risk Management (pg. 34)
b. Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	Risk Management (pg. 34)
c. Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Risk Management (pg. 34)
Risk Management	
a. Describe the organisation's processes for identifying and assessing climate-related risks.	Risk Management (pg. 34)
b. Describe the organisation's processes for managing climate-related risks.	Risk Management (pg. 34)
c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	Risk Management (pg. 34)
Metrics and Targets	
a. Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	Environmental and Social Risk Management (pg. 35) Environmental Metrics (pg. 108)
b. Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Climate Action (pg. 104) Environmental Metrics (pg. 108)
c. Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Climate Action (pg. 104) Environmental Metrics (pg. 108)

CBE Reporting Guidelines

Principles of Sustainable Finance		Report Section(s)
Principle 1	Capacity-Building and Necessary Knowledge	Learning and Development (pg. 71)
Principle 2	Enhancing Sustainable Finance	Sustainable Finance (pg. 57)
Principle 3	Involvement of the Stakeholders	Stakeholder Engagement (pg. 17)
Principle 4	Managing Climate Change Risks	Environmental and Social Risk Management (pg. 35)
Principle 5	Applying the Principles of Sustainability to the Bank's Internal Activities and Operations	Emirates NBD Egypt ESG Strategy (pg. 15)
Principle 6	Reporting	About This Report (pg. 5)

Limited Assurance Statement

Introduction and Objectives of the Engagement

Masader Environmental and Energy Services S.A.E (the 'Assurance Provider') has been engaged by the Emirates NBD Egypt (the 'Reporting organisation') to provide Moderate Assurance Type 1 (the 'Assurance') regarding adherence to the AA1000AS v3 (2020) over the Emirates NBD EGYPT's 2024 Sustainability Report (the 'Report').

Scope, Subject Matter and Limitations

The subject matter of the Report is the Reporting organisation ESG performance data and information for the year ended 31 December 2024. The scope of assurance is limited to a review of the Selected Information listed below:

- Emirates NBD EGYPT's ESG Management
- Stakeholder Engagement
- Materiality Assessment

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

- Verifying the data or information provided by Emirates NBD EGYPT stated in the Introduction section, and Emirates NBD Egypt's Chairman's Message.
- Appropriateness of definitions and any internal reporting criteria adopted by Emirates NBD EGYPT for its disclosures.
- Appropriateness of any new commitments and objectives established and communicated by Emirates NBD Egypt.

- Content of external websites or documents linked from the Report and Emirates NBD EGYPT.

We have not been engaged to:

- Verify any statement indicating the intention, opinion, belief and/or aspiration of Emirates NBD EGYPT.
- Determining which, if any, recommendations should be implemented.

Intended Users

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

Reporting Criteria

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

Responsibilities of the Reporting organisation

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

Responsibilities of the Assurance Provider

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

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

Methodology

To form our conclusion, we undertook the following procedures:

- Conducted interviews with management and ESG team members to evaluate how GRI 2021 Universal Standards were applied in developing the Report
- Analyzed and assessed the key structures, processes, procedures and controls relating to the preparation of the Report;
- Evaluated whether the management approach for the material topics presented in the Report is consistent with the overall sustainability management and performance at Emirates NBD Egypt;
- Assessed the completeness and accuracy of the GRI, SASB, TCFD, and UNGC content indexes concerning the disclosures and their omissions;

Limited Assurance Statement

- Interviewed management and data owners regarding the process of identification, data collection, consolidation and reporting for the selected KPIs;
- Reviewed and evaluated Emirates NBD EGYPT's GHG Metrics;
- Reviewed the selected KPIs to Emirates NBD Egypt's internal calculations and supporting documentation;
- Compared the content of the Report against the findings of the outlined procedures.

Statement of Independence and Impartiality

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

Statement of Competence

Masader Environmental and Energy Services S.A.E is an AA1000AS v3- Licensed Assurance Provider as per the license agreement (ID: 000-882) with Accountability AA1000 CIC.

The assurance team has extensive experience in the assurance of ESG data, systems, and procedures.

Recommendations

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

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

Conclusion

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

Inclusivity	The Reporting organisation has provided evidence of the inclusivity re-garding its stakeholder relations, including understanding and representation of stakeholder interests in the Report.
Responsiveness	The obtained evidence has been sufficient to conclude that the Reporting organisation is responsive to the issues raised by its stakeholder groups by collecting regular feedback via tailored communication channels and appropriate procedures to handle grievances, feedback, and other types of stakeholder inputs.

Materiality	The Reporting organisation has described its material topics and the materiality assessment process. Based on the conducted engagement, we believe the material topics accurately reflect the Reporting organisation's ESG impacts and disclosures. The disclosures presented in the Report have been organised to present performance on each material topic. The Report would benefit from a more straightforward representation of the connection between the Reporting organisation's targets and reported disclosures.
Impact	The Reporting organisation has provided evidence of the applied procedures and systems to monitor and measure its impacts on the environment and actions to ensure accountability for those impacts.

Limited Assurance Statement

Based on the procedures performed and the evidence obtained, as described above, nothing has come to our attention that causes us to believe that the Selected Information of the Report of Emirates NBD EGYPT for the year ended 31 December 2024 has not been prepared, in all material respects, in accordance with the standards, frameworks, and principles indicated in the 'Reporting Criteria' section above.

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

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

Dr. Abdelhamid Beshara,

Founder and Chief Executive Officer
Masader, Environmental & Energy Services (S.A.E)
Cairo, Mar 6, 2025

Abdelhamid Beshara

