



Sustainability Report **2018**

AFRICA A BLOSSOMING LAND



أفريقيا
أرض مزدهرة

Afrique
Un Pays En Fleurs

Afrika
Kuangaza Ardhi

Editorial Policy

Driven by our leading position in Egypt, a major hub on the African continent, the 2018 CIB Sustainability Report reflects the work we have done to enhance all aspects of our sustainability performance and governance while taking into account both national and regional challenges and needs.

This report complements and revisits a number of issues presented in 2017 while bringing to light particular topics that have become a major focus for our existing and potential stakeholders.

Scope of the Report Period and Cycle Covered

This is an annual report reflecting on the year ending on 31 December 2018. Certain events that occurred before and after these dates may be included to provide relevance to the reporting period.

Referenced Reporting Guideline

The report was prepared according to the Global Reporting Initiative Standards Core Option.

Date of Previous Report

April 2018

Forward-Looking Statements

This sustainability report contains forward-looking statements based on future estimations and expectations concerning the landscape of the national and regional banking industries. While CIB's proven agility allows us to swiftly adapt, but no assurances can be made regarding the magnitude or the pace of such changes due to the rapid dynamics of technology and the markets we serve.

Mistakes and Typographical Errors

Any errors discovered following publication of the report will be corrected and displayed on our website. Out of consideration for the environment, our reports are published as downloadable PDF files available on our website.

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AGENDA 2063 THE AFRICA WE WANT

Agenda 2063 is the blueprint, master plan and strategic framework that aims to transform Africa by delivering on the continent's goal of

INCLUSIVE & SUSTAINABLE DEVELOPMENT



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CIB Head Office

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2018 HIGHLIGHTS

Financial Performance



Gender Empowerment

CIB became the first Arab and African company to be included in the **Bloomberg Gender Equality Index (GEI)**.



Financial Inclusion

CIB became a member of the prestigious **EU-AU Digital Economy Task Force**, an initiative that was created to share knowledge and promote investments for Africa's digital transformation.



Environmental Responsibility

CIB became the first financial institution in Egypt to join the **United Nations Environment Program Finance Initiative (UNEP-FI)**.

Business Continuity

In 2018 CIB was awarded the **ISO 22301:2012 certification for Business Continuity Management**.

SHARED VALUE

SHARED VALUE

light on a common set of economic, social and developmental challenges and goals that we share with our African neighbors, we believe that there is much to learn from one another.

The economies of Africa are emerging as engines of growth, and unsurprisingly, the world economy is waking up to the modern, urban Africa that is nourishing this development. Africa is too vast to capture in a few words. It is a unique, diverse group of nations and economies that are filled with dynamic, resilient entrepreneurs. It is a continent of forward-looking megacities and booming infrastructure that is leap-frogging older models of development. It is attracting investment from nations and centers of finance the world over. And it is also our home, both as CIB and as Egyptians.

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The Great Pyramids and the temples of the pharaohs share membership with a host of ancient treasures unique to Africa: Great Zimbabwe, which stood at the center of a vast trading empire; the Kingdom of Kush, whose remains still stand today; and Oldovi Gorge in the Serengeti, where History began. The Nile, so closely associated with Egypt, is an African treasure shared by all, as are the Congo and other great rivers of the continent and the natural environments they sustain. More languages are spoken in Africa than on any other continent, and Africa's numerous ethnic and cultural communities boast traditions with roots deep into history.

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Africa's ecological and cultural diversity is renowned, and preserving this diversity is a vital objective of sustainability efforts. Diversity also creates strength and resilience. Across Africa, nations and communities are spearheading environmental and social sustainability. As a result, they are accelerating the empowerment of women and youth, investing in education and skills for the future, and expanding sustainable practices in agriculture and business. At CIB, we consider ourselves part of this continent-wide effort and believe that as Africa blossoms, Egypt has a contribution to make.



In February of this year, Egyptian President Abdel Fattah El-Sisi accepted Egypt's chairmanship of the African Union. The union's emblem, a gold ribbon from which sprout palm leaves around a borderless Africa circled in green, stands for Africa's wealth and hope, for solidarity, and above all, for unity. These values of hope, solidarity, and unity resonate profoundly with the goals of environmental and social sustainability. For a common future, one with the smallest-possible environmental footprint, cooperation, respect, and partnership are required.

At CIB we are working with the government of Egypt to make a Declaration on Financial Inclusion a cornerstone of development policy not just

for Egypt, but for our continent as a whole. But in order for this to become a reality we need to make Broadband internet affordable and accessible to everyone, even the lowest -income earners in Egypt and across Africa.

Egypt and Africa share much, and have much to offer each other as we tackle the challenges and opportunities of the world's sustainable future. I am confident that, as partners for Africa, its economy, its environment, and its people, we will blossom together

Mr. Hisham Ezz Al-Arab,
Chairperson & Managing Director

VALUE OF SHARED IMPACT

We have built a market-driven banking service that spans the entire country. CIB maintains a 33% share in the Egyptian market, which includes over 100 million people. Due to Egypt's size, we serve 3% of the 1.2 billion people on the African continent.

CIB's Board of Directors believes that our responsibilities as a company extend beyond Egypt's boundaries and stretch across the blossoming motherland of Africa. We are striving to grow together toward accessible and inclusive finance for all by deploying digital banking services, expanding our reach to unbanked people across the continent, and empowering women and youth through diverse programs and projects.

We understand that all sustainability efforts are directed toward the collective wellbeing of individuals and society. To that end, we have made shifts in our policies, practices and services that

reflect the bank's long-term commitment to the empowerment of all our stakeholders.

This report provides an overview of material practices and topics that are part of our sustainability spectrum. It identifies national and regional challenges and describes how the bank takes the lead in making an impact.

The theme of this report – A Blossoming Land – highlights CIB's support for both national and continental sustainable development goals and efforts to ensure that no one is left behind.

CIB's 2018 Sustainability Report presents the multi-dimensional and interrelated initiatives that represent our continued commitment toward financial inclusion, fintech, youth and women's empowerment, agribusiness, long-term community health programs and environmental practices. All of these targets have become fundamental to our business leadership.



FOCUS ON STAKEHOLDERS

We are focused on understanding our stakeholders and their evolving needs. As part of this year's sustainability reporting process, we revisited our key material issues through focused stakeholder engagement and materiality assessment exercises. Over the years, the bank has aligned its strategy with the most significant issues identified by its internal and external stakeholders.

List of Stakeholder Groups

Our six main stakeholder groups identified in 2017 remain central to our business. At the same time, swift changes in our national and regional arenas, as well as the maturation of our sustainability journey have led us to expand our list of stakeholders. This updated list of stakeholder groups for this reporting cycle reflects the bank's digital transformation, inclusive services, and ecological initiatives.

1 Shareholders and investors	2 Board of Directors**
3 CIB staff	4 Regional alliances**
5 Sustainability partners	6 Customers
7 Women and youth **	8 Business suppliers**
9 Regulatory bodies	10 People

(**New stakeholders)



Over the years, the bank has aligned its strategy with the most significant issues identified by its internal and external stakeholders.

Stakeholder Identification and Engagement

CIB has incorporated engagement into our business process and established systematic internal procedures that correspond to the nature of our relationship with each stakeholder.

We began our stakeholder identification and prioritization process by asking senior management to disseminate the views of our shareholders and international industry peers. This process allowed our sustainability team to conduct multiple internal exercises with all bank departments using our 2017 Sustainability Report as our baseline.

Using reports, updated stakeholders maps and material issues received from each department, the Sustainability Department collaborated with an independent external consultancy to update our list of stakeholders for this reporting cycle. Given the wide national landscape of CIB's stakeholders, we have adopted a mechanism as part of our reporting process to ensure the collection of efficient and relevant feedback. We collect feedback via emails, online surveys, telephone, personal interaction, and branch visits.

Key Topics and Concerns Raised, Topic Boundaries and Materiality

The bank has acquired specific feedback and advice on sustainability issues that are material to the banking industry and that address the specific needs of our stakeholders. The process for defining the report content and topic boundaries was conducted according to GRI reporting guidelines in distinct stages.

Identification

The list of potential material issues was concluded through:

- Strategic engagements; participation in national and regional dialogues
- Historical material issues
- Stakeholder engagement exercises
- The national sustainable development plan (Egypt Vision 2030)
- Regulatory and governmental directions
- Participation in top-level regional events on relevant concerns and challenges
- Research on changes occurring nationally and regionally
- Relevant industry reports
- Global sustainability trends and challenges

Categorization and Prioritization

This list of potential material issues was filtered into top clusters aligned with CIB's strategy and policies to avoid duplication and develop a shortlist of material topics. Internal and external stakeholders and their proxies prioritized these topics by strategic importance.

Integration

The prioritized material topics were integrated to the global dimensions of sustainability – economic, environmental and social impact – to identify the material topics for this reporting cycle.

Reporting

Our identified material topics reflect the size of our operations and activities as well as the impacts we have both inside and outside the bank (table 2).

Table 1 Potential Material Issues

Stakeholders	Method of Communication and Frequency	Feedback and Interest
Shareholders and Investors	<ul style="list-style-type: none">Quarterly financial resultsAnnual meeting of analysts and investorsAnnual General Meeting <p><i>"Investor Relations" section on our website</i></p>	<ul style="list-style-type: none">Financial performanceCommitment to responsible bankingBrand leadershipSustainability practices and initiativesEnvironmental and social investment and lendingReputational management <p><i>See published annual report for more information</i></p>
Board of Directors	<ul style="list-style-type: none">Board meetingsBoard committee meetingsBoard strategy meetingAnnual reportAnnual General Meeting	<ul style="list-style-type: none">Capital positioningReputational managementStrategy implementationBusiness efficiency and continuitySuccession planEmployee excellence and commitmentDigital leadershipDigital transformationFinancial inclusionWomen and youth empowermentSocial and environmental credit riskBusiness culture, ethical behavior and integrityEnvironmental practices
Employees	<ul style="list-style-type: none">Internal meetings on all departmental levelsAnnual assessmentOngoing coaching and supervisionTraining sessions	<ul style="list-style-type: none">Business culture, ethical behavior and integrityTraining and developmentTalent attraction and diversityBenefits and compensationTraining staffParental leave and return to workDiversity and inclusion in the workforceCareer development
Regional Alliances**	<ul style="list-style-type: none">Key government meetingsRegional forums and conferencesAdvisory market research	<ul style="list-style-type: none">Financial inclusionAgribusinessFinancial literacy
Sustainability Partners	<ul style="list-style-type: none">United Nations Environmental Program Finance InitiativeBloomberg Gender Equality IndexAnnual Carbon Disclosure Project reporting	<ul style="list-style-type: none">Commitment to responsible banking principlesWomen's empowerment practices (Gender Equality Index)Energy efficiency and waste managementCarbon emissions
Customers	<ul style="list-style-type: none">Daily face-to-face interactions at branchesCall centersEmailsPress releasesAccount managementCustomer satisfaction surveysComplaint monitoringReputation and branch tracking	<ul style="list-style-type: none">E-banking and digital servicesPremium quick branch servicesResponsiveness through all customer touch pointsPrivacy and securityCompetitive interest ratesExpanded outreach through branchesComprehensive information on services

Stakeholders	Method of Communication and Frequency	Feedback and Interest
Women and Youth Segments**	<ul style="list-style-type: none">Social media interactionCareer fairsFintech programsBranches customer servicesFocus groups	<ul style="list-style-type: none">Financing entrepreneurshipDigital bankingAffordable banking (youth)
Business Suppliers**	<ul style="list-style-type: none">Pre-tendering meetingsProject-based satisfaction surveysTailored communication plan for major suppliersBriefings and feedback on new bank policies	<ul style="list-style-type: none">Green products for banks: renovations and installationsS&E compliance and policiesSustainable procurementSupply chain risk and performance
Regulatory Bodies	<ul style="list-style-type: none">Central Bank of Egypt (CBE), Egyptian Stock Exchange (EGX), and others:Regulatory reportingQuarterly and periodic meetings with the CEODaily and periodic emails and direct communications with CBE departments and investor relationsMeetings	<ul style="list-style-type: none">Financial performanceGovernance and complianceEGX Sustainability Index (Dow Jones Index) Financial inclusionFinancial literacyEntrepreneurshipDigitization, data collection, and national networkData privacyNational cashless payment cardsFinancing environmental initiativesReducing environmental footprintAccessible branches and services for people with disabilitiesCommunity services
People	<ul style="list-style-type: none">Partnerships with nonprofit organizationsPeriodic mutual press releasesSocial media announcementsPrograms, initiatives, sponsorships, and donations to cultural and social eventsBranch renovations to improve accessibility	<ul style="list-style-type: none">Disabilities initiativesPartnerships with and donations to health programsSupport of sports activitiesYouth empowermentAffordable bankingFinancial literacyAgribusiness



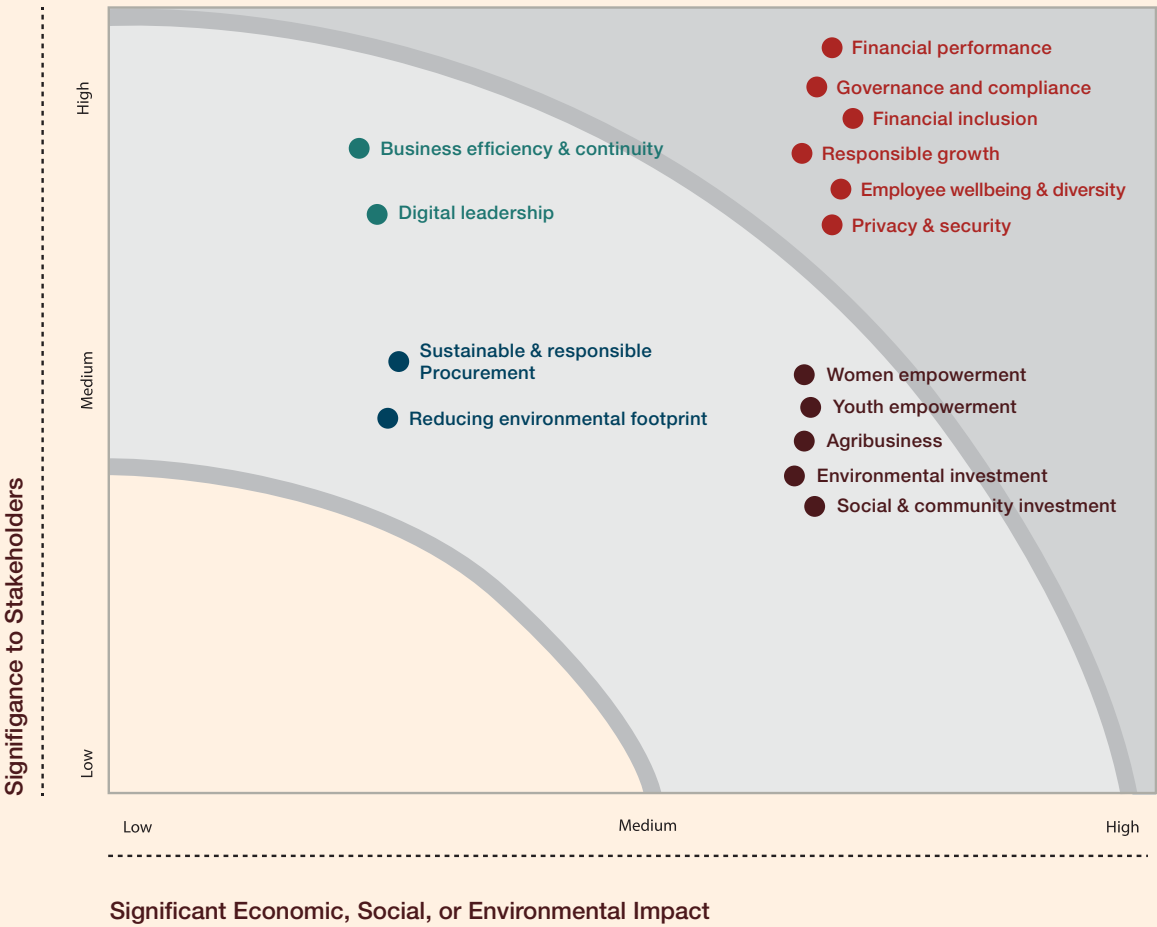
The list of potential material issues was filtered into top clusters aligned with CIB’s strategy and policies to avoid duplication and develop a shortlist of material topics.

Table 2 Shortlisted Material Topics and Priority Levels

RAISED MATERIAL ISSUES	SHORTLISTED MATERIAL TOPICS	PRIORITY	Topic Boundaries Outside the Bank
Financial Performance and capital positioning	1. Financial performance	High High	
Governance and compliance: <ul style="list-style-type: none">• Social and environmental credit risk	2. Governance and compli- ance	High High	Customers, shareholders
Financial Inclusion	3. Financial inclusion	High High	Customers, society
Responsible banking: <ul style="list-style-type: none">• Sustainable procurement• Finance of environmental initiatives• Reducing ecological footprint• Affordable banking	4. Responsible growth	High High	Customers, society
Sustainability partnerships: <ul style="list-style-type: none">• EGX Sustainability Index• Practices for women's empowerment (Bloom- berg Gender Equality Index)• Commitment to the Responsible Banking Prin- ciples			
Employee wellbeing <ul style="list-style-type: none">• Competitive pay, benefits, and performance- based compensation• Career development• Health and non-discriminatory workplace• Diversity and parental leave	5. Employee wellbeing	High High	Society
Privacy and security	6. Privacy and security	High High	Customers
Women's empowerment	7. Women's empowerment	Medium High	Customers, society
Youth empowerment <ul style="list-style-type: none">• Entrepreneurship• Affordable banking	8. Youth empowerment	Medium High	Customers, society
Agribusiness	9. Agribusiness	Medium High	Customers, society
Environmental investments and initiatives	10. Environmental investment	Medium High	Society, customers, environment
Community <ul style="list-style-type: none">• Accessibility and inclusion• Partnerships with and donations to health pro- grams• Support in sports activities• Financial literacy• Agribusiness• National cashless payment cards	11. Social and community in- vestments	Medium High	Beneficiaries, society

RAISED MATERIAL ISSUES	SHORTLISTED MATERIAL TOPICS	PRIORITY	Topic Boundaries Outside the Bank
Digital leadership : <ul style="list-style-type: none">• Digital banking services• Internal digitization• Data collection and national network	12. Digital leadership	Medium High	Customers, society
Reputation management	13. Reputation management	High Medium	None
Business efficiency and continuity	14. Business efficiency and continuity	High Medium	Shareholders, customers
Sustainable and responsible procurement: <ul style="list-style-type: none">• Green products, renovations, and installations• Social and environmental compliance and poli- cies• Supply chain risks and performance	15. Sustainable and respon- sible procurement	Medium Medium	Suppliers
<ul style="list-style-type: none">• Energy efficiency and waste management• Carbon emissions	16. Reducing environmental footprint	Medium Medium	Society, environment

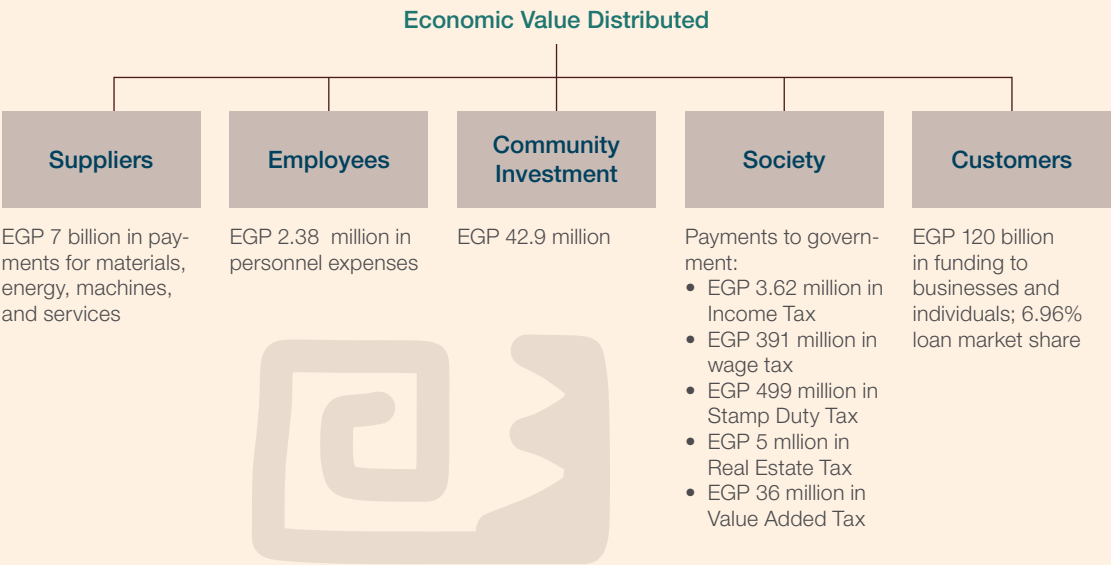
▶ Materiality Matrix



▶ Generating Value for Our Stakeholders



By running a sustainable and responsible business, CIB has succeed in remaining at the forefront of direct economic impact.



For more insights on direct economic value generated and distributed, economic performance, and CIB's impact, please refer to the profit and loss statement in CIB's 2018 Annual Report.



We generate value for society, not only through direct channels, but also through the CIB Foundation, the mission of which is to invest in the community's health and social needs.

For more information about the CIB Foundation, please refer to 2018 CIB Foundation Activity Report, profit and loss statement in CIB's 2018 Annual Report.

1.5%



of CIB's net profits are credited to the CIB Foundation.



A Glimpse of Africa



Wangari Maathai (1940-2011)

A native of Kenya, was the founder of the Green Belt Movement, an organization that focuses on planting trees to replenish the environment and improve quality of life. She was the first African woman to win the Nobel Peace Prize in 2004 for her contribution to sustainable development, democracy and peace. Maathai was also the first woman in East and Central Africa to earn a PHD, she became chair of the Department of Veterinary Anatomy and an associate professor in 1976 and 1977 respectively at the University of Nairobi.

She authored four books: The Green Belt Movement; Unbowed: A Memoir; The Challenge for Africa; and Replenishing the Earth.

▶ 2018 Awards



African Banker:

- Best Regional Bank - Northern Africa



EMEA Finance:

- Best FX Services in North Africa
- Best Payment Services in North Africa
- Best Local Bank in Egypt



Euromoney:

- Best Bank in Egypt
- Best Bank Transformation in the Middle East



Global Finance:

- Digital Bank of Distinction in Egypt
- Best Online Cash Management in Egypt
- Best Trade Finance Services in Egypt
- Best Online Portal Services in Egypt
- Best Information Security and Fraud Management in Egypt
- Best Foreign Exchange Provider in Egypt
- Best Trade Finance Provider in Egypt
- Best Treasury and Cash Management Provider in Egypt
- Best Bank in Egypt
- Best Sub-Custodian Bank in Egypt
- World's Best Bank in Emerging Markets

A LEGACY OF EXCELLENCE

Commercial International Bank - Egypt (CIB) was founded in 1975. After 43 years of serving our clients, we have become the bank to trust for over 1.3 million active customers as well as a market leader in institutional banking in Egypt. We ensure the accessibility of our services by maintaining a presence in key emerging cities across the country through an extensive network of 203 branches and 917 ATMs. Our clients enjoy world-class online and mobile banking services, and 24/7 access to their accounts.

CIB's inclusive finance initiatives align with Egypt's vision to boost the economy by supporting small and medium enterprises (SMEs). CIB is participating in the global trend towards digital banking. We are distinguishing ourselves through the use of superior technology, a creation of unique sale

and service culture in our branches, and the application of big data analysis to make a difference for all our stakeholders.

To safeguard our efforts in business continuity performance, CIB has acquired highly responsive tools to adapt to swift market changes. CIB's frontline is reinforced by unrivalled human capabilities. We pride ourselves on our 6,729 employees who operate the bank's activities and serve our clients. Our people are supported by CIB's leading policies in the areas of employee recruitment, benefits, talent acquisition and career development.

► Strategic Priorities



Customer Centricity

- Offer need-based bundled value propositions including digital solutions through data analytics
- Quality of service initiatives to enhance customer experience



Organizational Development and Sustainability

- Performance-driven culture
- Social and environmental management system
- Human capital development



Financial Performance

- Asset quality
- Profitability
- Loan growth



Operational Efficiency

- Centralization of operational processes with focus on automation through STP
- Business continuity, cybersecurity and resilience management



Blue Nile waterfalls, Bahar Dar, Ethiopia



▶ Values

Our core values embody how CIB employees work together to deliver effective results for our customers and community.



- Integrity:**
- Exemplify the highest standards of personal and professional ethics in all aspects of our business
 - Be honest and open at all times
 - Stand up for our convictions and accept responsibility for our mistakes
 - Comply fully with the letter and spirit of the laws, rules and practices that govern CIB's business in Egypt and abroad
 - Say what we do and do what we say



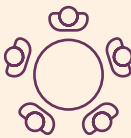
- Client Focus:**
- Our clients are at the center of our activities and their satisfaction is our ultimate objective
 - Our success is dependent upon our ability to provide the best products and services to our clients
 - We are committed to helping our clients achieve their goals and be the best at what they do



- Innovation:**
- Since our inception as the first joint venture bank in Egypt, CIB has been a pioneer in the financial services industry
 - Innovation is a core competitive advantage and we promote it
 - We strive to lead the Egyptian financial services industry to a higher level of performance in serving millions of unbanked or underserved Egyptians



- Hard Work:**
- Discipline and perseverance govern our actions because we aim to achieve outstanding results for our clients and outstanding returns for our stakeholders
 - Seeking service excellence guides our commitment to our clients
 - We work with our clients to reach their current objectives while planning for their future goals



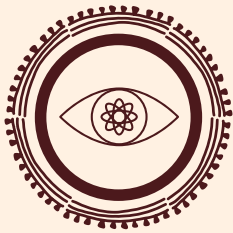
- Teamwork:**
- We collaborate, listen and share information openly within CIB and with our partners, clients and shareholders
 - Each of us consistently represents CIB's total corporate image
 - There is only one CIB in the eyes of our clients
 - We value and respect one another's cultural backgrounds and unique perspectives



- Respect for the Individual:**
- We respect individuals, whether they are employees, clients, shareholders or members of the communities in which we live and operate
 - We treat one another with dignity and respect, and we take time to answer questions and respond to concerns
 - We firmly believe each individual must feel free to make suggestions and offer constructive criticism
 - CIB is a meritocracy in which all employees have equal opportunity to grow and advanced based only on their merits



- Mannerism:**
- CIB focuses on business etiquette with our clients and has strict policies governing mannerism



Vision

To uphold CIB's distinct reputation as a leading and trusted financial institution in Egypt, respected for its people, strong core values, performance and commitment to inclusive, responsible and sustainable growth.



Mission

To create outstanding stakeholder value by providing best-in-class financial solutions to the individuals and enterprises that drive Egypt's economy. Through our innovative products, superior customer service, staff development, and commitment to sustainability, we will realize our ambitions and shape the landscape of banking in Egypt for years to come.

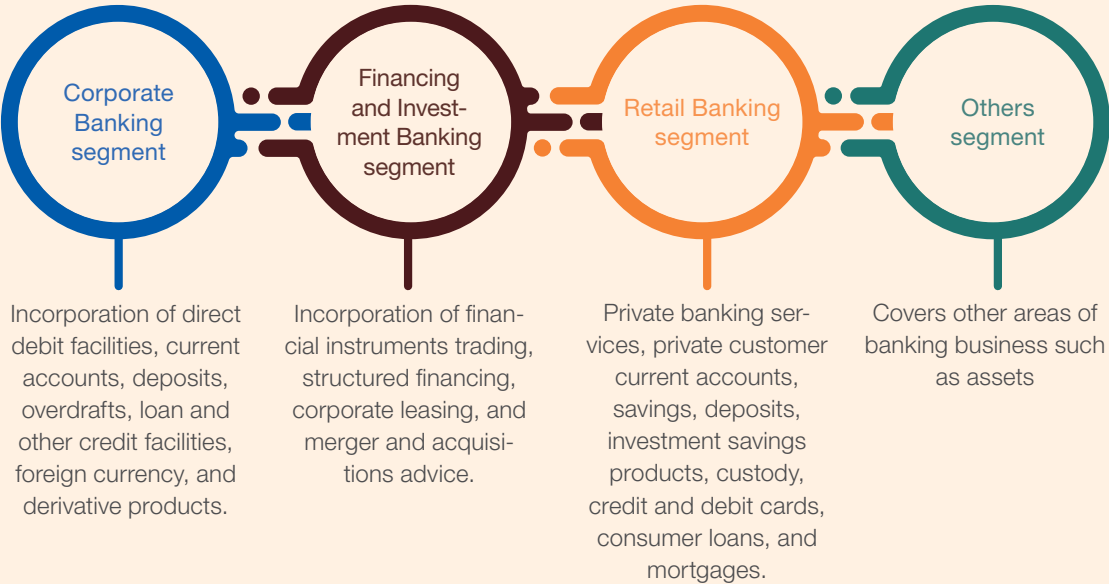


Our Objective

To grow and help others grow.

CIB is Egypt's leading private sector bank offering a comprehensive range of financial products and services to its clients, including enterprises and institutions of all sizes, high-net-worth (HNW) individuals, and retail customers. CIB operates in every segment of the banking sector, including corporate, commercial, retail wealth management and SMEs.

We operate through the following segments with net revenues broken down by activity as follows:



CIB Affiliates



Falcon Group (32.5% ownership)
The company provides a wealth of niche services designed to meet the needs of every client across the industrial, commercial, tourism, and public sectors. We offer tailored services, including security services, public services, money transfers, technical systems, and property management.



Fawry Plus (23.5% ownership)
Fawry Plus is a newly established joint venture offering agent bank financial services on behalf of another bank or group of banks. This innovative delivery model brings financial services providers closer to millions of unbanked people.



CVentures (99.98% ownership)
Established in 2018, CVentures is an Egyptian corporate venture capital firm focused primarily on investing in category-defining companies with the potential to create meaningful change in financial services. CVentures participates in investment rounds and, on a selective basis, seed investment rounds in core financial applications.



Business Growth

9.58 EGP BN

Profitability

CIB is the leading private bank in Egypt in terms of profitability, with a net income of EGP 9.58 billion in 2018, up 27% year-on-year.

20.35 EGP BN

Revenue

Total revenues for 2018 came to EGP 20.35 billion, a 34% increase year-on-year.

342.4 EGP BN

Assets

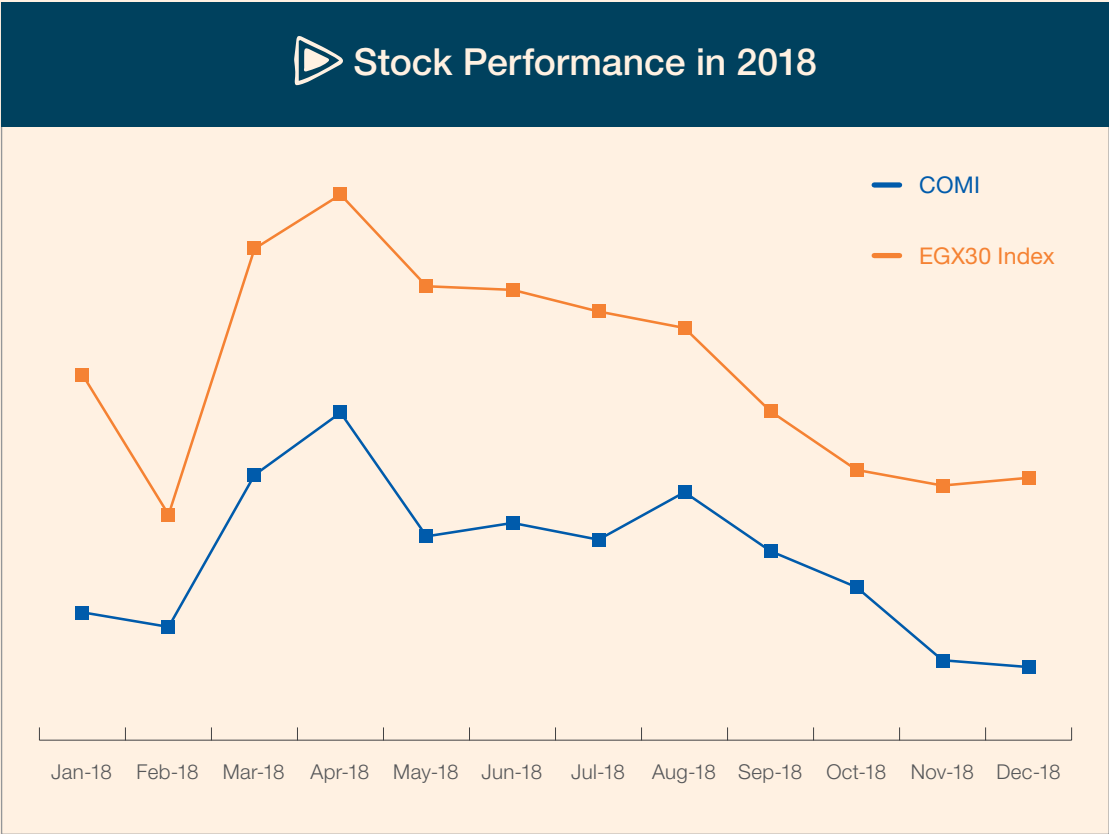
Total assets stood at EGP 342,423 billion in December 2018, a 16% increase year-on-year.

119.5 EGP BN

Loans and Deposits

Our loan portfolio reached EGP 119.5 billion in 2018, a 17% increase year-on-year. Deposit market share reached 7.70%, a 2% increase year-on-year.

Stock Performance in 2018



SHARED ACCOUNTABILITY

Our corporate governance is distinguished by a rigorous set of standards and the agility required to respond to changing market conditions and incorporate new financial instruments and technologies.



Effective Governance

All our strategies and policies ensure full compliance with national and international standards. We govern through a chain of responsibilities in which CIB's board and senior management team conduct all business affairs using a set of strategies that establish respect for laws and regulations, rigorous risk management processes, and strong internal controls.

Our regulations and compliance practices serve the ultimate objective of our corporate governance: safeguarding stakeholder and public interests in a sustainable way. CIB's risk appetite framework (RAF) is also instrumental in achieving our strategic objectives and business plan.

Collaborative Governance

CIB believes that financial institutions are catalysts for a sustainable economy, and we strive to play a pivotal role in Egypt's development story. The bank integrates environmental and social parameters into its practices and proactively invests in positive impact sectors. We have a green business model that defines our sustainability architecture.

The close relationships between CIB's management, Board of Directors, shareholders and other stakeholders provides the structure through which the bank sets objectives to meet the expectations of the market, international investors, and regulatory authorities while simultaneously promoting public confidence and safeguarding our banking system.

Governing for Sustainability

To serve the interests of our shareholders, stakeholders and regulators, we promote:



Governance Structure

The bank's Board of Directors ensures the right leadership, strategic oversight and control environment; it propels the bank towards its ultimate goal of maximizing long-term value for shareholders while taking into account robust sustainability practices

that serve all stakeholders. CIB's Board of Directors has eight standing specialized committees comprised of both executive and non-executive members that assist it in discharging its duties.

Board of Directors Committees

Audit Committee	Supervises the quality and integrity of CIB's financial re-ported
Corporate Governance and Nomination Committee	Responsible for CIB's corporate governance as well as the board's nomination process and succession planning
Compensation Committee	Responsible for compensation of the board and the bank's executive officers
Risk Committee	Supervising risk management
Operations and IT Committee	Assists the board in overseeing bank operations, tech-nology strategy, and operations and technology risk
Management Committee	Responsible for executing the bank's strategy
High Lending and Investment Commit-tee	Responsible for asset allocation, quality, and develop-ment
Affiliates Committee	Responsible for steering and managing CIB affiliates

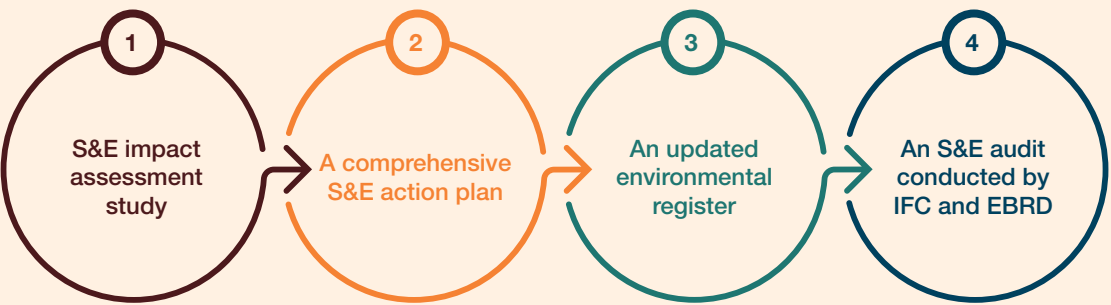
RISK FRAMEWORK

CIB's chief risk officer is responsible for implementing the bank's established risk management framework and reports to the board's Governance and Risk Policy Committee. Our risk management and internal control infrastructures are reviewed on an ongoing basis at both management and board levels.

Social and Environmental Credit Risk Management
CIB's unique enterprise risk management (ERM) approach is forward looking and supported by an advanced data analytics base. Our risk appetite framework incorporates S&E risk management practices. As CIB's diverse financing services may represent environmental, social and governance (ESG) challenges, we have implemented an S&E management system (SEMS) that is an

integral part of our regular due diligence process for our credit portfolio.

The Risk Management Department has developed a rigorous set of key risk indicators (KRIs) as part of its policies and procedures. Since January 1, 2018, 546 corporate cases have been reviewed, and we have maintained an open communication channel with the IFC that supports process enhancement and categorization. At the corporate governance level, KRIs and SEMS processes pinpoint and quantify the various type of risks and CIB's risk tolerance as part of our business strategy that reflects responsible financing and investment.



Green Finance

CIB initiated a green finance initiative focusing on energy efficiency and renewable energy; currently seven clients are in circulation. We have also updated our green finance products to cover industrial energy efficiency, and we incorporated an S&E categorization exercise into our Business Banking segment.

Both the Risk Group (RG) and the Operation and Reputational Risk Committees implement a set of policies ensuring operational risk, conduct risk and vendor management procedures. Holistically, these measures are reviewed and updated as needed to reflect regulatory updates and changes to the market landscape.

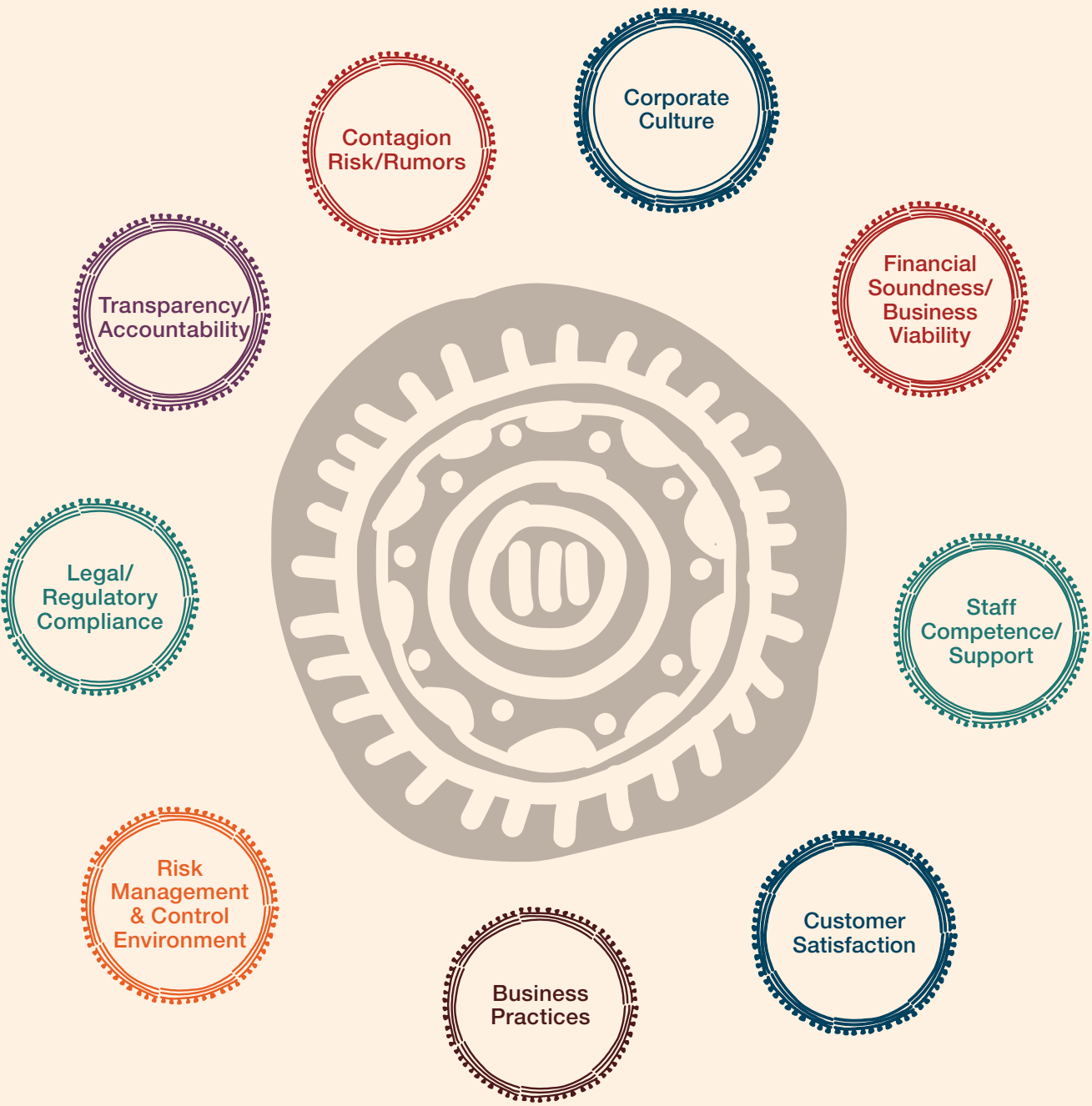
Anti-Corruption Practices

Governance and risk management are central to responsible banking practices. The risk assessments regularly conducted extend to combating corruption through precautionary measures guided by our anti-corruption policies. All CIB employees receive regular training on anti-corruption and anti-money laundry practices. A total of 99.97% of our employees have received anti-money laundering training.

Reputational Risk

CIB was the first bank in Egypt to create an independent department responsible for managing reputation risk. CIB's reputation is a core asset that requires constant management and protection.

► Scope of Reputational Risk Department



*Additional details on risk management are provided in CIB's 2018 Annual Report.

UNEP FI

CIB is a proud member of the United Nations Environment Programme Finance Initiative (UNEP FI). We aim to promote responsible investment principles in Egypt and set an example within the MENA region.



Our partnership with the UNEP FI led by the Bank's Social and Environmental Credit Risk Department is in line with our commitment to a longer-term vision of the future that strikes a balance between the strategic goal of increased profitability and broader socioeconomic and environmental interests. Believing that this is the backbone of any sustainable success, the Bank continues to promote sustainability by integrating social, environmental, economic, and cultural considerations into our policies and day-to-day operations.

CIB is the first financial institution in Egypt to join the UNEP FI and sign a Statement of Commitment that indicates our recognition of the importance of connecting economic development with human welfare and a healthy environment.

CIB Egypt has been integrating sustainability into its daily business operations and commercial transactions for years, and our Social and Environmental Credit Risk Department recently launched a social and environmental risk management project advocating that endorses for financial institutions to have a positive social and environmental impact.

The UNEP FI collaborates selectively with partner organizations to increase awareness and encourage financial institutions to make a positive impact by engaging in sustainable and responsible investment practices.



“For years, CIB has worked to provide sustainable capital to help our clients grow, give back to the communities in which we live and work, and incite actionable change as it relates to environmental business practices. We believe it is critical that banks with a long track record of inciting change work together to create actionable and strategic frameworks, like the global Principles for Responsible Banking, to instigate that change from the top down.”

Mr. Mohamed Sultan
COO, Commercial International



CIB is the first Egyptian financial institution to join UNEP FI.

CONTINUOUSLY ALERT & AHEAD

Taking business continuity capabilities to the next level, CIB introduced a resilience management approach with a broader oversight scope to the business continuity and contingency management spectrum. This new approach covers critical third parties in addition to the internal capabilities. New plans and crisis scenarios were added to the Crisis Management Plan in 2018 to cover more disruption scenarios and response procedures.

With the ever-evolving global cyber threat landscape, it has become increasingly important to develop a flexible approach in the area of security and organizational resilience. CIB is continuously developing its capabilities to remain current regarding global trends and best practices. The bank takes its security and customers' welfare seriously, and executive management has prioritized cyber security and resilience by requiring different management committees to report regularly to the Board of Directors.

CIB continues to focus on the execution of its security and business continuity strategies by implementing various programs and technologies. Continuous enhancement of the Security Operations Center (SOC) is an ongoing activity, its capabilities were augmented this year through the introduction of cyber threat intelligence which provides early warning signals that enable proactive management of cyber security risks and threats. We continue to run a Security and Resilience Awareness Program comprised of several structured

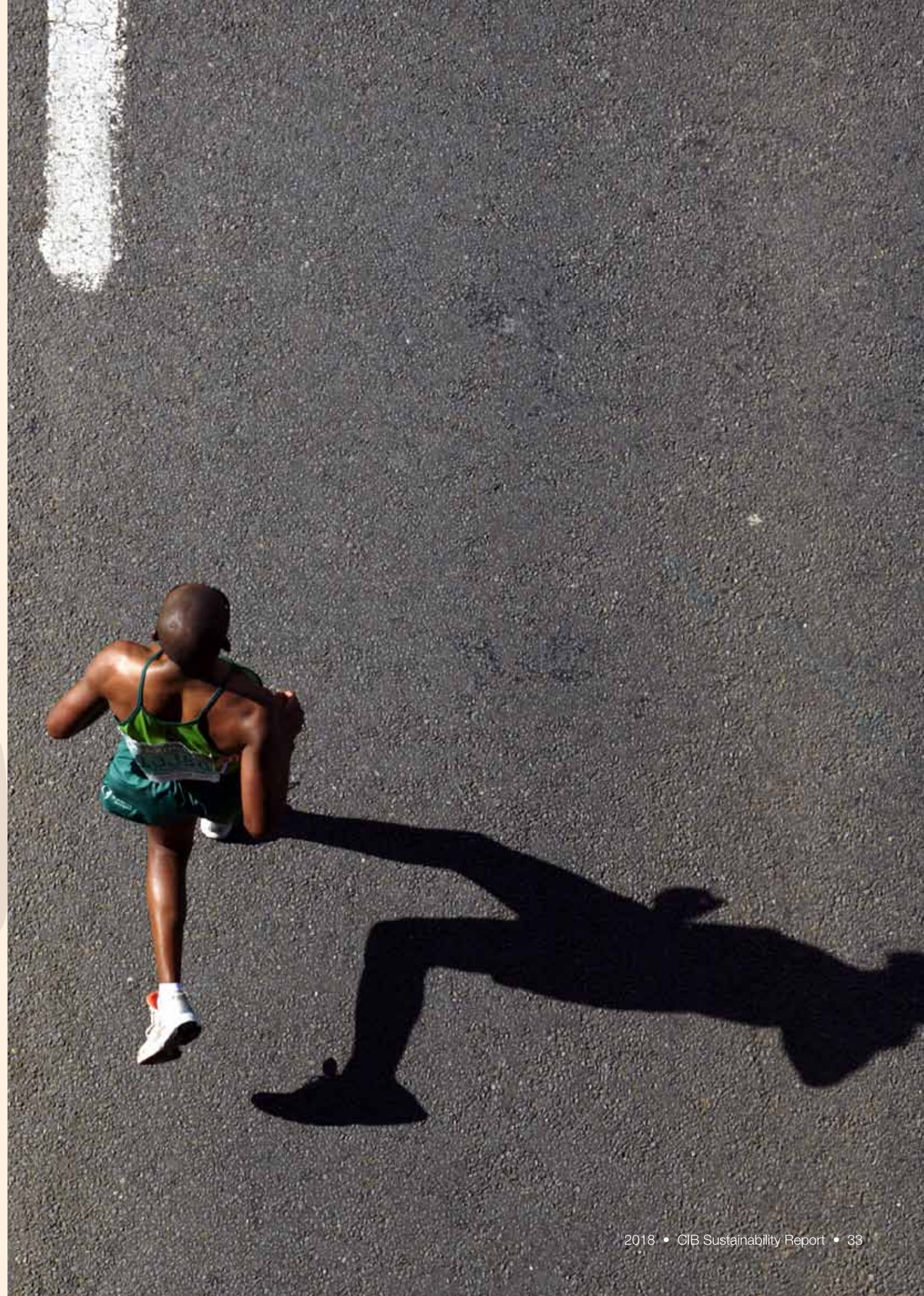
internal awareness activities and mandatory training to enhance our staff's business continuity and security awareness. We also offer different activities targeting customers through multiple channels.

In 2018, CIB was awarded the ISO 22301:2012 certification for Business Continuity Management. We take a proactive approach to minimize the impact of incidents, limit downtime, improve recovery time, and demonstrate resilience to customers and suppliers.

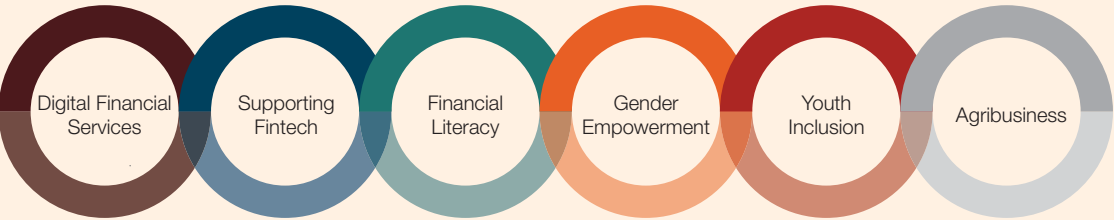
This ISO certification is a major recognition of CIB's efforts on the business continuity front. CIB's ISO-certified Business Continuity Management System enables us to effectively limit the risk of unexpected incidents, operate during difficult situations, reduce the likelihood of operational disruptions, and provide customers with expected services to maintain customer satisfaction.



CIB focuses on the execution of security & business continuity strategies by implementing state-of-the-art programs and technologies.



INCLUSIVE BANKING



Digital Financial Services (DFS) are no longer separate from traditional banking practices. CIB is working to ensure that DFS are part of our mainstream portfolio because they are the most practical solution for rural customers, low-income members of our communities, and the unbanked population. We are committed to providing these segments with accessible, affordable, and secure digital financial services.

Our digital transformation is helping to move society toward true financial inclusion for individuals and SMEs. We are providing a broad range of financial services, including payments, credit, and savings accessed and delivered through a variety of digital channels.



“At CIB, we believe financial inclusion is about more than just extending financial services to the unbanked. It’s about improving people’s lives. All of our efforts to increase financial inclusion are motivated by our desire to spur long-term growth and sustainable development in the Egyptian economy.”

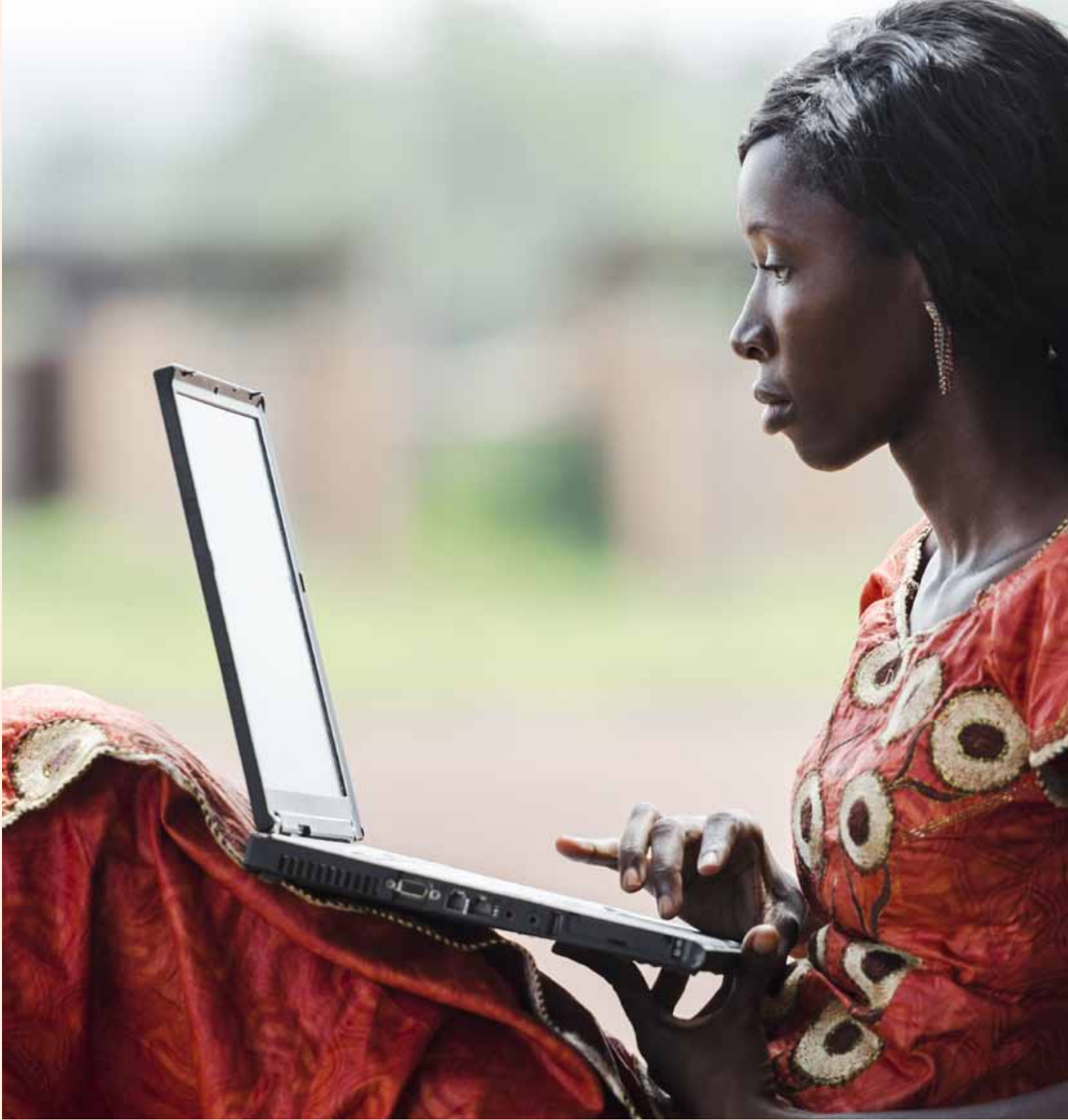
Mohamed Farag, Chief Digital Officer at CIB

A Glimpse of DFS in Africa



Across Africa people live primarily in cash economies. Digital Financial Services (DFS) will create phenomenal benefits to people, businesses, and governments. It is estimated that digital finance has the potential to boost emerging economies’ annual GDP growth by USD 3.7 trillion by 2025. A third of this growth will come from additional investments in MSMEs, and two thirds will come from the increased productivity of larger businesses and government.

Regionally, 276 services are offered across 90 markets with over 690 million registered customers that equals transactions worth USD 1 million every day. Sub-Saharan Africa continues to lead the world, with nearly half of all registrations and more DFS accounts than bank accounts.



“Financial inclusion is one of Africa’s great success stories over the past decade. Mobile money solutions and agent banking now offer affordable, instant, and reliable transactions, savings, credit, and even insurance opportunities in rural villages and urban neighborhoods where no bank had ever established a branch. This is, quite literally, banking at your fingertips – for everyone. It is revolutionary.”

Reeta Roy, President and CEO of the Mastercard Foundation and Philippe Le Houérou, CEO of the International Finance Corporation

35_{MN}

digital transactions completed by CIB customers in 2018



“IBM is very proud of its long partnership with CIB in Egypt. IBM is supporting CIB’s path to digital transformation to provide innovative services for their customers and grow their business in the Egyptian market.”

Wael Abdoush, General Manager, IBM Egypt.



Big Data

Processing big data will allow us to attain new customers and improve operational efficiency. Big data will identify possible improvements and cost savings by highlighting detailed financial behavior patterns and giving an opportunity to provide robust segmentation and tailored products.

We are keen to maintain our position as a market leader in terms of digital transformation, innovation and utilizing tools such as data analytics to meet clients’ needs. For years, CIB has focused on finding optimal solutions for our individual and business customers to significantly enhance the customer experience. We have increased efficiency, quality, and speed by designing human-centered products with simple user interfaces and targeted alerts.

CIB Smart Wallet

The CIB Smart Wallet is designed to serve unbanked customers who are unable to open bank accounts. It also expands access to basic financial services to untapped segments. People can load their wallets instantly using their debit and credit cards and enjoy a variety of other services available in an instant. CIB’s Smart Wallet customers can also perform a variety of transactions, including depositing and withdrawing cash, at CIB ATMs.

A total of 127,000 new wallets were registered in 2018, and we also expanded the services available in every category for Smart Wallet accounts, including utility bills, tickets, and donations. New products have also been added to the wallet, including a digital lending program, to enhance our value proposition. We are also working to identify user preferences by analyzing customers’ behavior and transactional history to develop more individualized and inclusive services.

CIB continued to improve the quality of its customer experience in 2018 by developing strategic partnerships and growing our banking network. We have developed new activities and channels to increase customer retention, which has resulted in a 46% increase in mobile wallets activations as of September 2018. We currently have 377,803 Smart Wallet users, 20% of whom are women.

In 2018 we executed a total of 11 external and internal marketing campaigns, to increase wallet acquisitions and activity rates. This effort led to a remarkable 37% increase in the volume of Smart Wallet transactions and a 74% increase in the value of transactions compared to 2017. With an activity rate of 18%, the CIB Smart Wallet leads the mobile wallet market.



CIB Smart Wallet

Through mobile phones customers can:

- transfer money to another mobile wallet holder in Egypt
- pay bills
- recharge mobile phones
- make donations
- make purchases
- issue an online credit card



▶ Supporting Fintech

Due to Africa's distinct regional landscape, Fintech startups are playing a pivotal role in closing gaps in access to financial services. They are facilitating payments and savings, providing access to credit, and ultimately driving financial inclusion.

CIB was one of the first banks to recognize the potential of fintech and embrace this global trend. Fintech has dramatically changed the industry's future in Egypt and Africa.

The bank has also set the standard for the banking sector in Egypt by establishing CVentures, Egypt's first corporate venture capital firm focused primarily on fintech. CVentures is an echo-model of support that emphasizes CIB's focus on financial inclusion. We are investing in high impact startups to bring value to the financial sector, create jobs, and solve problems on massive scale.

During the 2017 cycles of the American University in Cairo's Venture Lab, a leading startup incubator in the MENA region, more than 20 mentors from CIB contributed over 300 hours to help 15 fintech startups launch their projects.

The bank also expanded its support to the community by sponsoring CBC's show "Hona AlShabab" (Here are the Youth), that helped positioning CIB as a key supporter of entrepreneurship, specifically Fintech activities. As a result, 30 startups have been introduced to the market, in various fields such as health, e-commerce, food, payments, FinTech, and other lifestyles.

CIB's Fintech projects aim to achieve two main goals: accessibility and affordability. We are enabling the rural unbanked population to access financial services and providing these services at the low cost of EGP 10 to EGP 15. These efforts are helping to resolve a national challenge in the banking industry.

We are proud to have our efforts recognized and to be named the 2018 Financial Inclusion Champion of the Year in the MENA region. CIB representatives were among 200 global experts, thought leaders,

academics, senior executives, and practitioners who gathered at the FinX Awards ceremony held by FinTech Galaxy in partnership with Entrepreneur Middle East. This award is an international recognition of CIB efforts to make financial inclusion a reality in Egypt that align directly with the Central Bank of Egypt's goals.

In early 2019, CIB contributed to the Financial Inclusion Global Initiative (FIGI) Hackathon organized by the World Bank and International Telecommunication Union (ITU) as a part of our strategy to introduce startups to the entrepreneurial ecosystem and contribute to financial inclusion. CIB provided Hackathon candidates with open application programming intercafes (APIs) to build prototypes for their products. These projects support the CBE and National Payments Council's new goal of reaching 1 million merchants in the next two years.

▶ Financial Literacy

The financial sector is striving to increase the financial literacy of the Egyptian population, particularly young and unbanked people who are more likely to pursue informal credit options or make poorly advised investments.

Following the lead of the Central Bank of Egypt's 2012 National Initiative for Financial Literacy, CIB has launched multiple awareness initiatives to educate the public on the latest credit and debit card offers, and important financial tips. We have also

30

startups have been introduced to the market through CIB's sponsorship of "Hona Al Shabab"

published a variety of educational literature on topics such as savings and basic money management skills. In 2018, CIB organized awareness activities across the country for two weeks to target different segments of the unbanked population.

In cooperation with the London-based Chartered Institute for Securities and Investment (CISI), CIB worked to introduce a Fundamentals of Financial Services qualification as part of the retail banking course offered at the German University in Cairo. This effort is intended to equip undergraduate students with financial acumen and encourage them to join to the banking industry.

Financial literacy initiatives are key to eradicating financial exclusion in Egypt. We seek to address barriers to financial inclusion, narrow the economic divide, and improve quality of life. This year we also conducted capacity building training for our frontline staff to prepare them to deliver financial literacy training to MSMEs.



"We are very excited about CVentures, as it fills a gap in the ecosystem, and brings much needed focus and institutional support to the early-stage fintech spectrum. We intend to leverage CIB's platform to support and accelerate fast moving, forward-thinking entrepreneurs with deep market insights while fostering key local and cross-border strategic relationships to develop accelerated collaboration models and meaningful partnerships."

Mr. Emad Fouad, CVentures Managing Director



"We are proud to have our efforts recognized and to be named the 2018 Financial Inclusion Champion of the Year in the MENA region."

21%



of Egypt's population are youth

630 MN



Africans are 15-24 years in age

10%



of Africa's population are Egyptian youth



▶ Youth Inclusion

We aim to ensure the financial inclusion of the younger generation by teaching them to manage their money and grow their assets for the future. As the world's youngest continent, Africa offers unmatched opportunities to capitalize on a massive digital transition. With health and education challenges occurring across the continent, the banking industry has a responsibility to provide economic stability and drive social wellbeing. Africa provides a fertile environment for necessary and beneficial economies of scale.

CIB Easy Account for Youth

In Egypt, youth represent 21% of the population. CIB has combined its leadership in retail banking with our widely accessible digital channels to launch the affordable and inclusive Easy account. This account provides youth with an efficient and affordable banking experience. There is no fee or initial deposit required to open this account, and annual administrative fees are only EGP 50 (less than \$3).

This account provides young customers with the ability to save and manage their money. It removes the entry barrier of an EGP 5,000 minimum deposit, and account holders enjoy an annual interest rate of 8.5% paid monthly on their lowest balance.

Account holders are required to conduct all transactions through CIB's electronic banking channels or ATMs which save time and decrease costs.

The creation of the Easy account also reflects CIB's commitment to providing responsible financial services by including people in remote communities. We also provide this segment with products such as micro-credit, solar, and agriculture loans. CIB considers the Easy account as part of our national and continental initiatives to boost financial inclusion.



The Organization for Economic Cooperation and Development on financial literacy, youth and saving accounts:

“Rudimentary aspects of finance and money-management must be imparted on African youth. Perhaps the best way to teach is through hands-on education, for example, by opening real savings accounts for young people. The earlier we can teach children to save, the stronger this habit will become.”



7aweshli: Save for Me

One of CIB's initiatives supporting unbanked, youth, and fintech entrepreneurs is our EGP 200,000 donation to 7aweshli (Save for Me).

7aweshli is an innovative mobile app for micro-savings that targets unbanked people between the ages of 16 and 30. The app eases the entry of new customers into digital banking and encourages them to start saving. Users are not required to visit a bank or obtain parental consent to achieve start a savings account or buy products online.

CONNECTING CONTINENTS

EU-AU Digital Economy Task Force

CIB has been invited to become a member of the prestigious European Union (EU) and African Union's (AU) Digital Economy Task Force (DETF). The DETF is a multi-stakeholder group made up of private sector companies, financing institutions, development agencies and civil society, to create synergies between the EU and AU, and promote private sector interventions and investments in developing countries.

The DETF's goals are threefold: a) to share best practices and lessons learned from digital transformation and existing coordination mechanisms, b) to further develop and build upon the digital change of respective African and European economies and societies, c) to explore collaborative developmental opportunities between Africa and Europe to support this transformation.

African partners including CIB, are seeking to learn from the EU experience of building a single digital market both from a regulatory and a best practices perspective. African and European representatives

alike, highlighted that this partnership will focus on the co-creation of digital ecosystems, infrastructure and skills in Africa by identifying concrete actions needed to do so. The Task Force will provide recommendations based on four priority areas of intervention within the sphere of a digital economy namely: access to affordable broadband connectivity and digital infrastructure, digital skills, entrepreneurship, and eServices.

CIB is eager to pioneer, the digital revolution in Egypt and Africa, through sharing and learning best practices. The bank is looking to benefit from the creation of cross border value and regional cooperation both within Africa and with Europe. Furthermore, CIB intends to act as a catalyst in enabling change across the financial sector in Egypt, Africa and even Europe.



CIB Managing Director Hisham Ezz Al-Arab and CIB Non-Executive Board Member Dr. Amani ABOU-ZEID are members of the EU-AU Digital Economy Task Force

GENDER EMPOWERMENT



“I have always been a firm believer in providing fair and equal chances for all those who play a role in the development of our organization. Much of CIB’s success is a result of the tireless effort of all of our managers, leaders, mentors, and board members – both women and men. We are creating awareness by spreading the word and continuing to set the stage for all those around by empowering women, recognizing their achievements, and striving for a stronger momentum towards gender equality.”

A message from CIB Chairman Hisham Ezz Al-Arab on International Women’s Day

Investing in women is an integral component of CIB’s operations. In line with the World Bank’s Human Capital Project and its global effort to accelerate the accumulation of human capital among women, CIB has made gender equality central to our business practices. This effort is driving economic and social progress that benefits society as a whole.

Women in our Workforce

Women are positioned at the heart of CIB’s employment, services, and external initiatives. We are the first Arab and African company to be included among the 230 companies on the 2019 Bloomberg Gender Equality Index (GEI). The GEI is the world’s only comprehensive investment-quality data source on gender equality; it contains information about 230 leading companies across 36 countries and 10 sectors. These companies have a combined market capitalization of \$9 trillion and employ over 15 million people, 7 million of whom are women. Inclusion in Bloomberg’s Gender-Equality Index has become the gold seal for companies around the world publicly demonstrating their commitment to equality and advancing women in the workplace.

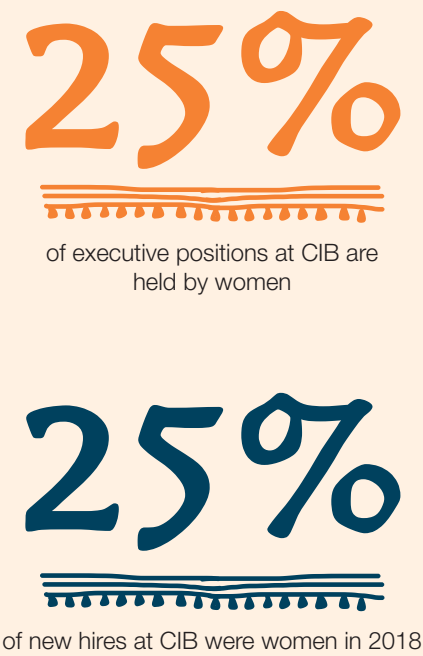
Diversity in our Workforce

Diversity and inclusion are embedded in CIB’s policies. Our Human Resources Department uses data broken down by gender and age to establish an efficient hiring process and ensure optimal use of available talents.

Currently we have 6,729 employees across all departments and branches, and women comprise

over 28.2% of our workforce. CIB has created an environment that supports women and provides a socioeconomic balance as part of our gender equality mechanism. We aspire to reach the GEI average of a workforce in which 46.6% of employees are women.

Women play a pivotal role in decision-making at the top management level of CIB, holding over 25% of executive and senior-level positions.



In celebration of International Women’s Day CIB was a proud participant in the EGX’s Ring the Bell for Gender Equality Event



“CIB is not only the biggest bank in Egypt but also a role model for national and international corporates. The bank is keen to be part of projects generating positive short-term financial and social impacts for their employees as well as long-term sustainable impacts for Egyptian society. We launched the Raye7-CIB app during Ramadan 2017 to educate employees on sustainable practices. The app has been used by more than 1,200 employees to carpool to and from work, and 18,741 trips have been logged over the last two years. The Raye7-CIB app has also been upgraded to enhance user experience and provide multiple features to further motivate employees to use it every day.”

Samira Negm, CEO Raye7

Parental Leave

While fathers are not considered to be primary caregivers in Egypt, we are aspiring to the model of 20 other GEI-listed companies that have adopted gender neutral parental leave policies by creating our own short paid leave program for fathers. We believe that fathers are an excellent and necessary source of support to newborns and their mothers.

Our employment policy also allows women to take extended unpaid maternity leave beyond the initial 12 weeks offered, and we are proud that most women return to work after taking maternity leave. Women also enjoy a wide range of medical benefits through our healthcare policy.

Inclusive Services for Female Customers

The greatest obstacle to gender equality in Sub-Saharan Africa remains a lack of funding that prevents the attainment of their economic stability. Driven by our commitment to financial inclusion, we have tailored our services to meet customers’ needs, ensure affordability and address specific needs of our women. Our bank is also among the 62% of businesses on Bloomberg GEI that track their customer base by gender. Currently women represent more than 23% of our customers base; 36% of these women joined CIB in 2018.

Gender-Conscious Services

CIB Business Banking has been contributing to various workshops that are building women’s business capacity. Our partners in this effort include CHF management and consultancy firm and representatives of Overseas Private Investment Corporation (OPIC) in Egypt. CIB aims to



CIB is proud to be included among the 62% of businesses globally that are part of the Bloomberg GEI Index that tracks customer base by gender. Women currently represent more than 23% of CIB’s customer base; 36% of them joined CIB in 2018.

increase the financial awareness of startups and small companies by encouraging their inclusion in the formal sector and the establishment of a track record within the banking sector.

Empowering Women and Driving Economic Growth

Due to our strong commitment to a diverse workplace, we seek partnerships with a variety of companies in our supply chain. We collaborate with a selection of vendors to nurture strategic business relationships that encourage the growth of women-owned small businesses.



McKinsey Global Institute reports that advances in women’s equality could lead to a \$12 trillion increase in global GDP by 2025.

A Glimpse of Africa



According to a 2016 study by Venture Capital for Africa, a Netherlands-based organization that connects startups with opportunities, 92% of partners in the top 100 venture capital firms, and female-founded startups receive only 2% of total investments by venture capitalists. In Africa, only 9% of startups have women leaders.



“Women in Tech” Initiative

The CIB Women in Tech is a unique development program aiming to address the gender gap in the technology sector where the main purpose is to develop female technology fresh graduates and to create a pool of candidates ready for immediate hiring. In the 7-week rotational program within the Information Technology, Security & Resilience Management and Global Transaction & Digital Banking departments candidates attend classroom and on-the-job training to gain an overview of the technology field, global trends and their implications on the banking industry.



“She is Back” Initiative

This initiative aims to create a smooth and motivating return for all female CIB staff members, who were on an unpaid leave.

NURTURING OUR MOST IMPORTANT ASSET

An Employer of Choice

As an employer of choice, CIB aims to create a healthy and diverse environment that values human and intellectual capital. We strive to attract young and qualified employees using inclusive recruitment practices.

A Culture of Empowerment

As a purpose-led financial institution, CIB aims to provide an inclusive banking experience for all people by meeting their needs and supporting their future aspirations. We take pride in the talents and capabilities of our frontline employees who are the connection to our customers and the ambassadors of our brand.

The bank's mission reflects its firm belief in the importance of developing its staff to cope with the dynamic and challenging banking environment. Staff development is also a key pillar in enabling our people to perform their jobs efficiently and contribute to achieving the bank's vision.

The Learning and Development Department (L&D) has always been considered crucial in creating proper training plans to complement the strategies of different departments and the bank as a whole. Over the past five years the L&D Department has worked to achieve the bank's strategy from a human development perspective.

Our L&D team has begun offering more digital tools to address global trends and meet the growing demands of staff members. These tools are offered through the bank's internal staff portal and the CIB mobile application and they include L&D e-libraries, daily financial news powered by EBI, programs, manuals, handouts, and the CIB Audio and Video Library.

Training Needs Analysis

We conduct a thorough training needs analysis (TNA) on an annual basis with the business heads of all bank areas to clearly identify the needs of the staff and the expected outcomes of trainings. Every Meetings are held annually with the heads of each area to discuss training plans in relation to strategic directions and goals for staff development. Based on those meetings, the L&D

team begins to develop the requested training programs while carefully considering feedback and organizational impact.

Every year, the L&D team launches an in-house course catalogue devoted to enhancing all staff members' leadership, technical, business, sales, and service skills. Committed to best practices in each area, the L&D team seeks the expertise and assistance of internal, international, and local trainers who are renowned in their fields. The outcomes of all training programs and sessions are assessed through employee feedback surveys and organizational impact metrics.

E-learning

We offer e-learning training on the following topics: anti-money laundering, our London Business School case study, reputational risk, whistle blowing, and our conflict of interest policy.

Employee Engagement

In 2018, the bank focused on expanding internal communication efforts such as ongoing townhalls and casual staff events. These efforts allow senior management to maintain a direct line of communication with employees. In 2018, we launched an entertainment show titled "CIB Bel Araby" (CIB in Arabic) exclusively for staff. This show is the first of its kind in the banking sector, and its objective is to

63%



Staff engagement level in 2018

▶ African Global Leaders



Ellen Johnson Sirleaf

The Harvard educated leader made history by becoming Africa's first female president in 2006. The leader shared her 2011 Nobel Peace Prize with Liberian peace activist Leymah Gbowee, and Yemeni journalist Tawakol Karman for "their non violent struggle for the safety of women, and for women's rights to full participation in peace-building work." (Nobel Peace Prize)



Huda Shaarawi

Shaarawi spoke up for women issues and participated in Egypt's nationalist struggle. She established the Egyptian Feminist Union (1923), and was the founding president of the Arab Feminist Union – to name a few of her achievements.



Chinua Achebe

The Nigerian poet, artist, and professor is often called the "father of modern African writing." He is the winner of the 2007 Man Booker International Prize and the recipient of over 30 honorary degrees from prestigious universities around the world.



Naguib Mahfouz

During his lifetime, the Egyptian author and recipient of the 1988 Nobel Prize for Literature wrote 34 novels, hundreds of short stories, and several plays and movie scripts. His works are read around the world, and many have been made into films.

provide employees with a non-traditional corporate communication experience that tackles important bank and employee concerns in a humorous way.

iKNOW CIB Application

iKNOW is a mobile application launched in alignment with the bank’s digital strategy to increase employees’ level of engagement and responsiveness. It consolidates data from the bank’s internal staff portal and is digitally and remotely accessible to employees. This application is also highly secure and protects the bank’s valuable information.

Digital Innovation

CIB Digital Studio

CIB developed the first digital studio in Egypt’s banking sector to empower our employees to innovate the bank’s products and services as well as deliver a more dynamic and engaging customer experience. The studio’s mission is to foster an entrepreneurial culture that will challenge CIB employees to innovate and accelerate the bank’s digital proposition. Our digital studio serves as a workspace in which staff members share ideas about how to enhance the customer experience, learn design thinking techniques, develop problem-solving skills, and adopt a mindset that encourages new ways of thinking.

Long-Term Career Path

We have made significant upgrades to our regular performance and career development reviews to support CIB’s journey toward inclusive banking that serves our country and region.

CIB’s approach to skills management and developing human capital must grow and become automated to cater to the complexity of our new services and the customers we serve. At the same time, we are ensuring the wellbeing of our employees by providing equal and continuous opportunities for career development.

Through CIB’s new competency framework, we can detect the key skills required for each role in the bank. This framework is critical in assessing the performance of new and promoted employees across different roles.

Automation of the performance management system has also been integrated with the competency

framework to formulate an objective tool for developing all employees and identifying talent.

Communication is essential in aligning all sectors; our Employee Effectiveness Survey (EES) assesses performance in relation to the bank’s objectives.

CIB’s HR strategy focuses on not only talent acquisition but also our ability to retain employees, manage talent, and develop people. We can now adapt our performance and career development reviews to our growing capacities through this comprehensive, automated, and integrated system. Additionally, we are confident that this framework maximizes support of employees’ long-term career development and cultivates the talents of the bank’s future leaders.

Our Training Landscape

In line with CIB’s commitment to social value creation, the bank invests in human capital across its entire employee base. Trainings are tailored to boost personal abilities and address technical requirements in specific areas of banking and services knowledge. At the same time, our trainings ensure balance across various administrative and managerial levels for all employees.

Recognising and Rewarding

CIB continues to be a destination for young talents because of the high annual income of its employees and the culture of collective ownership and belonging.

In 2017, we worked with the Korn Ferry Hay Group to benchmark our compensation and benefits schemes against those of other national and regional. We used this data to design a rewards framework that differentiates between technical officers, the back office and frontliners. Through our revamped grading and salary structure we guarantee talent acquisition and retention. A new profit-sharing methodology was also established to reflect market shifts in our compensation schemes.

This exercise resulted in the implementation of an Employee Stock Ownership Plan (ESOP) as part of our compensation strategy for outstanding employees, managers and executive board members. Identified employees can purchase CIB stocks at face value via promise-to-sell

Category	Total number of employees in category (***)	Training hours provided to this category
Senior management	35	623
Management	95	2,401
Middle management	666	26,803
First line management	1239	45,164
Professionals	4061	212,142
Secretaries	123	3,983
Sub-clerks	237	350
 Total number of male employees (**)		4,835
 Total number of training hours provided to male employee(*)		210,889
 Total number of female employees (**)		1,899
 Total number of training hours provided to female employee(*)		80,577

(*) E-learning is excluded
(**) The above figures are based on the onboarded staff population as of November 2018
(***) Figures are based on the onboarded staff population as of November 2018 only for trained categories

agreements. A total of 1% of CIB’s issued and paid in capital is allocated for the ESOP.

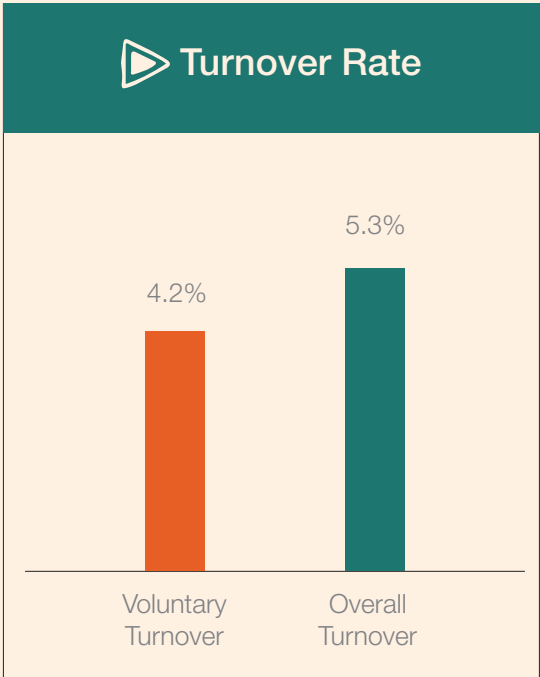
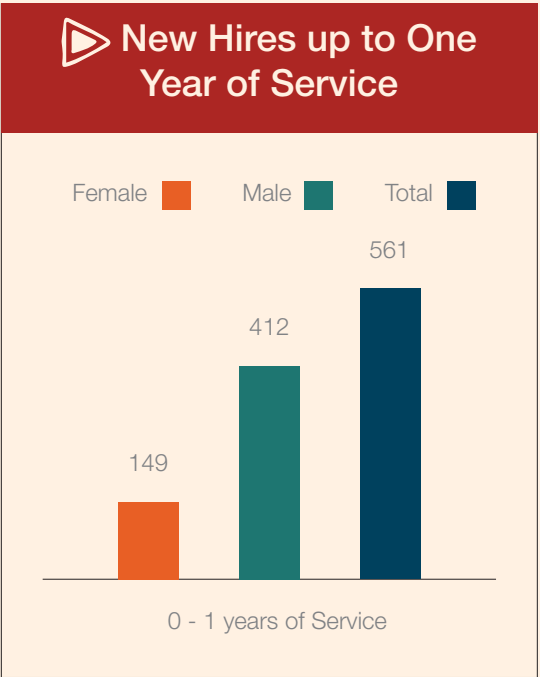
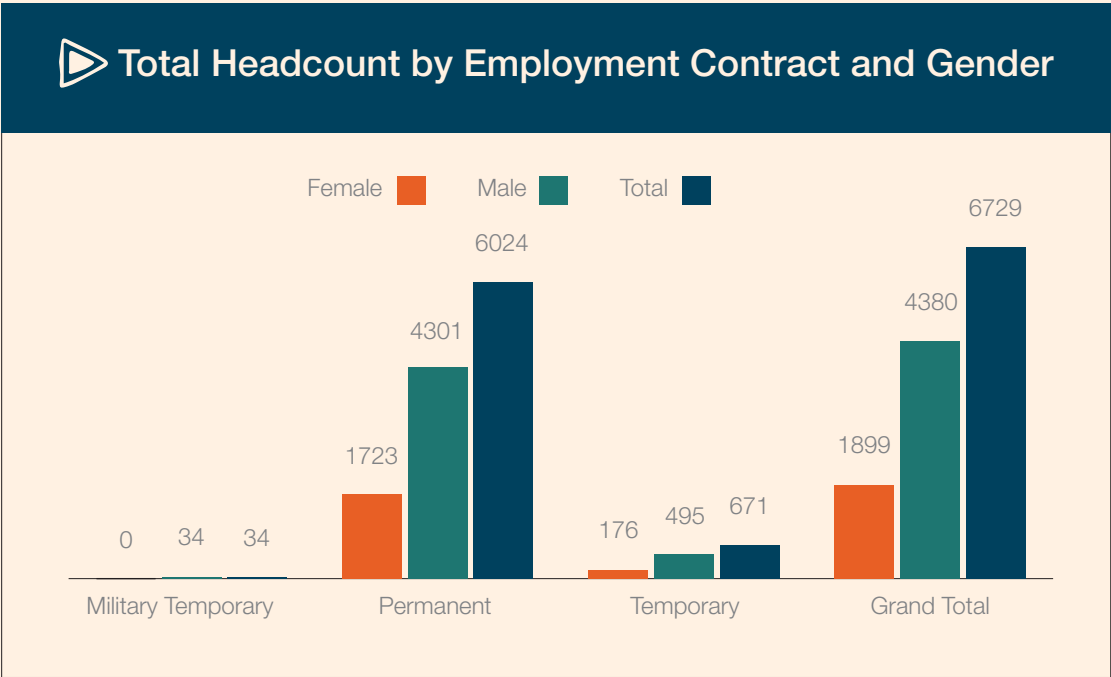
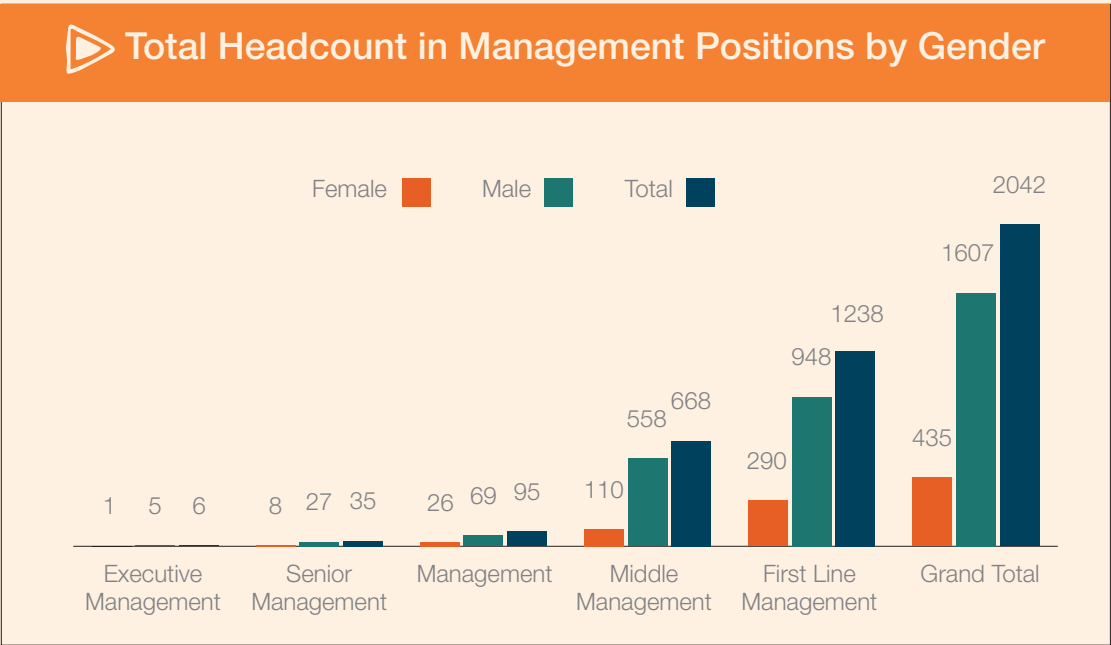
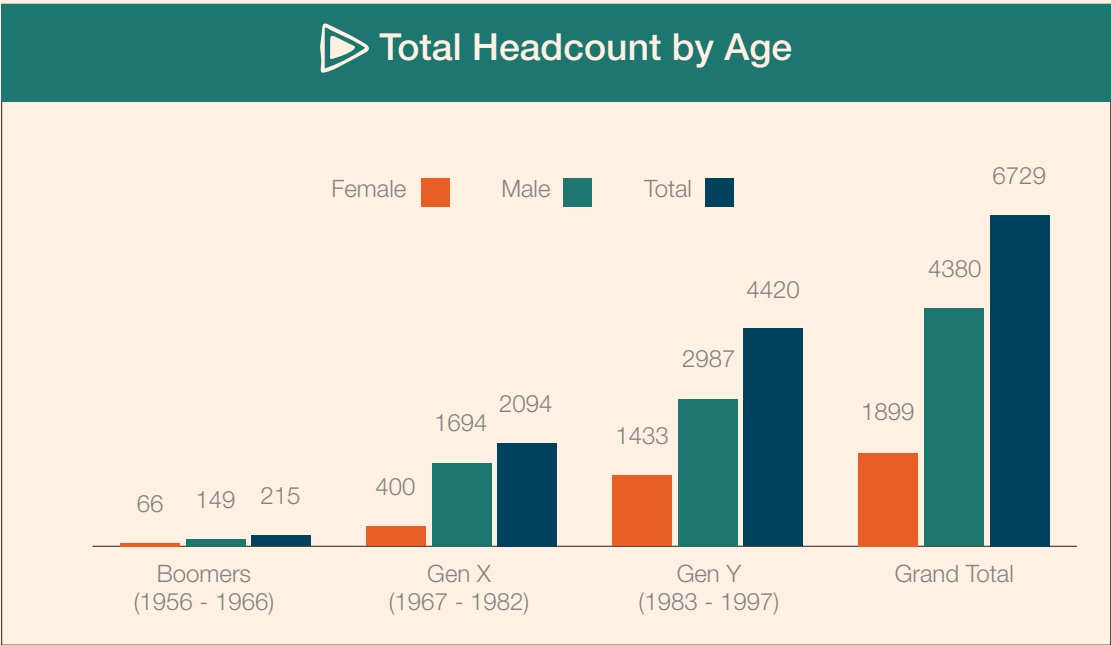
Other awards systems have also been developed, including the Star Award recognizes top performing employees.

Connecting to Academia

Our Summer Internship Program is a six-week program that introduces 57 university undergraduates to the corporate life and rotates them through different departments within CIB.

All 2018 summer interns developed group presentations on different bank related topics. A CIB panel assessed the presentations based on certain evaluation criteria.

A more prolonged summer training program was executed over three months (June, July, and August) to provide more in-depth insights and hands-on knowledge to 172 trainees across 93 CIB branches. The goal of this program was to provide accessibility to a larger segment of post-graduates who are seeking opportunities to enter the banking sector.



PROMOTING SUPPLY CHAIN SUSTAINABILITY

CIB manages all suppliers through its Vendor Management Policy. The policy reflects our renewed commitment to responsible procurement practices that is echoed across our value chain. This commitment covers the complete supplier lifecycle, including registration, contracting, performance evaluation, risk mitigation and either termination or continuation of service.

Our end-to-end processes are clearly articulated and communicated to both existing and potential suppliers. With firm practices and through vendor registration and database management, the supply chain (SC) management department reviews tenders and the delivery of products and services to ensure compliance with our S&E policies. We strive to remain one step ahead in our efforts to reduce negative environmental impacts in the supply chain and encourage our suppliers to comply to environmental practices.

CIB manages a diverse database of approximately 330 active vendors. To date, 80% of our largest suppliers have been identified as sustainable and environmentally friendly.

Supporting our Economy

To support local suppliers, the local economy, and community relations, CIB has committed to ensure that at least 85% of our vendors are local. Our Procurement and Tendering Policy clearly states that Egyptian suppliers and service providers are considered low priced if the increased therein does not exceed 5% of the value of the least expensive foreign supplies or services prices. As part of our economic value creation, the estimated monetary value of payments made to our suppliers has reached approximately EGP 1 billion of either purchase orders or contracts. Our spending on local suppliers represents 90% of our purchases.

Responsible Consumption

In line with our commitment to the environment and the international trend of sustainable consumption and production, the CIB supply chain has included new products in areas such as LED lighting, domestic water flow restrictors, biodegradable plastic bags, segregated recycling and waste trash bins, solar films for façades, solar heater systems, sustainable furniture and equipment, and environmentally friendly ink for branding materials.

90%



of purchases are made with local suppliers

80%



of our largest suppliers are sustainable and environmentally friendly



REDUCING OUR CARBON FOOTPRINT

Our Environmental Initiatives

Green Finance

CIB initiated a green finance initiative focusing on energy efficiency and renewable energy; currently seven clients are in circulation.

As part of CIB's S&E credit policy, the bank does not provide any services including direct loans, funding, investments, or advisory services to clients engaged in the production, use of, trade in, distribution of or and activity related to any product deemed illegal under host country laws or international conventions or subject to bans. Such products include pesticides and ozone depleting substances.

Projects

In 2018, CIB participated in two environmental projects, the Environmental Compliance Office Project (ECO) and the Environmental Pollution Abatement Project (EPAP III) under the EU, as part of our proactive commitment of financing environmental projects. The EPAP III has been fostering sustainable development in Egypt by addressing industrial pollution sources affecting the environment and human health through a combination of infrastructure investments and tailored technical assistance.

CIB was also part of the Federation of Egyptian Industries' (FEI) Environmental Compliance Office Project (ECO) to support Cleaner Production.

Solar Loans

CIB announced the launch of a new solar loan program in cooperation with several of the world's leading solar energy organizations. We now offer customers special financing options for purchasing and installing solar panels. As living expenses in Egypt are rising, the new loan aims to help customers adapt to higher energy costs and simultaneously support the national initiative to rationalize energy consumption through the use of renewable energy.

CIB's solar loans provide customers with up to EGP 350,000 in financing, a competitive return rate, a

flexible repayment period of up to five years, and a discount of up to 50% on administrative expenses.

Our solar loan offering highlights the bank's long-standing commitment to balancing its strategic objectives of profitability with its commitment to improving the social, economic, and environmental conditions of its communities.

Our Emissions

Greenhouse Gas Emissions

Climate change is inevitable, and it is one of the most urgent challenges affecting the entire globe. Africa is responsible for less than 5% of global emissions, but according to the United Nations Environment Programme (UNEP), no other continent will be struck as severely by the impacts of climate change. Climate change is a particular threat to continued economic growth and the livelihoods of vulnerable populations in Africa. Projections indicate that climate change will lead to an annual 2% to 4% decrease in GDP on the continent by 2040.

Aspiration 1 of Africa's Agenda 2063 addresses climate change directly. Egypt has a large population that is extremely vulnerable to climate change, and the Nile Delta is seriously threatened by sea level rise. Taking these challenges into consideration, the country has integrated climate change into its National Sustainable Development Strategy 2030 and Integrated National Sustainable Energy Strategy 2035.

Greenhouse Gas Inventory

CIB believes that as an Egyptian, African, and global citizen, we must work to mitigate the social and environmental impacts of climate change. We began the process to mitigate our greenhouse gas (GHG) emissions and take part in regional and global efforts to combat climate change. The bank aims to develop a greener corporate culture and generate stronger shareholder returns.

Greenhouse Gas Emissions at CIB's Alexandria and Giza Locations

Areas covered	Number of branches	Percentage of total CIB branches	Number of employees	Percentage of total CIB employees	Total emissions	Emissions per employee	Reporting period
Giza and Alexandria Governorates	52	26%	899	14%	7,362.73 MtCO2e	8.19 MtCO2e	Jan 1, 2017 to Dec 31, 2017

7,750,788

kWh



Total Energy Consumption

1,052

MtCO2e



Total Scope 1 Emissions

2,327

MtCO2e



Total Scope 3 Emissions

3,984

MtCO2e



Total Scope 2 Emissions

The first step was to conduct inventories of our carbon footprint and GHG emissions to establish a baseline for monitoring efforts and improvement strategies. This significant effort led to the creation of our first Carbon Footprint Report in 2017. Our effort is in line with the government's choice to publish a national GHG inventory in several National Communications Reports and Egypt's first Biennial Update Report (BUR) that will be submitted to the United Nations Framework Convention on Climate Change (UNFCCC).

Our carbon footprint initiative places CIB at the forefront of Egypt's banking sector. We are the first Egyptian financial institution to conduct a comprehensive carbon footprint inventory of our premises, thereby setting the standard for the sector. Our GHG Inventory Report was published in 2018, and it covers CIB's branches in the Giza and Alexandria governorates. These two governorates house 8.7 and 5.2 million Egyptians respectively and they have the highest GHG emission rates of all governorates. We plan to complete a full GHG Inventory for our Carbon Footprint Report covering all CIB premises across Egypt by 2020.

Carbon Disclosure Project Report

To communicate our carbon footprint on all levels, CIB has successfully published its first Carbon Disclosure Project (CDP) Report in 2018 which presents our environmental data in terms of governance, risks and opportunities, and emissions. This report can engage companies and municipalities in thinking about their carbon footprints, forward-looking environmental targets, and how they can contribute to achieving the Paris Agreement's goals.

CIB's sustainability, carbon footprint, and CDP reports represent three important pillars that help us gain a clear understanding of our present status.

99,933 M³



Total Water Consumption

79,946.4 M³



Total Waste Water

58.14 TONS



Total Paper Consumption



Ground mounted solar panels, Zimbabwe



Green Buildings

As part of our effort to decrease our environmental footprint, we became the first bank in Egypt to acquire the Egyptian Green Pyramid Certificate Gold Rating awarded by the Ministries of Housing and Urban Development, Energy, and the Environment.

The GPRS Rating System was issued in coordination with the Housing and Building National Research Center (HBRC). This code was implemented after the conclusion of a public review seminar attended by representatives from CIB, the Federation of Egyptian Banks, the HBRC and Egyptian consultants. Today this rating system is the guide for banks and financial institutions seeking to attain the GPRS Certificate. Our Premises Sustainability Code and Design Guide also includes sustainability initiatives to be applied to all new and renovated premises.



CIB's Paper Champs

Waste Management

Recognizing the negative impact of electronic waste, CIB has begun implementing an e-waste management initiative for mobile phones, computers, ipads and similar devices.

CIB partnered with the Ministry of Environment to implement a rewarding e-waste management program in cooperation with companies certified by the Ministry.

Paper waste reduction efforts have triggered a healthy “Paper Champs” competition between branch offices.



Energy Management

Through our newly launched We Care, We Save initiative, CIB has replaced all lighting systems with LED systems. This initiative has saved more than 11 million KW of electricity and more than 1 million kg of CO2 emissions annually. According to the Ministry of Electricity and Renewable Energy (MoERE), the initiative had a positive social impact equivalent to lighting 4,500 Egyptian houses.



Water Management

As water consumption is a national concern, CIB has taken steps to carefully manage its consumption.

The installation of 1,600 aerators is a step to reduce water consumption across bank premises while encouraging employees to be mindful of this issue.



Internal Carpooling Application

CIB encourages its employees to use a tailored carpooling application called Raye7 CIB that connects staff members who wish to carpool to and from work daily.



Electronic Tuk-Tuks

CIB led an initiative to transform the tuk-tuk system in El Gouna, a sustainable luxury resort on the Red Sea. CIB proudly contributed to the project by delivering zero-emission solar electric vehicles.



Biodegradable Plastics

In cooperation with the Ministry of Environment, CIB has participated in an effective national campaign to use biodegradable plastic bags and increase public awareness about the hazardous effects of non-biodegradable plastic on health, the environment, and the economy.



Noise Audit

CIB has voluntarily conducted a review of indoor noise levels, focusing on five branches that serve a large number of clients and are located in vital areas. The analysis revealed that customers experience no significant effects because the duration of exposure of any customer is minimal. This review stems from CIB's commitment to advancing all practices that ensure a positive environmental impact, a better work environment for our employees, and a superior customer experience.



“CIB was the first bank in Egypt to respond to the invitation to join the UNDP-GEF Energy Efficiency Project implemented in partnership with the Egyptian Ministry of Electricity and Renewable Energy. As such, we converted the lighting system in one of our branches in Cairo to a more energy efficient system. Based on the results of the pilot project, CIB announced the largest tender in Egypt at the time in 2014 to implement LED lighting systems across all branches. This tender reflects the potential size of the LED lighting market in Egypt and has had a positive impact on supply-side market development and expansion. Meanwhile, the UNDP-GEF Energy Efficiency Project worked with CIB to document the savings achieved; the team recorded between 30% to 50% savings on total electricity consumption at each branch. The results were shared with the banking sector in Egypt, and other banks have been encouraged to convert the lighting systems in their branches. The CIB initiative on saving electricity and reducing GHG emissions can benefit other banks on the regional level.”

Mohamed Bayoumi, Assistant Resident Representative, UNDP Egypt



DEVELOPING AGRIBUSINESS IS KEY TO AFRICAN GROWTH

Globally, there are an estimated 500 million smallholder farming households representing 2.5 billion people, however, according to the latest FAO Global Overview in 2017, agricultural producers face negative bias when it comes to gaining access to credit despite their contribution of over 4% of Gross GDP, whereas total credit disbursed by commercial banks to agriculture only increased from 2.4% in 2016 to 2.9% in 2017.

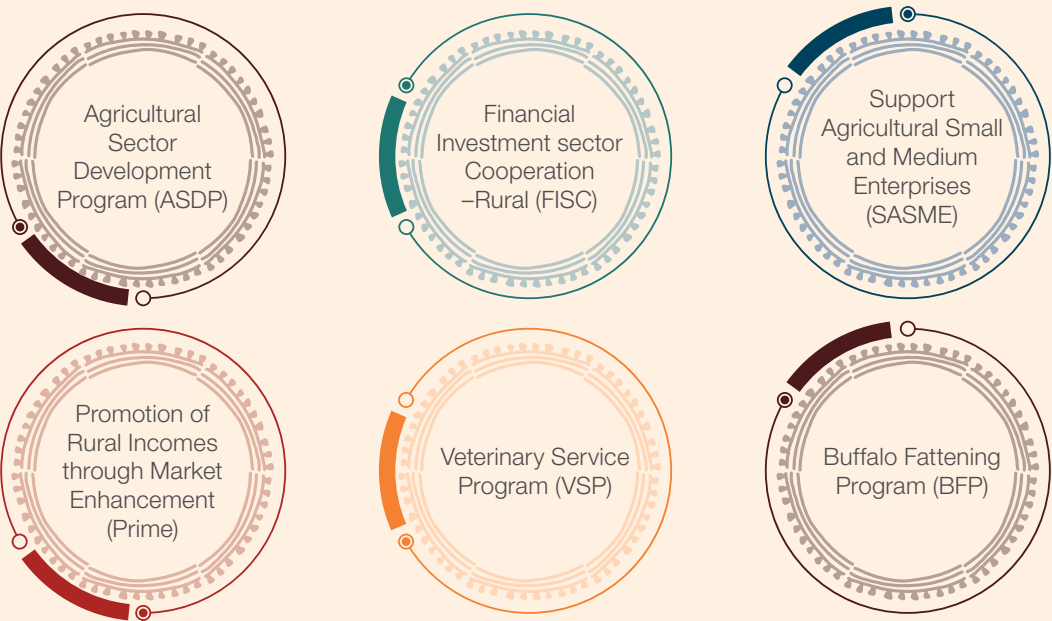
With a climate fertile for long growing seasons and a young population that contributes to both labor force and large-scale demand, Africa is undeniably holding the key to its own food demand and future job creation.

As stated by the African Center for Economic Transformation (ACET), our continent is changing its outlook on agriculture from a daily subsistence activity to a commercial enterprise. A Focus on the entire agriculture value chain will transform the industry across the continent and position farming “as a business and entrepreneurial undertaking” with the potential to attract younger people into the sector.

Despite the fact that African smallholder farmers work on parcels of land that are, on average, limited to 2 hectares or less, they account for up to 70% of the population, constituting the largest private sector group in African and the largest group of entrepreneurs by numbers. They produce 80% of consumed food and are transforming their activities into growing businesses. As a result, this sector remains Africa's surest bet for growing inclusive economies and creating decent jobs. Between 40–70% of food costs to urban Africans are incurred in the post-farm segments of the supply chain, boosting the value of African food to reach US\$1 trillion by 2030, up from the current US\$300 billion, as per World Bank's latest estimates.

Despite the wide prevalence of small agricultural producers, they still struggle with little or no capacity for collateral to access loans through the formal financial sector, thus underscoring the growing need for commercial banks to finance agricultural, not only on the continent but globally where demand for food will increase by 70% by 2050. At least \$80 billion in annual investments will be needed to meet this demand.

Our Agribusiness segment has reached a total loan disbursement of EGP 6.86 bn for more than 244,000 beneficiaries through a full range of projects:



Development Finance at CIB is fully aware of our potential in the agriculture sector both nationally and across the continent and has therefore become a key partner that is uniquely specialized in managing funds and developmental services and programs through our Microfinance business, as part of the banks efforts towards financial inclusion and its impact on the economy, community and environment.

In 2018 EGP 916.85 mn have been directed to around 34.7 k beneficiaries to support the various areas of the supply chain including livestock, input supply, poultry, aquaculture, horticulture, medicinal aromatic plants, irrigation, drainage & agriculture machinery, and post-harvest integrated marketing.

According to Global Findex, up to 95 million unbanked adults in the region receive cash payments for the sale of agricultural goods, and 65 million African farmers use semiformal savings. The goal is that our continued efforts to provide access to formal credit will safeguard those businesses and farmers from the burden of informal borrowing at unfavorable terms and the depletion of their personal savings. By providing small farmers with access to credit we are also helping support them during the period between expenditure

on livestock and/or crop cultivation and the actual generation of sales revenue.

Our investments in agriculture and agribusiness are certainly part of our civic duty that requires close cooperation and coordination with the Egyptian Ministry of Agriculture and Land Reclamation Programs with the collaboration of various international entities and donors. We aim to make a positive impact with our agribusiness finance by providing market-driven safety nets and long term investments to support sustainable economic growth nationally, regionally and globally.

Driven by our human capital development initiatives, we strive to turn CIB's programs into a vehicle for the empowerment of farmers and the community at large. The efficient production of food and the expansion of the agriculture sector will improve a social safety net by creating new markets and opportunities to address youth unemployment while also addressing the nutritional vulnerability of underprivileged households and the consequences of malnutrition and food scarcity on school-aged children such as decreasing retention rates in schools.

TRANSFORMING LOCAL COMMUNITIES

As the leading private bank in Egypt, our commitment extends beyond corporate social responsibility and volunteering. As Egypt's bank to trust, we aim to transform the lives of the millions we serve.

Children's Healthcare

Established in 2010, the CIB Foundation is a non-profit organization dedicated to providing health and nutritional services for underprivileged children in Egypt. The foundation is registered under the laws and regulations of the Egyptian Ministry of Social Solidarity. Through the generous support of CIB's shareholders, 1.5% of our annual net profits are allocated to the foundation.

The CIB Foundation's makes contributions to communities across Egypt's 26 governorates, projects focus on areas such as surgical and medicinal treatment, the renovation of healthcare facilities, and the purchase of medical equipment.

All of our operations are implemented through engagement with local communities and are focused on long-term development programs that address the needs of each group of beneficiaries.

In addition to funding the CIB Foundation's long-term initiatives, each year CIB actively supports various activities that add value to society. We align our engagement with broader efforts in Egypt to emphasize the importance of private sector support for the nation.

Children's Education and Financial Literacy at Kidzania

Through our five-year partnership with Kidzania initiated in 2013, CIB organized four sponsored trips this year for 100 children with special needs to visit the unique edutainment center.

By playacting real jobs, such as firefighter, doctor, police officer and journalist, the children learned about new topics. The official Kidzania bank simulates the experience of a CIB branch to attract children to the banking experience and boost their financial literacy. The children learned a variety of banking tasks including how to cash checks, issue debit cards, and deposit or withdraw Kidzos, the official currency of Kidzania, from ATMs.

Culture, Art and Science for Children at ElSawy Culture Wheel

CIB is the only bank sponsoring ElSawy Culture Wheel, Egypt's leading destination for promoting social, cultural and artistic initiatives. The bank has partnered with the ElSawy to develop children's skills through science and art workshops. Children are selected by Egyptian NGOs to ensure that the workshops are designed to appeal to each group of participants.

Sports and Youth Empowerment

Promoting youth participation in sports participation is essential, as these activities teach discipline, sportsmanship, and a healthy lifestyle. CIB has always been a strong advocate for sports in Egypt and for years we have been a proud sponsor of the Egyptian Squash Federation and its yearly international championship.

This sponsorship has proven to be highly successful, as our athletes have demonstrated remarkable teamwork and commitment to their sports and nation. They have won multiple titles, achieved top global rankings, and brought home medals every year.

CIB continues to promote squash at a root level to ensure continuous development of junior talent. We sponsor squash tournaments and development initiatives in partnership with Wadi Degla Club and Academy, a leading private sports clubs in Egypt.

Empowering National Human Capital

Youth continue to be a main focus for CIB, as they are key drivers of success in our country.

In collaboration with our Sponsorship Department and Recruitment Team, we launched the Tawarny (Develop Me) campaign to support university students in their quest to build their resumes, expand their internship networks, communicate with market experts, and better prepare themselves for the labor market.

We provide free resume-writing sessions at universities and we collect CVs during graduation ceremonies. Discussions and one-on-one engagement took place at 30 sessions held at universities across the country in 2018.

Full details about CIB Foundation operations and results can be found in the organization's annual report available online.



A COLLECTIVE APPROACH



R3

In line with the bank's commitment to providing an innovative banking experience to customers CIB has joined international enterprise software firm R3's global network of members. CIB will work with the R3 consortium to advance distributed ledger technology (DLT) and blockchain technologies in financial services.

CIB will collaborate with over 100 global banks, financial institutions, trade associations and professional services firms to develop groundbreaking commercial applications for the financial services industry. Members will work closely with R3 to continue developing Corda, an opensource distributed ledger platform for recording, managing and synchronizing financial agreements.

The new partnership demonstrates CIB's regional and local leadership role, as we constantly strive to be at the forefront of the financial services industry. CIB is building a comprehensive platform by leveraging innovation and heavily investing in our technological and human capital infrastructure.

FTSE4GOOD Sustainability Index

CIB is recognized as a constituent of the Financial Times Stock Exchange Sustainability Index (FTSE4Good).



"Our relationship with R3 represents a powerful opportunity for CIB to significantly expand our regional presence. R3 has clearly demonstrated its ability to apply its considerable resources to delivering the next generation of financial infrastructure based on distributed ledger technology. We are excited to partner with R3 as we focus our combined energies on adding value to our customers."

Chairman and Managing Director of CIB
Hisham Ezz Al-Arab

Egyptian Stock Exchange Sustainability Index

In 2018, CIB maintained its first-place ranking on the EGX Sustainability Index for the fifth year in a row.



"CIB joins over 100 other R3 members from all corners of globe in developing robust, industry-grade solutions that will become the new operating system for financial services. The power of distributed ledger technology lies in its network effect, and the critical mass we have built over the last two years, means banks such as CIB can be confident they are investing in real future solutions."

Mr. David Rutter, CEO of R3

GRI INDEX

GRI 102: General Disclosures (Core Option) 2016		
Disclosure	Category of information	Page number(s) or URL references
Organizational Profile		
G102-1	Name of the organization	Commercial International Bank
G102-2	Activities, brands, products, and services	20,23,28,34,36,60,40,41,46,56,64,65
G102-3	Location of headquarters	4
G102-4	Location of operations	Egypt
G102-5	Ownership and legal form	24 , https://www.cibeg.com/English/InvestorRelations/CompanyStructure/Pages/Shareholding-Structure.aspx
G102-6	Markets served	6, 20,28,34,36,56,64,65,66
G102-7	Scale of the organization	6,20,25,64,65
G102-8	Information on employees and other workers	53
G102-9	Supply chain	54
G102-10	Significant changes to supply chain	54 / no changes in supply chain
G102-11	Precautionary principle or approach	28
G102-12	External initiatives	6,30,31,38,60,61,62
G102-13	Association memberships	42,68
Strategy		
G102-14	Statement from senior decision-maker	8,9

Ethics and Integrity		
G102-16	Values, principles, standards, and norms of behaviour	22,23
Governance		
G102-18	Governance structure	26,27
Stakeholder Engagement		
G102-40	List of stakeholder groups	12
G102-41	Collective bargaining agreements	Percentage of total employees covered by collective bargaining agreements is not calculated
G102-42	Identifying and selecting stakeholders	13
G102-43	Approach to stakeholder engagement	13,14,15
G102-44	Key topics and concerns raised	14,15
Reporting Practice		
G102-45	Entities included in the consolidated financial statements	24
G102-46	Defining report content and topic boundaries	16,17
G102-47	List of material topics	16,17
G102-48	Restatements of information	none
G102-49	Changes in reporting	12
G102-50	Reporting period	2
G102-51	Date of most recent report	2



GRI Index

G102-52	Reporting cycle	2
G102-53	Contact point for questions regarding the report	2
G102-54	Claims of reporting in accordance with the GRI Standards	2
G102-55	GRI content index	70,71,72,73,74,75
G102-56	External assurance	70,71

GRI 103: MANAGEMENT APPROACH 2016

Disclosures on the management approach have been reported on all material topics through the relevant section covering the material topic

Material Topics

Responsible Growth

G201-1	Direct economic value	6,18,25, 65,66
G203-1	Infrastructure Investments and services supported	65,66, Foundation Report
G203-2	indirect economic impacts	34,35, 64,65

Sustainable & responsible Procurement

G204-1	Spending on local suppliers	18,54
G308-1	New suppliers that were screened using environmental criteria	54
G308-2	Negative environmental impacts in the supply chain and actions taken	54

Governance and Compliance

G205-2	Communication and training about anti-corruption policies and procedures	28
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Environmental Footprint

G 301-1	Materials used by weight or volume	58
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G 301-4	Reduction of energy consumption	54,62
G302-1	Energy consumption within the organization	57
G303-5	Water Consumption	58
G305-1	Direct (Scope 1) GHG emissions	57
G305-2	Energy indirect (Scope 2) GHG emissions	57
G305-3	Other indirect (Scope 3) GHG emissions	57
G305-4	GHG emissions intensity	57
G 306-1	Water discharge by quality and destination	58

Employee Wellbeing & Diversity

G401-1	New employee hires and employee turnove	53
G401-2	Benefits provided to full-time employees	51,52
G401-3	Parental leave	46
G404- 1	Average hours of training per year per employee	53
G404-2	Programs for upgrading employee skills and transition assistance programs	48,49,50,51
G404-3	Percentage of employees receiving regular performance and career development reviews	50,51
G405- 1	Diversity of governance bodies and employees	6,44,46,47,50,51,52

Social & Community Investment

G413-1	Operations with local community engagement, impact assessments, and development programs	65,66
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Privacy & Security

G418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	32
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Dear Chief Communications Officer.

Dcarbon is a local sustainability and environmental consultancy firm registered under the Egyptian law no. 159 for the year 1981 and its executive regulation. Dcarbon is a certified training partner to the Global Reporting Initiative (GRI), and a GRI Gold Community member. Our main focus is to assist organizations, public and private, in understanding and addressing their economic, environmental, and social impact.

We have performed an independent assurance engagement on CIB's 2018 Sustainability reporting process in order to advance the implementation of GRI reporting principles and disclosures for fulfilling the GRI Standards Core option; particularly the materiality, stakeholder inclusiveness, and sustainability context reporting principles.

Reasonable assurance was obtained with regard to the disclosures covering stakeholder engagement exercises, materiality assessment, employee well-being and activities under ecological responsibility (energy, emissions, and waste).

A limited assurance level was obtained for disclosures on social investments, procurement practices.

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

Assurance activities included:

- Reviewing of internal policy, procedures, and strategy documents.
- Auditing stakeholder interviews and other engagement activities including data collection through surveys and writing prompts.
- Real-time evaluation of the processes for determining, processing, and monitoring of data collection for disclosures.
- An external context analyses that verifies the Egypt Vision 2030 & African Agenda 2063

Based on the activities performed and the evidence received, in our opinion, CIB has complied, in all material respects, with the GRI Standards sustainability reporting criteria.

Ehab Shalaby, Ph.D.
Chief Executive Officer



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