



# ESGDD | REPORT 2024

**Navigating The Transition**  
Driving Value Through ESG





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1.

## Preface



50  
YEARS  


# Preface

## Reporting Period and Scope

This Environmental, Social, Governance Data and Digitisation (ESGDD) Report covers Commercial International Bank's (CIB's) ESGDD performance from 1 January to 31 December 2024. It includes operations in Egypt and subsidiaries such as CIB Kenya unless otherwise noted.

## Reporting Standards

The report is prepared in accordance with the 2021 Global Reporting Initiative (GRI) Standards and aligning with the Sustainability Accounting Standards Board (SASB) Standards for Commercial Banks, the Integrated Reporting <IR> Framework, the IFRS Sustainability Disclosure Standards, the UN Principles for Responsible Banking (UN PRB), and the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations, and the Equator Principles (EP). A full content index mapping disclosures to these frameworks is available in the Appendices.

## Forward-Looking Statements

This report may include forward-looking statements based on current expectations. These are subject to risks, uncertainties, and external factors. Actual outcomes may differ, and updates will be made publicly available as needed.

## CIB's 2024 Reporting Suite

Complementing CIB's ESGDD Report this year are the ESGDD Data Pack 2024, its FY2024 Annual Report, and the 2025 PRB Self Assessment Report.



## Contact Points

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## About This Report



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YEARS  


Commercial International Bank's (CIB's) 2024 ESGDD Integrated Report marks a defining milestone in the Bank's sustainability journey, where strategic ambition has evolved into measurable, data-backed and performance-driven outcomes. As in previous years, the report is structured around four (4) key pillars: Environment, Social, Governance, and Data and Digitisation (ESGDD), reflecting the Bank's forward-looking approach to ESG. This structure demonstrates CIB's recognition that data intelligence and digitisation are not merely supportive tools but core enablers of ESG integration, decision-useful disclosures, and systemic transformation.

Marking a significant advancement in CIB's ESG reporting maturity, the 2024 ESG Data Pack reflects the culmination of the Bank's Sustainable Finance System and Strategy (SFSS) and signals a new phase of data-driven ESG governance. Developed through a Bank-wide effort, the Data Pack consolidates a set of quantitative KPIs mapped to CIB's thirteen (13) material topics, structured across four (4) strategic sustainability reporting pillars. These indicators are further aligned with the six (6) capitals of the Integrated Reporting Framework Financial, Natural, Human, Social and Relationship, Manufactured, and Intellectual, offering a holistic view of how CIB creates and sustains value.

*The ESG Data Pack is more than a reporting enhancement; it is a strategic foundation for performance management, risk mitigation, and informed decision-making. Built in alignment with globally recognised frameworks such as the GRI Standards for impact materiality and ISSB/SASB for financial relevance and benchmarked against leading ESG rating platforms including CDP, S&P Global CSA, MSCI, and Sustainalytics, it enhances the comparability, credibility, and transparency of CIB's disclosures. It also equips stakeholders and investors with actionable insights into the Bank's ESG performance and long-term strategy.*

This year's report demonstrates how CIB's sustainability vision is translating into tangible outcomes, measuring performance not only in terms of financial returns but also in broader value creation for people, the planet, and institutional resilience. The continued application of the Multi-Capital Value Creation Model reinforces CIB's integrated thinking, capturing the synergies between ESG performance and strategic advantage. By redefining ESG through the ESGDD lens, CIB is embedding data, digitalisation, and impact into the core of sustainable finance positioning itself as a regional leader in shaping a more inclusive and resilient financial future.



## How to Navigate this Report

- 01 CIB's 2024 ESGDD Integrated Report has been structured to guide stakeholders through the Bank's sustainability journey in a clear, coherent, and performance-focused manner. The report begins with messages from CIB's leadership, setting the tone for the year's strategic direction and key sustainability themes.
- 02 This is followed by the **"Fifty Years of Sustainable Growth"** section, which captures the Bank's legacy of leadership and resilience, highlighting its financial and strategic evolution over the past five decades. It showcases the Bank's business model, vision, mission, investor profile, diversified services, and regional presence, as well as the systemic and integrated approach CIB applies to sustainable finance. This section also outlines the architecture of CIB's sustainable finance system, institutional pillars, alignment with global frameworks, and major milestones achieved in 2024, including the Bank's leadership in transition finance.
- 03 The **Stakeholder Engagement and Materiality** section presents the Bank's materiality assessment and describes how CIB engages its core stakeholders to identify and address key ESG issues.
- 04 The core of the report is organised into four (4) strategic sustainability pillars: **Environmental, Social, Governance, and Data and Digitisation**. Under these pillars the Bank's presents its thirteen (13) material topics. Each topic includes its corresponding quantitative KPIs, along with key actions taken in 2024 to improve performance, reduce negative impacts, mitigate financial risks, and capitalise on emerging opportunities.
- 05 The **Annexes** provide reference material, including ESG reporting standard indices for GRI, SASB, TCFD, and other frameworks, which support transparency, traceability, and comparability across disclosures.
- 06 The material topics are also organised under their relevant pillar, which facilitates navigation to a specific material topic. CIB aims to provide stakeholders with a clear, comprehensive, and actionable overview of its progress and priorities. Each material topic is presented through a set of relevant KPIs, along with the actions and initiatives taken to improve performance, mitigate negative impacts and financial risks, and/or enhance opportunities identified for each topic.

## Pillar 1 Governance

CIB's governance framework reflects a strong commitment to ethical conduct, transparency, and strategic accountability. Led by a diverse and experienced Board, the Bank ensures robust oversight across all functions, with ESG matters integrated through dedicated Board and executive committees. CIB's alignment with global frameworks and active participation in sustainability alliances reinforce its governance practices, which are anchored in integrity, risk management, and stakeholder trust, supporting long-term resilience and value creation.

[Read more about CIB's progress in Governance.](#)



CIB recognises environmental responsibility as both a commitment and a strategic priority. The Bank manages its own footprint, finances low-carbon transition, and integrates climate risks into decision-making to support long-term environmental and financial resilience. CIB's environmental approach is guided by three (3) core material topics: Environmental and Climate Risk, Sustainable Finance, and Ecological Footprint. These topics shape how the Bank reduces its operational impact, supports climate-aligned investments, and strengthens climate risk integration. By treating these areas as interconnected, CIB fosters long-term environmental and financial resilience through coordinated governance, innovation, transition finance and system-wide action.



[Read more about CIB's Environmental performance.](#)

## CIB's Four Reporting Pillars



## Pillar 3 Social

CIB's social commitment centres on inclusive growth, stakeholder empowerment, and community wellbeing. The Bank creates value for clients, employees, and society by expanding financial inclusion, advancing education, and promoting diversity and opportunity. From empowering SMEs and expanding into Kenya to broad-based CSR initiatives in healthcare and child welfare through the CIB Foundation, the Bank's impact extends beyond banking contributing to a more equitable and sustainable society.

[Read more about CIB's Social progress.](#)

## Pillar 2 Environment

## Pillar 4 Data and Digitisation

Data and digitisation are central to CIB's transformation agenda enabling more inclusive, secure, and agile banking operations. As part of its dedicated Data and Digitisation workstream, the Bank is harnessing digital innovation to enhance customer experience and operational efficiency, while also strengthening its sustainability governance. Recognising that robust ESG data is essential for credible reporting and informed decision-making, CIB is developing a comprehensive ESG Data Pack. This structured data hub consolidates key performance indicators aligned with global frameworks and material topics, supporting transparency, internal monitoring, and regulatory alignment. The Data Pack also lays the groundwork for a future ESG digital platform, with detailed data mapping underway to ensure system readiness and integration. Together, these efforts reinforce CIB's commitment to embedding data intelligence into the core of its sustainable finance strategy.

[Read more about CIB's Data and Digitisation initiatives.](#)

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## Messages From Leadership

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# Non-Executive Chairwoman

## To Our Valued Stakeholders,

As we celebrate CIB's 50th anniversary and ten years of sustainability leadership, I am proud to share key highlights from our 2024 ESGDD Integrated Sustainability Report. This year, we have reached a significant milestone, surpassing EGP 1 trillion in total assets - an achievement that reflects our financial strength, stakeholder trust, and commitment to innovation.

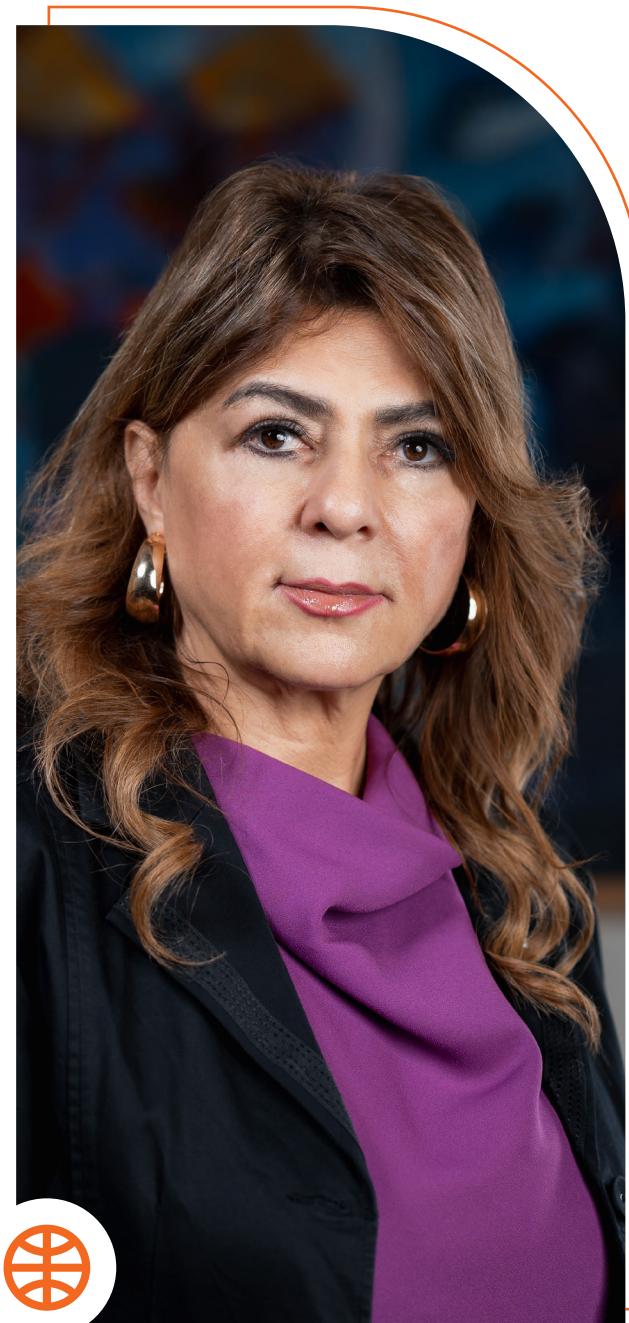
At CIB, we continue to integrate sustainable finance at the heart of our operations, aligning our strategies with both national priorities, such as Egypt's Vision 2030 and climate initiatives, and international frameworks like the UN Sustainable Development Goals and the Paris Agreement. Our efforts are guided by robust governance, with dedicated committees ensuring that ESG principles are embedded throughout the organisation.

Looking ahead, we remain committed to shaping the future of finance by advancing digital transformation, expanding green and transition finance offerings, and deepening ESG integration across all functions. I extend my sincere appreciation to our shareholders, clients, partners, and employees for your continued support as we envision the decades to come.

**Warm regards,**

**Ms. Neveen Sabour**

Non-Executive Chairwoman



# CEO and Executive Board Member

## To Our Valued Stakeholders,

It is with great pleasure that I share CIB's 2024 Sustainability Report, "ESG Data and Digitization (ESGDD)," marking a milestone year in our journey. As we celebrate 50 years of CIB's legacy and reaffirm our position as Egypt's largest private sector bank, we are proud to reflect on the significant achievements of 2024. We have demonstrated our ability to deliver stellar financial performance while embedding sustainability at the core of our operations. This dual focus reinforces our capacity to shape a future-ready institution built for long-term value creation and positions us strongly for the next half-century.

In 2024, CIB delivered exceptional financial results, with net income rising 86% year-on-year to EGP 55.2 billion and a consolidated return on average equity (ROAE) of 49.5%. These outstanding outcomes were matched by equally meaningful progress in advancing our sustainability agenda.

This year, we successfully concluded the three-year implementation of our Sustainable Finance System and Strategy (SFSS), a transformative initiative fueled by the strength of our human capital. Delivered through eight cross-functional workstreams, the SFSS mobilized institutional energy and top-tier expertise across the Bank. It embedded ESG principles throughout our systems, enhancing our agility, building future resilience, and enabling the development of innovative business models.

At CIB, we view ESG factors not only as essential to financial performance, but as catalysts for industry transformation to sustain inclusive growth. We are not merely adapting to global sustainability trends; we are helping shape them. Through active participation in international ESG frameworks and dialogues, we ensure Egypt's voice is represented and regional perspectives are integrated in the global agenda. This strategic engagement allows us to anticipate regulatory changes, align with investor priorities, and meet the evolving expectations of our clients.

Looking ahead, we are preparing both our institution and the next generation of leaders for a future defined by transformation. Our "Sustainability Strategic Network" (SSN) identifies and empowers high-potential talent, nurturing them to become catalysts for innovation. In parallel, we launched CIB's Sustainable Finance School in 2024, a first-of-its-kind initiative designed to cultivate sustainability-minded professionals from across the Bank who deeply understand the business case for ESG integration.

From pioneering Egypt's first corporate Green Bond in collaboration with the IFC to advancing the frontier of Transition Finance, we continue to lead with conviction, innovation, and vision. Under our Green Bond program, we have financed over USD 334 million in renewable energy, infrastructure, and climate-aligned projects, delivering tangible impact and helping drive clients' system transition, and real economy transition.

Our strategic partnerships with the DFIs and MDBs including IFC, EBRD, AFD (Proparco), GIZ and FMO advanced significantly this year, providing impetus for our Transition Finance efforts. The year 2024 was another building bloc towards establishing Transition Planning frameworks grounded in rigorous stakeholder engagement and targeted sectoral strategies. At the same time, we deepened our engagement in Adaptation Finance, advocating for the critical role that commercial banks must play in financing resilience across the agriculture, water, and energy nexus. As climate challenges intensify, we continue to bridge adaptation and mitigation, fostering comprehensive climate resilience across our portfolio.

As we look to the future, our commitment remains clear: to continue leading in sustainable finance, not only to sustain our own performance, but to contribute to the evolution of the financial sector itself in face of growing complexity.

We are deeply grateful for the trust and partnership of our stakeholders. Together, we are helping to shape a new era of finance, one that serves both people and the planet, while delivering shared value across our ecosystems.

Sincerely,

**Mr. Hisham Ezz Al-Arab**

Chief Executive Officer and Board Member



# Deputy CEO and Executive Board Member

## To Our Valued Stakeholders,

As Chairperson of the Sustainable Finance Steering Committee, I am pleased to present CIB's sustainability report "Environment, Social, Governance, Data and Digitisation" for the year 2024.

We are celebrating 50 years of leadership and client value proposition that goes beyond funding, centred on full stakeholder engagement and client transition at every level. As sustainability becomes a business imperative, CIB continues to lead by leveraging ESG to better understand and respond to client needs. Sustainability is now embedded across our systems, strategies, governance, and products as a result of an internal shift that has driven our focus on new business models and financing solutions that stay ahead of evolving market dynamics.

In 2024, CIB strengthened its position as a regional leader in Sustainable Finance, advancing our ambition to align capital with climate resilience and inclusive development. Recognizing the complexities of transition especially for high-emission sectors, we have developed targeted frameworks to help businesses assess, manage, and reduce their environmental footprint. In 2024, CIB expanded its sustainable finance exposure, with environmental and social impact projects representing 17.24% of its total direct lending portfolio up from 12.67% in 2023. This year we strengthened our sustaining-sectors program targeting hard to abate sectors, including power, real estate and oil & gas. Through our decarbonization solutions, climate finance, and technical advisory services, we are enabling our clients across sectors to navigate regulatory changes, enhance operational efficiency, and build climate resilience.

Our clients' success is our success and in supporting them to grow responsibly, we are helping to accelerate the transformation of entire sectors. We support our clients to future-proof their business models and unlock access to blended finance and international climate funds by providing tools such as energy walkthrough audits, green building certification support, and education around global disclosure standards. Our efforts are continuously strengthened through technical partnerships and collaboration with international institutions such as International Finance Corporation (IFC), Proparco, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) and other multilateral development banks, which continue to support our transition and capacity building.

We are firm believers that through continued partnerships, client-centric innovations, and focus on materialized impact, we can drive meaningful change and build a more sustainable and inclusive financial system.

Thank you for placing your trust in CIB. We remain committed to supporting you on your journey toward resilience, growth, and sustainability.

**Sincerely,**

**Mr. Amr El Ganainy**

Deputy CEO and Executive Board Member



# Chief Sustainability Officer

## To Our Valued Stakeholders,

It is with great pride that I share with you CIB's third Integrated ESG Data Digitisation (ESGDD) Report, a milestone that coincides with our 50th anniversary. This is a moment of reflection and celebration of a legacy built on agility, resilience, and forward-thinking, qualities that have enabled CIB to navigate complex megatrends, including the rapidly evolving sustainability landscape.

In that spirit, we are proud to introduce an enhanced ESG Data Pack and strategic KPIs to benchmark our performance across key ESG dimensions. More than a reporting mechanism, this platform allows us to engage meaningfully with a diverse set of stakeholders including investors, creditors, regulators, and clients using clear, credible, and internationally aligned metrics.

This year also marks the culmination of the 2021–2024 Sustainability Systems and Strategy Implementation tracks. Through this journey, we have successfully embedded ESG considerations into every layer of our institution across policies, systems, and operations, reaffirming our ability to deliver on both purpose and performance. With robust sustainability systems and strategy in place, we are unlocking different expressions of value from managing our diverse mix of capitals including, financial, natural, social and relational, human, and intellectual.

Leveraging the dynamic interplay of our capitals has shaped our core competencies. By forging constructive relationships and partnerships with reputable DFIs, has enabled the mobilisation of significant financial capital amounting to US\$ 356 million and US\$ 9 million in grants. CIB's distinctive human capital and innovation driven by our intellectual capital, has empowered us to build a solid foundation for inclusive and sustained growth. This integrated capital model has enabled our capacity to drive clients' transition and help accelerate a broader transformation of the real economy. The tangible impact we've had on improving our clients' bottom lines and environmental performance stands as a testament to this approach.

Looking forward, we recognise that we are entering a new chapter where ESG must not only be measured, but monetised. This report represents an active step in that direction, reflecting a strategic shift toward managing data, performance, and impact.

Our focus now turns toward the next frontier: enacting our ESG data digitization architecture. This is a critical enabler to scale Sustainable Finance and transform ESG into measurable impact and monetised value.

CIB's progress in integrating the ESG has been driven by a robust sustainability governance framework fostering inclusive dialogue from our Board of Directors and executive leadership to every team across the bank. It is this culture of collaboration and ownership that has enabled us to fully embed ESG into our institutional fabric and client engagement models.

**Thank you for your continued trust.**

**Dr. Dalia Abdel Kader**

Chief Sustainability Officer



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## Fifty Years of Sustainable Growth

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# Fifty Years of Sustainable Growth

In 2025, the Commercial International Bank (CIB) marks its 50th anniversary, a testament to the enduring strength of its founding vision and its evolution into Egypt's largest private-sector bank. As CIB commemorates fifty years of banking excellence, the Bank proudly reflects on its legacy as a trailblazer in Egypt's financial sector and a trusted partner to global investors and creditors. Over five decades, CIB has consistently demonstrated resilience, innovation, and leadership, earning its place at the forefront of national and regional banking.

The Bank's legacy is deeply intertwined with its long-standing advocacy for sustainability and its early recognition of the business case for ESG dimensions, dating back over a decade. Today, as CIB celebrates its golden jubilee, the Bank also marks a significant milestone in its sustainability journey; it has been five years since CIB initiated preparations for Egypt's first corporate Green Bond. 2024 also marked the successful completion of a three-year implementation journey for the Sustainable Finance System and Strategy, ensuring that ESG considerations are fully integrated into the Bank's systems and functions, guided by the understanding that embedding sustainability is an iterative process, one that requires continuous refinement of CIB's business model. CIB remains committed to staying ahead of emerging trends and demonstrating forward-looking strategies that future-proof the Bank's value creation capacity for the next fifty years.



YEARS

5

Green Bond  
Initiation

YEARS

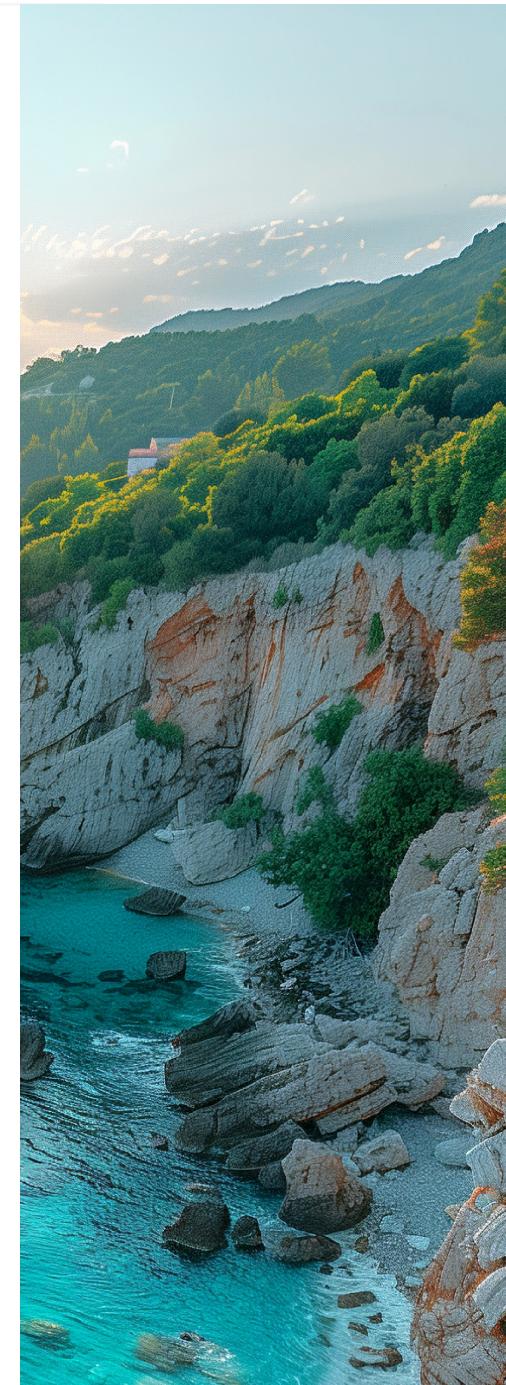
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Sustainability  
Reporting

YEARS

3

Sustainable  
Finance Strategy  
Implementation



## CIB's Timeline of Institutional Progress and ESG Evolution

### Key Milestones in CIB's Strategic Growth, Innovation, and Sustainability Leadership

CIB's journey toward sustainability leadership began with a simple yet profound realisation: value creation must serve both people and profit. In 2010, this belief took root with the establishment of an independent philanthropic arm, dedicating 1.5% of the Bank's net profit to delivering critical medical care and support for children. From the outset, the foundation was impact-driven, anchored in measurable social returns and long-term community value.

By 2012, CIB shifted from philanthropy to sustainability, formally establishing its Sustainable Development Department, marking the start of the Bank's journey in institutionalising ESG priorities within its governance model and operations. In 2020/ 2021, the establishment of the Sustainable Finance Department witnessed the integration of sustainability as a core institutional commitment, aligned with the Bank's fiduciary responsibilities and long-term value creation strategy. This was a structural shift, one that transformed sustainability from a principle into a policy, and from a statement into a system. True transformation lies in embedding ESG principles into the fabric of CIB's business.

2013

- Sustainability Department Establishment.

2015

- Published the first GRI Sustainability Report.

2016

- Listed in FTSE4Good Index (Constituent)

2017

- Launched the First Environmental and Social Risk Management System (ESRMS) in Egypt.

2018

- Published the First Consolidated Carbon Footprint Report in Egypt.
- Disclosing through the Carbon Disclosure Project (CDP).

2019

- Became a Founding signatory of the UNEP-FI's Principles for Responsible Banking (PRB).
- Adopted practices aligned with the Bloomberg Gender-Equality Index.

2020

- Endorsed the Taskforce on Climate- Related Financial Disclosures (TCFD).
- Achieved the target of 10% reduction in Scope 1 and 2 GHG emissions, which was set in 2018.

## 2021

- Issued Egypt's First Corporate Green Bond.
- Became the first Commercial Bank in Africa to publish an Ecological Footprint Report.
- Published the first Principles for Responsible Banking (PRB) Impact Assessment Report.
- Became a Founding Signatory of the Net Zero Banking Alliance (NZBA) and represents Africa on its Steering Group.
- Adopted the Equator Principles.
- Became a Founding Signatory of the UNEP-FI Commitment to Financial Health and Inclusion.
- Reporting on SASB disclosures.
- Became the Co-Chair of the Closing the Gender Gap Accelerator supported by the World Economic Forum.
- Launched the "Sustaining Sectors" sectoral decarbonisation capacity-building program for clients.

## 2022

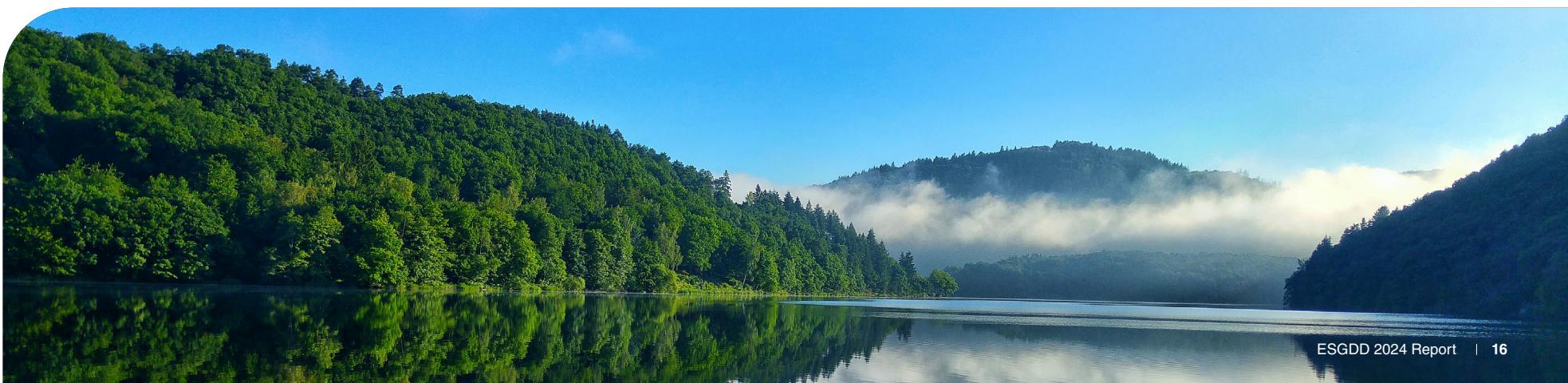
- Integrated Sustainable Finance into the Bank's Corporate Strategy.
- Expanded the PRB Impact Assessment Report to cover all lines of business.
- Integrated ESG principles across all policies.
- Joined the Partnership for Carbon Accounting Financials (PCAF).
- Launched the "Brain Trust" Program, empowering regional financial institutions to revise their role and accelerate climate adaptation finance in the region.
- Launched the "Sustainable Finance Academy" an implementation program by the Bank to mainstream sustainable finance education.
- Published the first NZBA Baseline Report and Equator Principles Impact Report.
- Published the first TCFD Report.
- Published the third Ecological Footprint Report covering three (3) scopes, evolving from the carbon footprint to include Land and Water footprints.

## 2023

- Signed a 7-Year USD 100 million loan with IFC to finance sustainability projects.
- Published the first ESGDD Integrated Report.

## 2024

- Met its first set of CFHI targets and set new ones.
- Advances in Transition Finance and Decarbonisation Across Key Sectors.



# Guided by Vision, Proven by Performance

## How CIB's Strategic Foresight Built the Financial and ESG Credentials to Attract Capital and Inspire Investor Confidence

The Bank's financial strength, consistent core business growth, and enduring market leadership as Egypt's largest private sector bank are the outcome of CIB's future-oriented vision and mission. This forward-looking approach enabled the Bank to recognise, well ahead of market trends, the strategic imperative of sustainability and to commit early to embedding ESG into the Bank's core strategy and functions, ahead of industry trends. By aligning financial performance with long-term sustainability, CIB has not only met evolving customer needs and navigated macroeconomic shifts, but it has also built a strong track record that resonates with both local and international investors.

1st

Top-ranked Egyptian Private Sector Bank by Revenue, Net Worth, Assets, and Deposits



In 2024, CIB reached a historic milestone, recording a total footing of over EGP 1 trillion and a bottom line of more than EGP 55 billion, marking the first Private-Sector and Listed Bank in the Egyptian Banking Sector to achieve a One-Billion-Dollar Bottom Line, a 13% increase from the previous year in US Dollar terms. CIB's growth is established through a well-balanced approach to profitability, inclusion, and operational excellence, cementing CIB's reputation as a pillar of Egypt's financial ecosystem and a consistent driver of economic value for stakeholders.

### Total Assets Surpassed

**EGP 1 Trillion**  
in 2024

First Private Sector and Listed Bank in Egypt to achieve

**USD 1 Billion Bottom Line**

More importantly, it signals the Bank's emergence as a trusted investment destination, demonstrating its ability to deliver sustained value while addressing investor priorities around resilience, transparency, climate alignment, and responsible governance. With its growing ESG credentials and robust fundamentals, CIB is increasingly seen as a model for sustainable banking and a gateway for capital seeking impact and stability in emerging markets.



### Vision

To be at the forefront of change, build for the future, and turn aspirations into reality.



### Mission

To transform traditional financial services into simple and accessible solutions by investing in people, data, and digitalisation to serve tomorrow's needs today.

## Expanding Regional Reach Through Strategic Subsidiaries

### Supporting Trade, Sustainable Finance, and Service Diversification Across Borders

Demonstrating a strong commitment to resilience and value creation, CIB continues to pursue its regional expansion strategy through strategic partnerships and a diversified presence in high-potential markets.

The Bank currently operates across multiple regional platforms, including CIB Kenya Limited, a wholly owned commercial banking subsidiary that supports Egypt-Kenya trade relations and facilitates cross-border financial services. In addition, CIB is actively working to upscale its operations in Kenya, positioning the subsidiary as a strategic trade finance hub that links Egypt to broader African markets.

In parallel, CIB maintains Representative offices in Dubai and Ethiopia, enabling the Bank to deepen market intelligence, strengthen client relationships, and explore cross-border opportunities across the Gulf and East Africa.

In 2024, CIB also launched operations for the Commercial International for Finance Company (CIFC), expanding into the non-banking financial sector with a full suite of factoring products. Additionally, the Bank holds equity stakes in three affiliated companies: Damietta Shipping and Marine Services (DSMS), Al Ahly Computer Equipment Company (ACE) and TCA Properties.



Read more about our subsidiaries in the 2024 Annual Report.



### CIB's Representative offices, Subsidiaries, and Associates



# Investor Profiles

## Understanding Investor Priorities and ESG Benchmarking

As the role of ESG considerations continues to grow in shaping capital flows and investment decisions, CIB recognises the importance of meeting investor expectations through transparent, data-driven, and forward-looking practices. Investors are increasingly focused on the depth of ESG integration across the Bank's operations and strategy — an area where CIB has demonstrated clear progress. This is reflected in the Bank's performance in ESG ratings and scoring methodologies, as well as in the strength and consistency of its sustainability disclosures. Through annual ESG-related reports and the introduction of a comprehensive ESG Data Pack in 2024, CIB has enhanced its ability to monitor, evaluate, and communicate ESG performance. These efforts support informed investor decision-making, reinforce CIB's accountability, and position the Bank as a credible and resilient long-term investment partner.

CIB first offered its shares to the public in 1995, and the stock has grown to be the largest constituent of the Egyptian Stock Exchange. In 1996, CIB became the first Egyptian bank to access international markets through a Global Depository Receipt (GDR) program on the London Stock Exchange (LSE). In line with the direction to list CIB's stock on international markets, in 2001, CIB became the first Egyptian bank to list shares on the New York Stock Exchange (NYSE) via an American Depository Receipts (ADR) Level 1 program. Furthering its international presence, the Bank began trading in 2012 on OTCQX International Premier — a distinguished tier of the OTCQX marketplace for leading non-U.S. companies providing transparent disclosure to American investors.

### STOCK EXCHANGES

		TICKER
Listed	Egyptian Exchange (EGX)	COMI
Listed	London Stock Exchange (LSE)	CBKD
Traded	OTCQX Int'l Premier (Level 1ADR prog.)	CIBEY

### 52 WEEKS PERFORMANCE

High EGP 97.5
Low EGP 70.0

### SHARE INFORMATION

Shares outstanding 3,043,158,000
Par value EGP 10.00
GDR convertibility 1:1

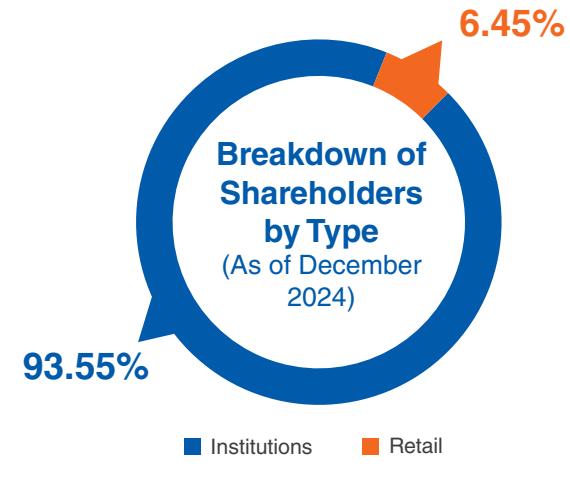
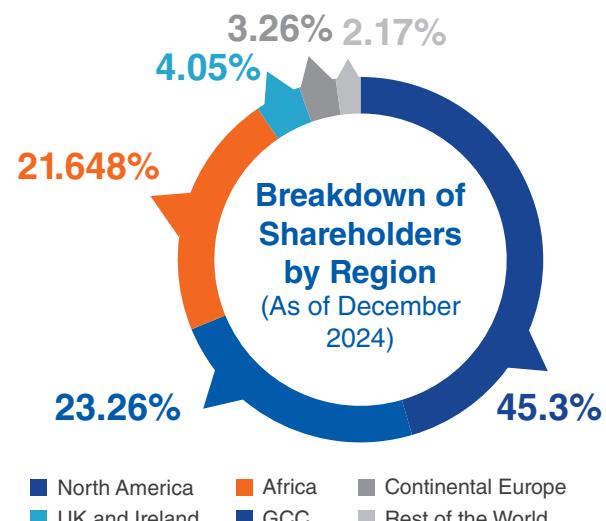
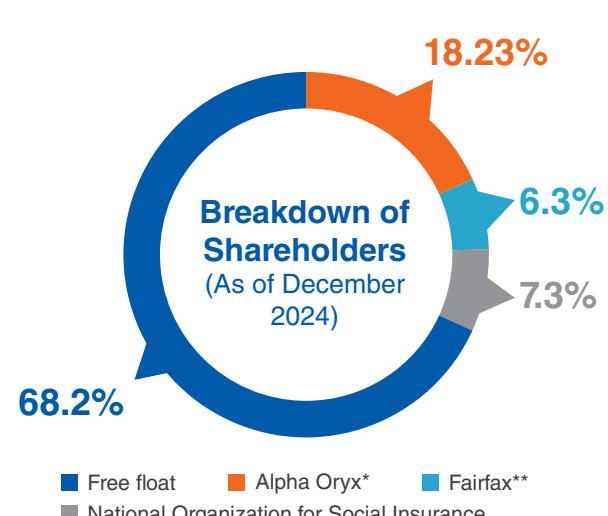
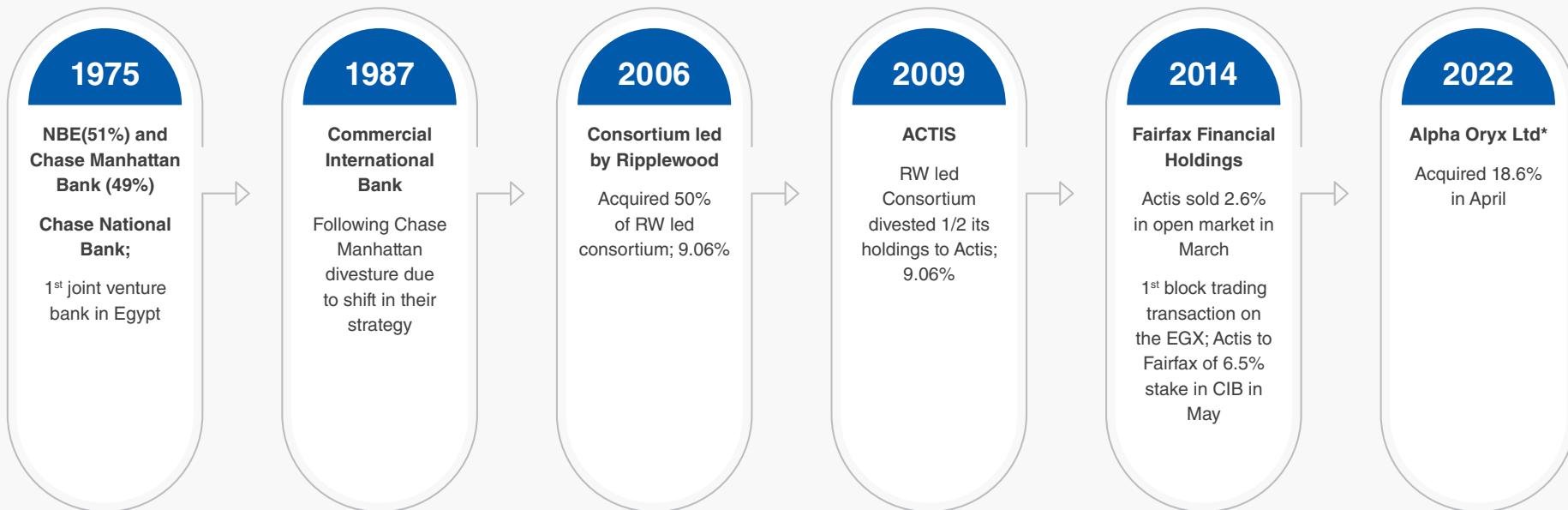
### AVERAGE P/B

2.2
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### CREDIT RATINGS

	LT FCY	ST FCY	Outlook	Last Updated
FITCH	B	B	Stable	November 2024
S&P	B-	B	Positive	October 2024
Capital Intelligence	B	B	Stable	August 2024
	Counter party Risk Rating	Bank Deposits	Outlook	
Moody's	B3/NP	Caa1/NP	Positive	March 2024

## Shareholders



\*Alpha Oryx Ltd. (a subsidiary of Lunate Legacy IV LP), a subsidiary of ADQ, where Alpha Oryx Ltd. owns 18.23% in both local shares and GDRs, according to the company's disclosure

\*\*Several wholly owned subsidiaries of Ltd ("Fairfax Fairfax Financial Holdings")

## ESG Rating Agencies

CIB has featured in several recognised indices:

**AA**



MSCI ESG Ratings assess how well companies manage financially relevant environmental, social, and governance (ESG) risks and opportunities.

**22.6 Medium Risk**



Sustainalytics is a leading provider of environmental, social, and governance (ESG) research, ratings, and data. It supports investors worldwide in developing and implementing responsible investment strategies by assessing the ESG risks and opportunities associated with investments

**C Climate Change**



The Carbon Disclosure Project (CDP) is considered the world's leading environmental disclosure system for investors, companies, cities, states, and regions.



The FTSE4Good Index Series is a set of global stock market indices that measure the performance of companies demonstrating strong Environmental, Social, and Governance (ESG) practices. It is designed to help investors identify and invest in companies that meet globally recognised corporate responsibility standards.

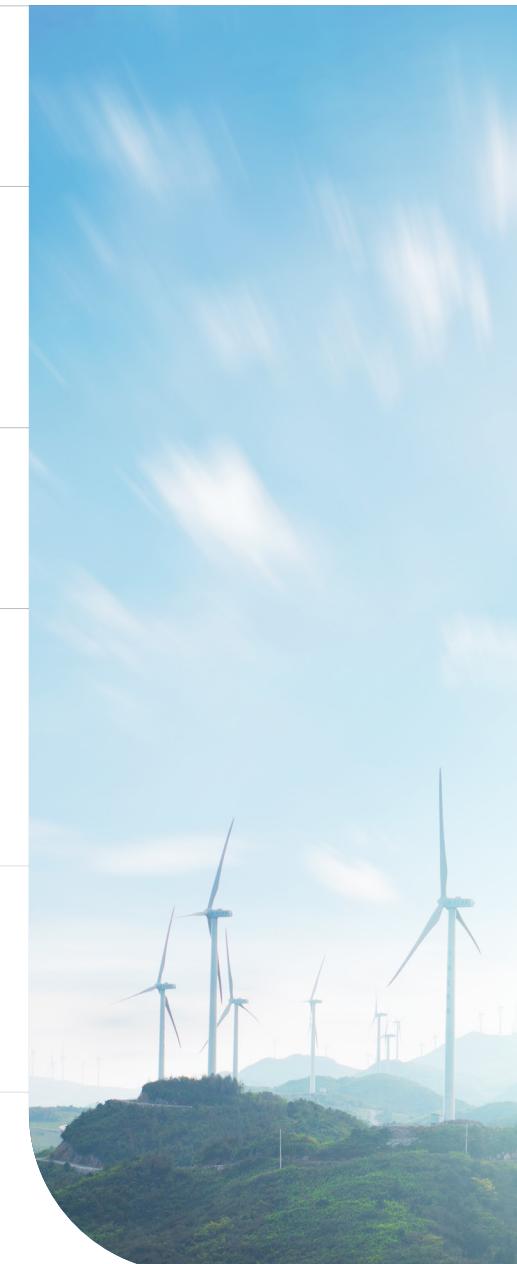
**Constituent**



The Bloomberg Gender-Equality Index (GEI) is a modified market capitalisation-weighted index that tracks the performance of public companies committed to transparency in gender-related reporting and advancing women in the workplace.



The S&P/EGX ESG Index measures the performance of companies listed on the Egyptian Exchange (EGX) that are among the highest ESG scoring.



# Diversified Services, Unified Purpose

Anchored in its core values, CIB is committed to proactively addressing customer needs while driving sustainable growth and delivering long-term value. Leveraging a robust framework that integrates customer-centric offerings, seamless service delivery, and agile business models, the Bank provides a comprehensive suite of products and services designed to capture unmet market needs, consistently upholding high service standards and fostering innovation to remain ahead of evolving customer expectations.

## Our Values

Customer First



Lead The Market



Agility



Integrity



## Our three main strategic directions are:

Protect the success of the corporate and liabilities franchises.

01

Grow and diversify revenue sources to achieve sustainability and resilience.

02

Become a digital leader in customer service, sales, and operations.

03



## CIB's Business Segments

The Bank serves an expansive network of retail customers, high-net-worth individuals (HNWIs), enterprises, and institutions that are essential drivers of the Egyptian economy. CIB fosters a well-established network of 212 branches and banking units, as well as a workforce comprising 8,290 employees.

Institutional Banking,  
Corporate Banking, and Global  
Customer Relations Group



Treasury and Capital  
Market Services



Retail Banking



Financial Institution Group



Global Transaction and  
Digital Banking



Enterprise and Governmental  
Relations Group



Business Banking



Consumer Banking



Direct Investment



Debt Capital Markets



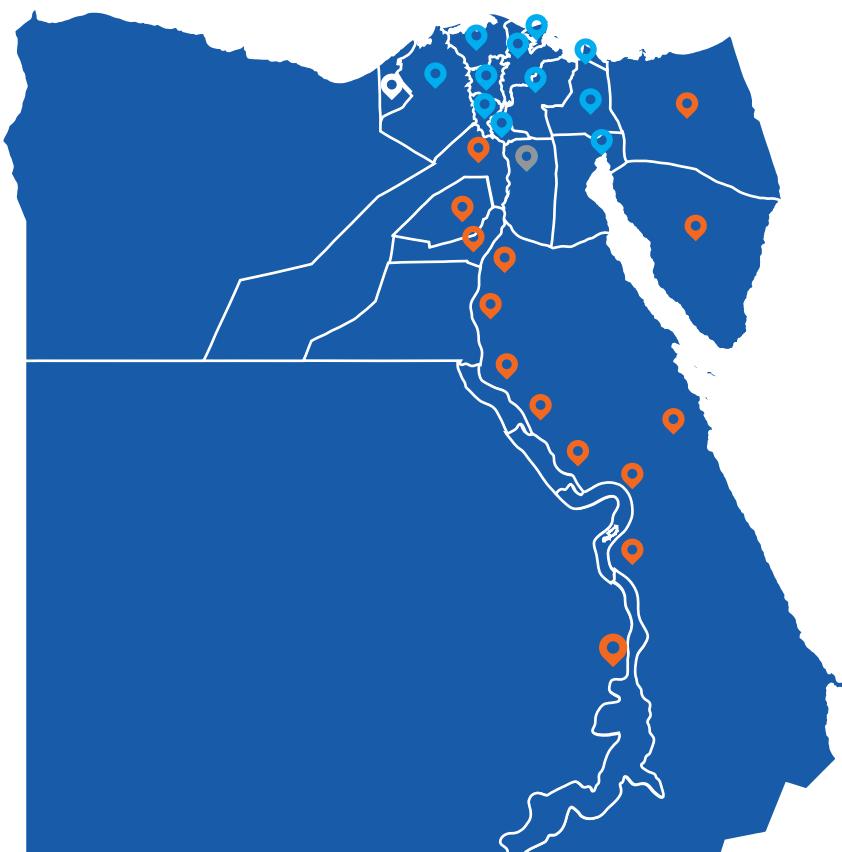
Strategic Relations Group



## Where CIB Operates

CIB is headquartered in Egypt and operates across all major regions of the country, reaching both urban and rural communities through an extensive network of physical branches and a growing suite of digital services. This nationwide presence allows the Bank to respond to local needs, expand financial inclusion, and contribute to inclusive economic development. CIB also operates in Kenya, supporting broader regional connectivity and growth.

### CIB Branches, ATMs, POS Geographical Distribution



**212**  
Branches



**23,403**  
POS



**1,387**  
ATMs



## 2024 Ranking and Awards



### Business-Related Awards

#### Global Finance

- Best FX Bank in Egypt
- Best Private Bank in Egypt
- Best Bank in Egypt
- Best Bank for Collections in Africa
- Best Overall Bank for Cash Management
- Market Leader for Treasury and Cash Management
- Best FX Bank in Egypt 2025

#### Euromoney

- SME Banking Egypt
- Highly Regarded Investment Banking
- Market Leader for Corporate Banking
- Market Leader for Digital Solutions
- Best Bank in Egypt
- Best Digital Bank in Egypt
- Best FX Bank in Egypt

#### MEED

- Cash Manager of the Year MENA
- Best Digital Bank Egypt

#### EMEA Finance

- Best Financial Institution Syndicated Loan in North Africa
- Best Securitisation House in Africa
- Best Telecommunications Deal
- Best Property Deal

#### Fortune

- Top 10 of Fortune Change the World list 2024



### Sustainability-Related Awards

#### Global Finance

- Best Bank for Sustainable Finance in Emerging Markets for Africa 2024
- Best Bank for Sustainable Finance in Egypt

#### Euromoney

- Corporate Social Responsibility (CSR) Egypt
- Best Bank for ESG in Egypt



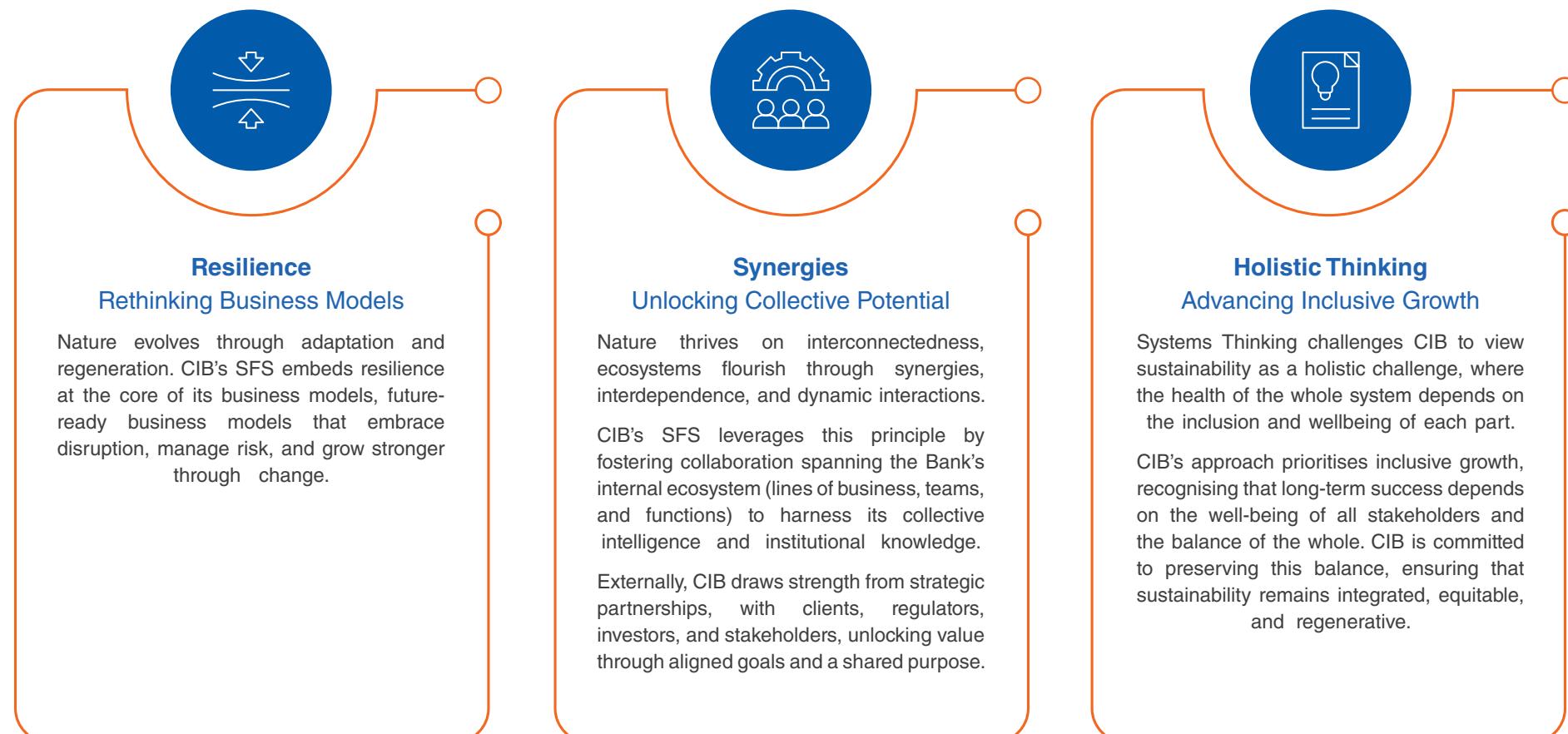
# Our Approach: A Systems Thinking Lens Shapes Our Sustainable Finance Policy, Strategy, and ESG Disclosures

CIB's distinctive approach to sustainability is rooted in Systems Thinking a philosophical foundation that drives the Bank's journey, weaves its narrative, and underpins CIB's brand story. In essence, Systems Thinking recognises nature, its ecosystems, and its governing laws as the ultimate blueprint for a resilient and regenerative system.

Systems Thinking is not only embedded in CIB's strategy, it is a core foundation of the Bank's Sustainable Finance Policy, guiding how it defines priorities, sets boundaries, and manages interconnections across environmental, social, and economic dimensions.

Systems Thinking also serves as an intellectual compass that shapes the Bank's culture and guides its pursuit its innovative and sustainable growth. It enables CIB to reimagine its business model by forging valuable connections with the Bank's broader ecosystem, enhancing inclusive growth and long-term value creation.

**Below is how Systems Thinking supports the key pillars of CIB's Sustainable Finance Strategy (SFS):**



## CIB's Ecosystem - Based Business Model

CIB's Sustainable Finance Policy and Strategy embraces systems thinking as an institutional mantra, strengthening the connection between the financial sector and the broader environmental, social, and governance landscape. As CIB identifies the connection between Finance, the Environment, Society, and Governance, the Bank also realises the need to align with national, regional, and international frameworks and standards.

As a result, an ecosystem-based approach guided CIB's 2021–2024 Sustainable Finance Strategy. This holistic framework recognises the interconnectedness of the Bank's operations with the broader ESG systems in which it operates.

This approach promotes Systems Thinking as a foundational principle, positioning the financial sector not as an isolated actor but as an integral part of the larger societal and environmental landscape. In addition, it enables the Bank to address sustainability challenges through cross-functional collaboration, stakeholder engagement, and strategic alignment.

## CIB's Ecosystem Based Model

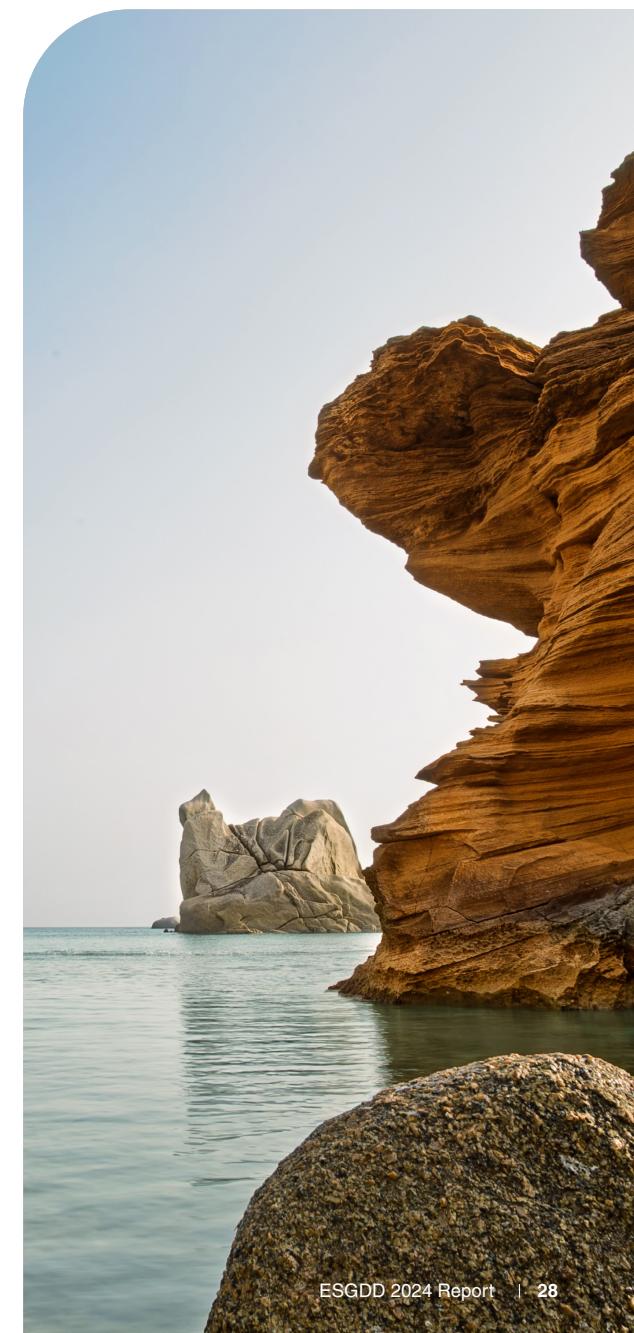
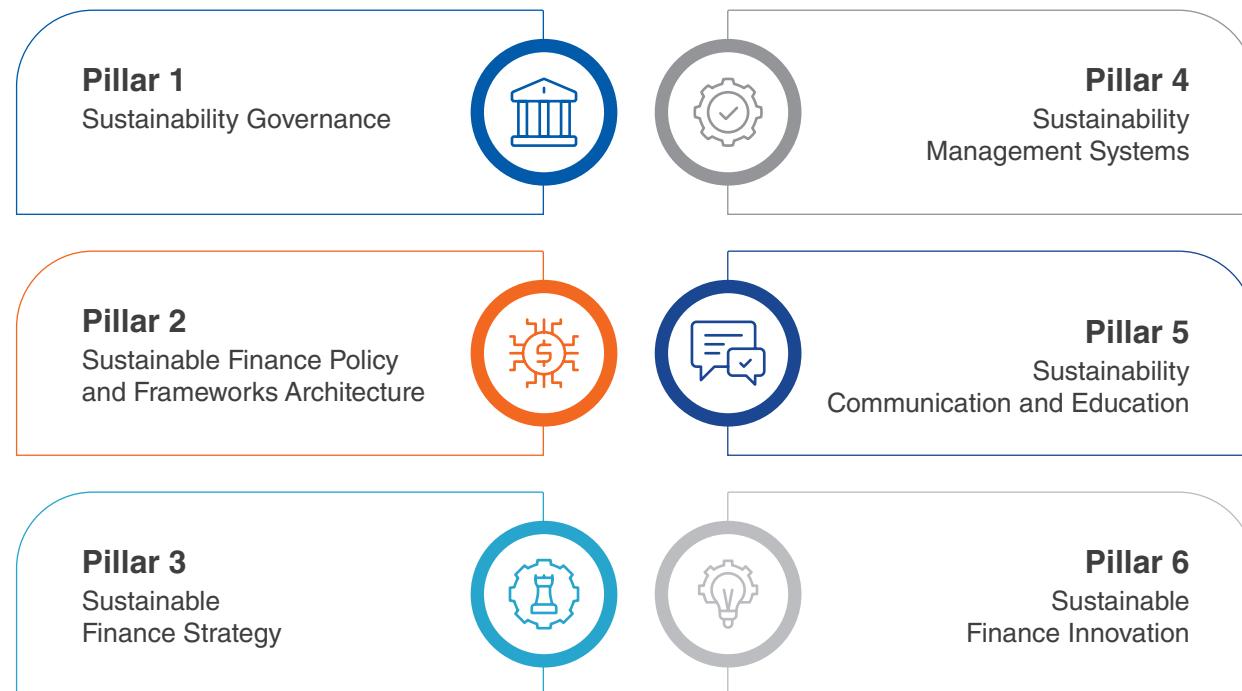


# CIB's Sustainable Finance Institutional Pillars

## A Proprietary Framework for Embedding ESG and Driving Systemic Transformation

In 2021, CIB developed a proprietary institutional framework anchored in six (6) main pillars, designed to embed sustainability across the Bank and drive sustainability and business performance across all its operations. These pillars weave ESG principles into the institutional fabric, ensuring consistency, coherence, and alignment across all functions. By engaging every part of the organisation, the pillars drive a systematic and organisation-wide approach to ESG integration.

Their proven synergies reinforce one another, enhancing efficiency and impact while enabling value creation and sustained growth. This framework underpins CIB's Sustainable Finance Policy, Sustainability Systems, and Strategy, and has catalysed a holistic transformation across the Bank and its client engagements.



## Sustainability Governance



### An Integrated Structure for Strategic Alignment, Engagement, and ESG Integration

CIB has established a robust sustainability governance structure to ensure seamless integration of ESG principles into its operations and business activities. Strategic oversight is ensured by the Board Sustainability Committee (BSC), while senior management alignment is led by the Sustainable Finance Steering Committee (SFSC). Execution is led by the Chief Sustainability Officer (CSO), who heads the Sustainable Finance Department.

This top-down approach is complemented by the cross-functional Sustainability Strategic Network (SSN), which enables bottom-up engagement and cross-departmental integration. Bringing together representatives from key departments, the SSN promotes a collaborative, knowledge-based approach to embedding sustainability into core operations. Together, these bodies ensure seamless top-down, bottom-up, and transversal communication and coordination — creating a cohesive governance system that drives the effective and consistent integration of sustainability across the organisation.

#### Sustainability Governance Structure

**Sustainable Finance  
Steering (SFCS)**

**Executive Committee  
(EXCO)**

**Board Sustainability  
Committee (BSC)**

**Chief Sustainability  
Officer (CSO)**

**Sustainability  
Strategic Network (SSN)**

**Sustainable Finance  
Department**



# Strategic Reflections From Management

“

As Chairperson of the BSC, I am proud of the Board's role and oversight in ensuring how Sustainable Finance is embedded across CIB's systems, strategy, and governance to ensure dynamic growth and value creation for its stakeholders.”



**Hoda Mansour**

Independent Director and Board Sustainability Committee Chairperson

“

While 2024 witnessed a faster pace of ESGDD build-up efforts on numerous fronts throughout CIB, one cannot help but notice how this is gradually being ingrained into the fabric of the organisation. Now it is more about the 'how' and 'when' rather than the 'what' and 'why'.”



**Sherif Samy**

Independent Director and Board Sustainability Committee Member

“

ESG remains a critical focus area at CIB. In 2024, the Bank demonstrated tangible progress on important fronts. CIB also continues to prioritise impactful initiatives while striking the right balance with the Bank's commercial and financial priorities.”



**Aziz Moolji**

Non-Executive Director and Board Sustainability Committee Member

“

As sustainability becomes a business imperative, CIB continues to lead by leveraging ESG to better understand and respond to client needs. This shift has driven CIB's focus to new business models and financing solutions that stay ahead of evolving market dynamics.”



**Amr El Ganainy**

Deputy Chief Executive Officer, Executive Board Member, and Sustainable Finance Steering Committee Chairperson

“

Strong financial performance and strong sustainability performance go hand in hand. CIB is embedding ESG considerations into its core decision-making to uphold transparency, enhance accountability, and support a just transition for all stakeholders.”



**Islam Zekry**

Group Chief Financial Officer, Board Member, and Sustainable Finance Steering Committee Member

“

Sustainability is not a marginal initiative; it is a core principle embedded in the way CIB serves its customers every day. CIB is committed to investing in innovative, pragmatic solutions that deliver measurable impact and contribute meaningfully to the development of a more sustainable and inclusive economy.”



**Rashwan Hammady**

Chief Retail, Commercial Banking, and Financial Inclusion Executive, and Sustainable Finance Steering Committee Member

“

Integrating ESG and climate-related risks into CIB's Risk Management Framework is an integral part of how the Bank preserves its resilience and adapts to a fast-changing risk landscape.”



**Walid Fawzy**

Chief Risk Officer and Sustainable Finance Steering Committee Member

“

With robust sustainability systems and strategy in place, CIB is unlocking different expressions for value creation from managing its diverse mix of capital. The Bank's focus now turns towards the next frontier, enacting its ESG data digitisation architecture.”



**Dalia Abdel Kader**

Chief Sustainability Officer and Sustainable Finance Steering Committee Member

## Sustainable Finance Policy



### A Dynamic Blueprint for Embedding ESG Across the Enterprise

First introduced in 2021 and most recently updated in 2024, CIB's Sustainable Finance Policy serves as a comprehensive, enterprise-wide blueprint for integrating ESG principles across all business lines, departments, and functions. The policy reinforces CIB's commitment to embedding sustainability into core decision-making processes and ensures alignment with evolving global standards and national priorities. It is also reviewed and updated annually to reflect emerging risks, opportunities, and regulatory developments.

ESG Integration Across  
**18**  
Departments (SOPs)

## Sustainable Finance Strategy



### Driving ESG Integration Through Strategic Pillars Aligned with Corporate Sustainability Goals

Embedded within CIB's corporate strategy, the Sustainable Finance Strategy (2021–2024) is anchored in four (4) key pillars. It strengthens Environmental, Social (E&S), and Climate Risk Management by enhancing risk frameworks to account for ESG and climate-related risks. It also drives Revenue Generation by expanding sustainable finance products and services that create value for both clients and the Bank.

Additionally, it reduces CIB's operational ecological footprint through responsible resource use and environmentally friendly operations. Lastly, it promotes advocacy for sustainable finance by advancing sustainability awareness and ecosystem development at the national, regional, and international levels. The Sustainable Finance Strategy reinforces CIB's commitment to long-term value creation by aligning sustainability priorities with business growth and resilience.

### Successful Completion of the (2021-2024) Sustainable Finance Strategy Implementation

## Sustainability Systems



### Institutionalising ESG Through Policy, Capacity, and Data Integration

CIB employs a multifaceted approach to embed sustainability across the organisation by integrating ESG principles into policies, capacity-building efforts, and data monitoring systems. This ensures that sustainability is not treated as a standalone function but is woven into the standard operating procedures of all departments. Through continuous alignment, training, and data-driven oversight, CIB institutionalises ESG practices to drive consistency, accountability, and long-term impact across its operations.

**85%**  
of Employees Trained  
in Sustainable Finance  
Related Topics

## Sustainability Advocacy and Stakeholder Engagement



### Championing Awareness and Collaboration Through Systems Thinking and Ecosystem-Based Models

This strategic pillar promotes sustainability awareness and deep stakeholder engagement by applying a Systems Thinking approach and leveraging ecosystem-based models. CIB recognises that meaningful change requires interconnected action across institutions, sectors, and geographies.

Internally, the Bank fosters alignment through staff capacity building and cross-functional collaboration, reinforcing a shared sustainability culture. Externally, CIB actively engages clients, regulators, and partners to co-create solutions and influence market transformation.

The Bank also contributes through leadership at a global level, participating in advisory boards, policy dialogues, and expert working groups hosted by leading think tanks. Through this integrated approach, CIB strengthens its role as a catalyst for systemic, collaborative, and scalable sustainable finance.

### CIB driving industry movement to integrate Sustainable Finance through engagement with the Federation of Egyptian Banks.



## Sustainable Finance Innovation



### Leveraging ESG to Shape New Business Models, Products, and Client Solutions

This pillar focuses on fostering innovation as a driver for embedding sustainability into the Bank's value creation model. It reflects CIB's commitment to leveraging ESG opportunities to develop new business models, financial products, and client-centric solutions that respond to emerging sustainability needs. Innovation in this context encompasses the development of an ESG data platform, the design of transition-enabling instruments, the expansion of the green and social finance offerings, and the creation of tailored solutions to support clients on their sustainability journeys. In parallel, the Bank is developing a robust internal ESG data architecture to support product innovation, enhance risk-informed decision-making, and unlock strategic insights. Together, these efforts position CIB at the forefront of sustainable finance innovation in Egypt and the region.

### The Development of the Ecological Footprint Module to serve as a data-hub to assist managing CIB's internal operations footprint.

# Architecture of Global Frameworks and Strategic Alignment

## Proactively Engaging Global ESG Frameworks to Navigate Regulatory Shifts and Market Evolution

CIB actively engages with global ESG frameworks to anticipate regulatory shifts and align with emerging market expectations. This strategic engagement enhances the Bank's ability to meet the evolving needs of regulators, clients, investors, and creditors, ensuring that sustainability is integrated not only into CIB's operations but also into how it manages risk, capitalises on new opportunities, and delivers long-term value.

By engaging with leading sustainability frameworks, standards, and indices, CIB reinforces the credibility and transparency of its ESG approach. These tools serve as critical enablers, enhancing the Bank's governance structures, risk and portfolio management systems, and disclosure practices. They also equip CIB to address stakeholder concerns more effectively and demonstrate measurable progress across the Bank's sustainability commitments.

*CIB is proud to be a founding signatory of major global frameworks, including the Principles for Responsible Banking (PRB) and the Net-Zero Banking Alliance (NZBA), and the first Egyptian bank to support the Task Force on Climate-Related Financial Disclosures (TCFD). Additionally, CIB is an early adopter of the majority of international standards. This pioneering position has empowered the Bank to bring a regional voice to the global sustainability agenda, advocate for contextually relevant solutions, and help shape the evolution of sustainable finance both within Egypt and across emerging markets.*



Egypt Vision  
2030



National Strategy for the  
Empowerment of Egyptian  
Women 2030



Egypt National  
Climate Change  
Strategy 2050



Egypt's Updated  
Nationally Determined  
Contributions



National Human  
Rights Strategy  
2021 - 2026



Financial Inclusion  
Strategy  
2022- 2025



Africa Agenda  
2063



UN Sustainable Development  
Goals (SDGs)



UN Paris  
Climate Agreement

As illustrated in the diagram below, these standards serve as critical enablers in strengthening CIB's risk and portfolio management, while also enhancing its governance structures and disclosure strategies to the evolving expectations of the Bank's stakeholders.

### Risk Management

Enhances CIB's risk management including Climate, Environmental and Social risks.



### Portfolio Assessment

Factors into CIB's sustainability strategy by enhancing the Bank's Portfolio.



### EESG Reporting

Allows for transparent reporting on CIB's ESG measures.



### ESG Indices

Globally accepted ratings indicative of the Bank's sustainability considerations.



### Science Based Approaches

Ensuring streamlined and globally accepted scenario-setting.



## ESG Global Frameworks and Disclosure Standards

### Principles for Responsible Banking (PRB) – Founding Signatory – 2019

Aligning core strategy with SDGs and Paris Agreement: active contributor to global workstreams.



### Partnership for Carbon Accounting Financials (PCAF) – 2022

Voluntary Participant: Strengthens financed emissions (portfolio) assessments with methodological approach.



### Sustainability Accounting Standards Board (SASB) – Since 2022

The Bank began including SASB disclosures in its annual report to reflect its sustainability integration and commitment to transparency with stakeholders.



### Global Reporting Initiative (GRI) – Since 2015

Serves as the core foundation for public ESG disclosures.



### Net-Zero Banking Alliance (NZBA) – Founding Signatory – 2021

Among first in MENA to commit to portfolio-level net-zero; and a representative of Africa and MENA on its Steering Committee member (2021–2023).



### Equator Principles (EP) – Adopted 2021

A core part of its Environmental and Social Risk Management System (ESRMS).



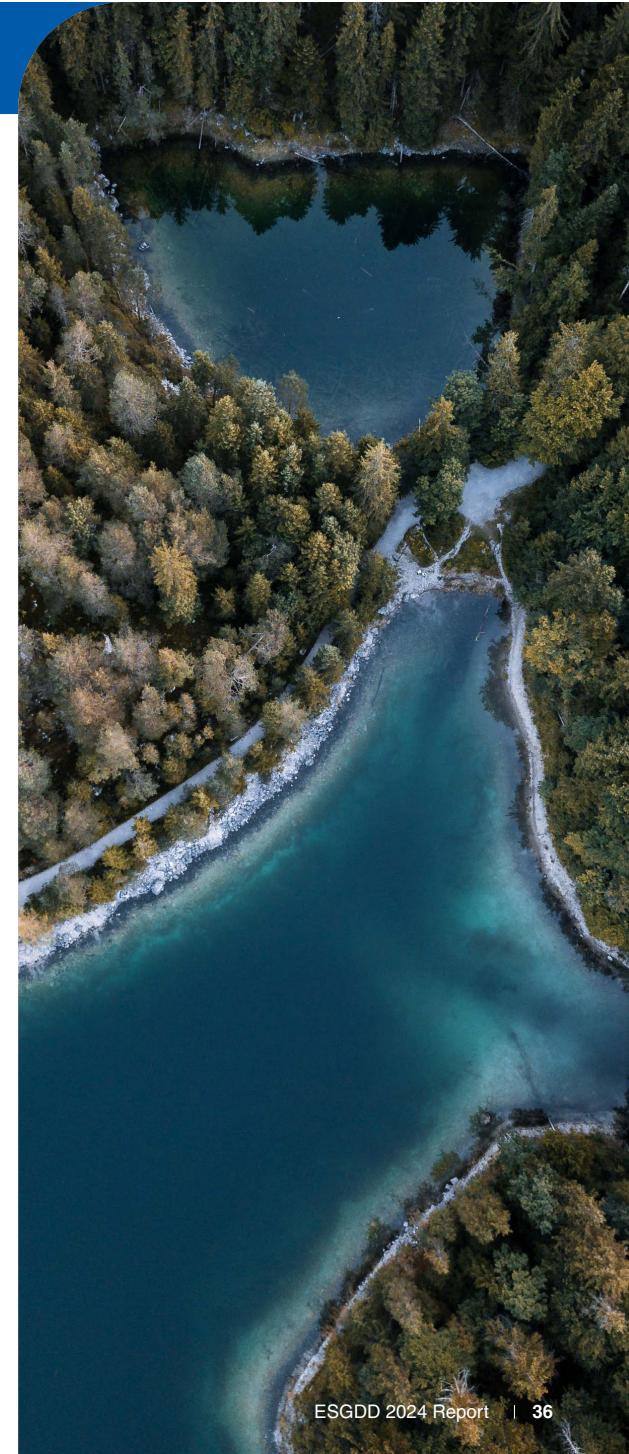
### Task Force on Climate-related Financial Disclosures (TCFD) – First Egyptian Bank to join and adopt – 2022

Drives integration of climate-related risks and opportunities into enterprise risk.



### ICMA Green Bond Principles – 2020

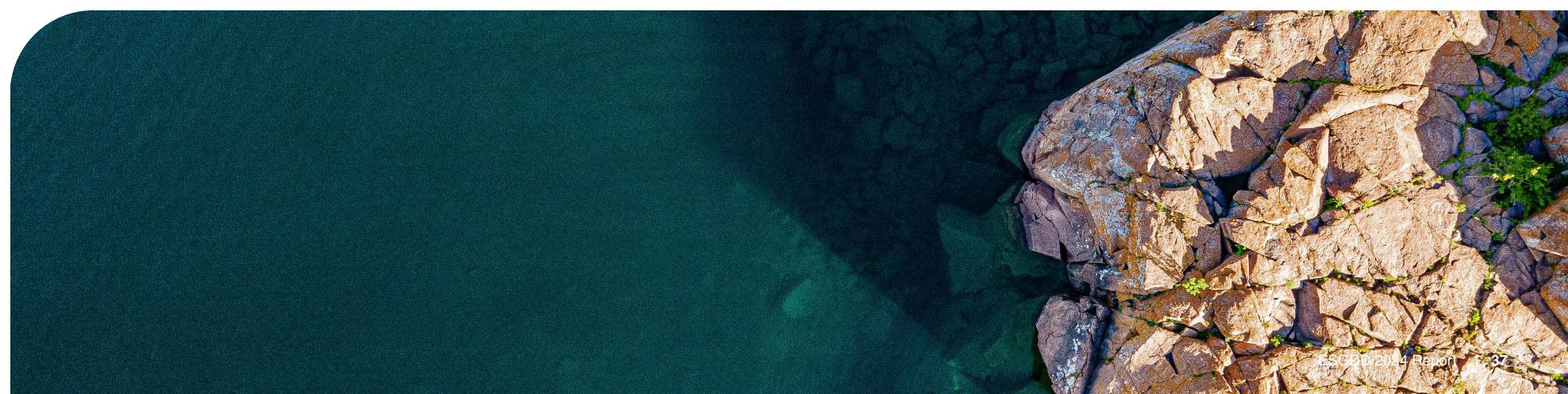
Provides the foundational standard for structuring and reporting green bonds.



## The Four Core Reporting Pillars

CIB's ESG approach is closely aligned with its corporate strategy, reflecting its commitment to sustainable, long-term growth. The Bank's ESGDD Report is structured around four (4) core reporting pillars: Environment, Social, Governance, and Data and Digitisation. These pillars guide CIB's efforts to manage ESG risks, drive inclusion, strengthen governance, and support digital and sustainable transformation across the Bank. The following table illustrates the alignment of CIB's ESGDD practices and disclosures with the global sustainability frameworks and standards it has adopted. In addition, CIB identified a clear set of ESG KPIs, developed based on the requirements of international reporting standards and frameworks, as well as ESG rating platforms and indices, to ensure comprehensive and comparable tracking of sustainability performance.

Pillar	GRI	VALUE REPORTING FOUNDATION SASB STANDARDS	CDP DISCLOSURE INSIGHT ACTION	net-zero banking alliance	TCFD Task Force on Climate-Related Financial Disclosures	EQUATOR PRINCIPLES	UN (a) Principles for Responsible Banking	S&P Global	SUSTAINALYTICS	MSCI
<b>Environment</b> 	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Social</b> 	✓	✓					✓	✓	✓	✓
<b>Governance</b> 	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Data and Digitisation</b> 			✓					✓	✓	✓



# Year In Review: Sustainable Finance 2024 Highlights

## Celebrating Five Decades of Growth and Systemic ESG Integration

2025 marks a landmark year for CIB a dual milestone that celebrates five decades of institutional excellence while advancing the deep integration of sustainability across the Bank's systems and strategy. However, 2024 was dynamic and transformative, resembling the experience of "building the ship as we sail." It witnessed the successful rollout of CIB's Sustainable Finance System and Strategy (SFSS), a major institutional achievement that strengthened CIB's competitive edge and laid the foundation for the next fifty (50) years of sustainable growth and long-term value creation.

*The SFSS implementation engaged core lines of business and key departments across eight (8) strategic workstreams, driven by dedicated and self-motivated CIB professionals. Their synergy and commitment delivered significant outcomes that have set CIB apart in the Egyptian and regional financial landscape. This milestone not only reinforces CIB's leadership in sustainable finance but also underscores its enduring commitment to supporting Egypt's transition to a more inclusive, resilient, and sustainable economy. Over the past three years (2021–2024), CIB has deeply embedded ESG principles into its institutional DNA, equipping the Bank to drive forward-looking business models, unlock innovative solutions, and deliver measurable impact for clients, shareholders, and society.*

### Operationalising the Vision: SFSS Workstreams in Action

Cross Functional and Bank Wide Systems Integration and Strategic Execution



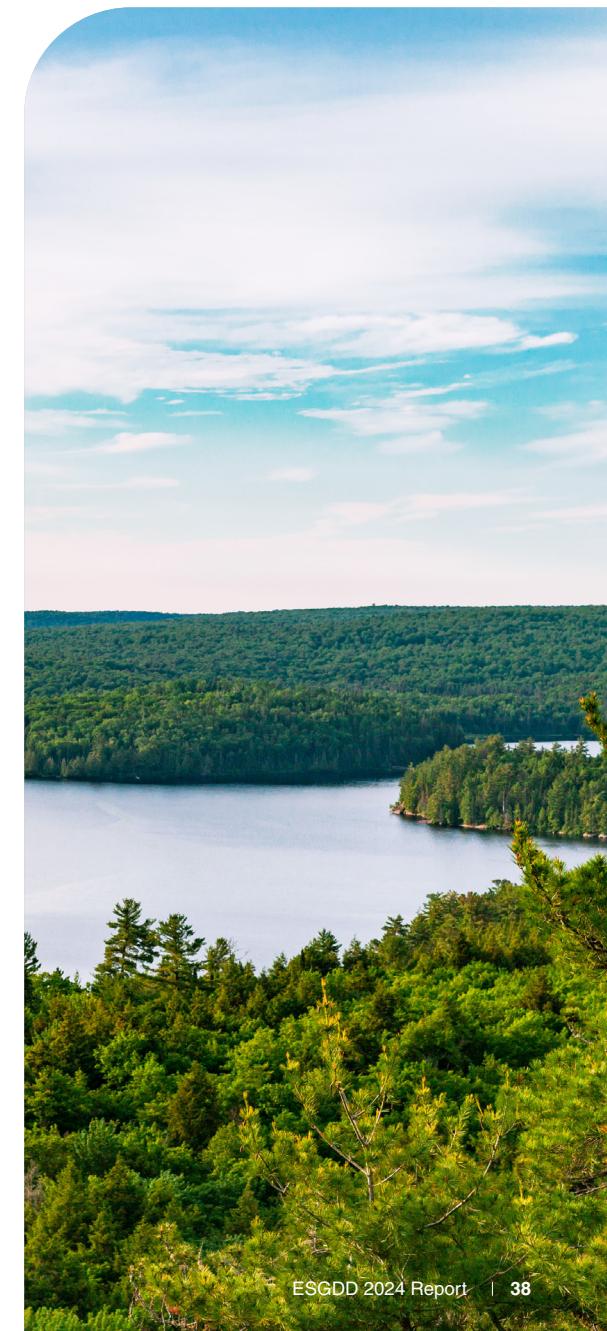
CIB's implementation of its Sustainable Finance System and Strategy (2021-2024) has successfully embedded sustainability at the core of its business strategy, leveraging ESG principles to drive long-term value creation for stakeholders. This growth-focused approach also ensures compliance and alignment with both national and global sustainable finance standards and frameworks. The strategy fosters synergies between the Bank's diverse departments to enact Bank-wide change in sustainability. To facilitate this, eight (8) sustainable finance workstreams were developed, ensuring the inclusion of all key functions throughout the implementation process.

### CIB's Sustainable Finance Strategy was guided by two (2) overarching goals:

**1** Leading Egypt's sustainability transformation

**2** Positioning CIB as a regional and global actor in sustainable finance

These goals are closely linked to four (4) priority areas that drive the implementation of the strategy.



## Four priority areas that drive the strategy's implementation.

### Risk Management



E&S Risk Management

Climate Risk Management

### Revenue Generation



Attract concessional sourced funds

Create and increase CIB's sustainable finance portfolio

Offer innovative products to different markets

Uncover new sectoral opportunities

### Ecological Footprint



Enhance operational efficiency

Publish Ecological footprint reports

### Reputation



Distinguish CIB among peers

Enhance CIB's Sustainable Finance presence globally

Sustainable Finance Branding and Value Creation

Sustainable Finance Education and Capacity Building

As a result, the Sustainable Finance Strategy conceived the Ecosystem-Based Business Model (EBM) as an operational expression of Systems Thinking and a viable methodology to integrate different stakeholders and enact the interdisciplinary nature of sustainability.

The model also introduces a new lens that enhances the Bank's ability to deliver value by activating cross-functional networks and strengthening its overall value proposition. To ensure effective implementation, CIB established eight (8) dedicated workstreams: Risk, Global Client Relations and Corporate, Retail, Investment, Ecological (Operational), Education, ESG Data Digitisation, and Communication and Advocacy. These workstreams play a central role in embedding sustainability across all functions of the Bank, serving as core enablers of CIB's broader Sustainable Finance Strategy and driving its successful execution.

**The workstreams operated in concert across two (2) parallel tracks:**

Establishing Robust Sustainability System.

01

Implementing The Sustainable Finance Strategy.

02

While the primary focus was on establishing a robust ESG foundation across policies, processes, and risk frameworks, the Bank remained equally committed to driving growth. Consequently, CIB maintained its position as a first-mover in the market, delivering innovative, sustainable finance solutions tailored to client needs.

Both objectives were successfully achieved, thanks to a highly motivated and empowered internal stakeholder ecosystem that continues to drive CIB's transformation forward.

## Sustainability System

### Laying the Operational Foundation for ESG Integration, Strategy Execution, and Disclosure

Track 1

CIB's System Building efforts are well underway, driven by the implementation of the Sustainable Finance System and Strategy (SFSS). The Bank has adopted a systematic and holistic approach to integrating the ESG principles across its operations and business activities. This integration serves as a critical enabler for executing both the sustainable finance policy and strategy.

System Building entails a comprehensive review and revision of policies and procedures, enhancing internal processes, capacity building, data management, monitoring KPIs, auditing and reporting.

**A particularly significant pillar is the role of Data Management and Analytics, which plays a key role in enabling the Bank to monitor and report on ESG performance, including the ability to:**

Measure the impact of clients, industry segments and sub-segments on society and the environment.



Assess ESG impacts by client through cost-benefit analysis, industry, and segment.



Track the Bank's ecological footprint in terms of material resources and energy consumption.



Through the SFSS journey, CIB integrated ESG across its policies, procedures, and risk management systems, aligning with global standards. A cornerstone of this transformation was the thorough integration of ESG dimensions into the Bank's entire operational framework.

#### which included:

A comprehensive revision of all Bank policies to incorporate ESG considerations.

01

Integration of sustainability into departmental Standard Operating Procedures (SOPs), making ESG a core element of day-to-day operations across all functions.

02

A robust, Bank-wide sustainability capacity-building program, that empowered staff at all levels with the knowledge and tools to operationalise ESG integration.

03

This collaborative approach enabled CIB to systematically build a robust sustainability system while leading the market with innovative ESG-aligned financial instruments. An efficient sustainability system not only reinforces the implementation of CIB's sustainability strategy but also enhances the quality and credibility of our sustainability disclosures, strengthening the Bank's transparency, market positioning, and shareholder trust.



The following steps were taken during the ESG integration in the Bank's Policies and SOPs:



### Measure Department Performance on the Material ESG Topics - Targets and KPI Setting

Select relevant indicators from sustainability frameworks, internal documents, and industry-specific benchmarks that align with the organisation's goals and objectives.  
 Set internal KPIs to address each material topic.  
 Select a number of Qualitative and Quantitative KPIs to measure progress on the proposed targets.  
 Highlight the core strengths and weaknesses.  
 Compare past positioning and evolution over time.  
 Aim to increase the number of KPIs over time.



### Manage Department Material ESG Topics

Define how departments will manage to address material ESG topics through their policies, activities, products, and services.  
 Define any capacity building and training needed for each department.  
 Engage with management to discuss the current and potential management approaches to these material issues.



### Monitor and Report Department ESG Performance

Collect relevant data/progress results of the department's targets and KPIs.  
 List the achievements of each department for the annual sustainability reporting cycle.  
 Complete the agreed upon Data Template with relevant information that reflects the material topics and how the department manages them.

## System Building System Steps

- 01 Policies
- 02 Procedures
- 03 Internal Processes
- 04 Capacity Building
- 05 Data Management
- 06 Monitoring (KPIs)
- 07 Auditing
- 08 Reporting

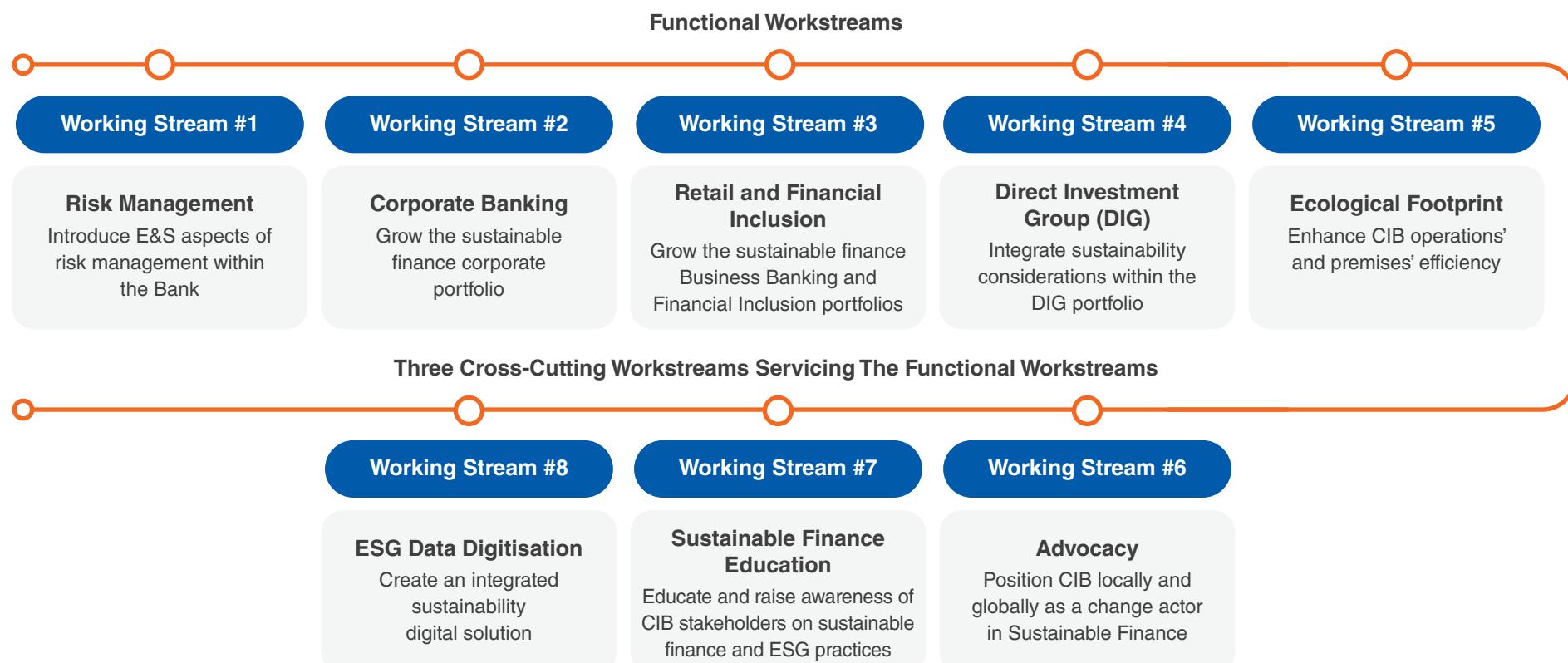
## Strategy Execution - Institutionalising Sustainability for Resilient Growth and Market Leadership

Track 2

### How CIB's Sustainable Finance Strategy Future-Proofs Growth, Enhances Client-Centricity, and Drives Systemic Impact

CIB's success in establishing robust sustainability systems has been matched by the diligent implementation of a comprehensive Sustainability Strategy, which has sharpened the Bank's approach across four (4) key dimensions: Risk Management, Revenue Generation, Reputation (Advocacy), and Ecological Footprint. Anchored in ESG principles, this strategy harnessed CIB's institutional strength and mobilised its human capital to drive growth across all business lines from mitigating environmental, social, and climate risks to greening the portfolio, innovating sustainable finance instruments and programs, developing client-centric solutions, accessing sustainable capital, and managing its operational footprint.

The Sustainable Finance Strategy was executed through eight (8) synergistic workstreams, enabling seamless, Bank-wide integration. It not only enhanced internal competencies and regulatory alignment but also created the institutional readiness needed to future-proof CIB's growth and maintain the Bank's client-centric distinction in a rapidly evolving market. By fostering innovation and building capacity, the strategy reflects CIB's deep commitment to embedding sustainability principles throughout its operations, integrating ESG into decision-making, and positioning sustainable finance as a catalyst for transformative, long-term impact.



## Sustainable Finance System and Strategy Workstream Highlights

Workstream	Key Highlights
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>Integrated climate risk management.</li> <li>Enhanced the implementation of the Environmental and Social Risk Management System (ESRM).</li> </ul>
<b>Corporate Banking and Global Corporate Relations (GCR) Groups</b>	<ul style="list-style-type: none"> <li>Secured blended finance amounting to <b>USD 356 million and USD 9.12 million</b> in grants for climate finance.</li> <li>Achieved a <b>17.24%</b> greening of the Bank's portfolio according to CBE guidelines, representing <b>EGP 52.8 billion</b> in sustainable finance exposure (direct lending).</li> <li>Developed and branded <b>twelve (12) Sustainable Finance offerings</b>.</li> <li>Conducted <b>five (5) sectoral guidelines</b>.</li> </ul>
<b>Retail and Financial Inclusion</b>	<ul style="list-style-type: none"> <li>Launched the "Sustaining SMEs" program.</li> <li>Introduced Sustainable Finance Products for SMEs.</li> <li>Accessed blended finance through the EBRD Green Economy Financing Facility (<b>USD 50 million</b>) and the EBRD Women in Business (<b>USD 10 million</b>) Programs.</li> <li>Established a simplified KYC form for financial inclusion account opening.</li> <li>Provided annual Financial Inclusion Training for Bank staff.</li> <li>Conducted annual financial inclusion awareness campaigns under the CBE.</li> </ul>
<b>Direct Investment Group (DIG)</b>	<ul style="list-style-type: none"> <li>Incorporated ESG standards into the investment analysis and decision-making processes for potential investment opportunities.</li> <li>Conducted an E&amp;S diagnostic assessment of CIB's current investment portfolio to ensure E&amp;S eligibility.</li> <li>Ongoing assessments of new investments for E&amp;S eligibility and sustainable investments.</li> </ul>
<b>Ecological Footprint</b>	<ul style="list-style-type: none"> <li>Broadened the operational emissions calculation.</li> <li>Achieved operational emission reduction targets.</li> <li>Launched two (2) initiatives under the "Solid Waste Management System" program.</li> <li>Adopted the PCAF methodology to account for the Bank's portfolio emissions.</li> </ul>
<b>Advocacy</b>	<ul style="list-style-type: none"> <li>Integrated sustainability into CIB's internal culture through the Amal Al Araby Award, SSN "Expert Talk" events, ESG awareness campaigns, and a Sustainable Finance Library.</li> <li>Enhanced CIB's digital footprint through search engine optimisation of digital content.</li> <li>Emphasised CIB's commitment to Climate Change during COP28 and advanced its leadership position during COP27.</li> <li>Communicated the Bank's evolving ESG reporting efforts.</li> <li>Promoted Sustainable Finance under the "Sustaining Sectors" and "Sustaining SMEs" capacity-building sessions.</li> </ul>
<b>Sustainable Finance Education</b>	<ul style="list-style-type: none"> <li>Implemented capacity-building programs on ESG and sustainable finance topics for Bank staff.</li> <li>Integrated ESG into the CIB Credit Course and SME Academy.</li> <li>Launched the Sustainable Finance School.</li> <li>Established partnerships with universities in Egypt to prepare new graduates.</li> </ul>
<b>Data and Digitisation</b>	<ul style="list-style-type: none"> <li>Established an "Ecological Footprint" module for measuring and monitoring the Bank's internal operations performance.</li> <li>Developed a digitisation system for the ESRMS, greening the portfolio, and climate risk management to meet reporting needs.</li> </ul>

# Transition Finance: CIB Leading The Evolution of Climate Finance

## Interpreting and Implementing Transition Finance in the African Regional Context

The successful implementation of CIB's Sustainable Finance System and Strategy (SFSS) not only institutionalised sustainability within the Bank but also strategically positioned CIB to embark on a new chapter: Transition Finance. As early as 2020/21, CIB recognised the climate imperative and its implications for business growth. Since then, the Bank has incorporated climate risk into its operations and has been publishing annual Taskforce on Climate-related Financial Disclosures (TCFD) reports since 2022.

The next phase has focused on accelerating the Bank's clients' transition to more sustainable business models and contributing to the transformation of the real economy toward low-carbon, inclusive development. CIB has also sought new methodologies and business models to pursue the decarbonisation imperative, mitigating its transition risk and exploring climate opportunities.

As a founding signatory of the Net-Zero Banking Alliance (NZBA) and the Africa and MENA representative on its Steering Committee (2021–2023), CIB has played a pioneering role in shaping the Transition Finance agenda. The Bank has consistently advocated for the importance of regional context and supported the development of implementation narratives suited to local jurisdictions and financial ecosystems.

## Transition Planning for Hard-to-Abate Sectors

With the Bank's Climate Risk Management framework maturing, CIB is preparing to publish its third TCFD Report, which will emphasise its focus on Transition Planning for hard-to-abate sectors. This marks a step change in CIB's role - from internal alignment to proactive client and ecosystem engagement and underscores the need for well-defined sectoral decarbonisation pathways.

CIB's proprietary Transition Planning approach reflects an understanding of the complexity and economic significance of hard-to-abate sectors - high emitters that are nonetheless vital to the region's economies. Therefore, CIB is redefining implementation through a focus on capacity building, deep client engagement, and in-depth sectoral knowledge. The Bank also believes that target setting is not a top-down directive but the result of a collaborative, client-driven process.

## Facilitating a Transition Finance Ecosystem

CIB recognises that effective transition finance requires more than client-level action. It requires the creation of a robust ecosystem that includes standard-setters, policymakers, technical experts, and financial institutions working in concert to facilitate credible transitions. As a convener and catalyst, CIB is actively working to bridge these stakeholders, promote knowledge-sharing, and align efforts around shared goals.

CIB's role includes building alliances with local and international actors, contributing to the development of transition standards and methodologies, hosting regional dialogues and capacity-building platforms, and supporting regulatory alignment to drive just and orderly transitions. Through these efforts, CIB is shaping an enabling environment that empowers businesses to transition confidently and competitively.

CIB's role in the GFANZ Africa Network further reflects its commitment to advancing Transition Finance with a mitigation lens across the continent.



## Strategic Partnership with the IFC

In December 2024, CIB concluded a three-year agreement with the International Finance Corporation (IFC) to support the transition of clients across the Oil and Gas, Power, Real Estate, Steel, Aluminium, Transportation, and Cement sectors. This partnership was designed to develop sector-specific decarbonisation pathways, create tailored transition plans, help clients reduce emissions, and maintain competitiveness amid tightening climate regulations.



### Measuring Financed Emissions and Sectoral Decarbonisation

CIB is progressively aligning its portfolio with a 1.5°C climate pathway by identifying and decarbonising high-emitting sectors. The Bank uses the Partnership for Carbon Accounting Financials (PCAF) standard to measure portfolio emissions. Initial efforts focused on the power generation and real estate sectors, with targets set in line with the IEA net-zero emissions by 2050 scenario. Strategies include financing clean technologies, retrofitting fossil fuel power plants, and supporting carbon capture and storage (CCS) projects.



### Overcoming Challenges in Climate Strategy Implementation

Despite operating in an emerging market context, CIB has taken proactive steps to address challenges in climate risk management, including limited access to client data and evolving methodologies. Enhancements to the ESRMS, use of regional proxies via PCAF, and internal capacity building have supported improved data quality and measurement. Transparency and accountability remain central, with regular performance disclosures designed to inform stakeholders and track progress.



## Mitigation Finance: Climate Risk Management and Transition Finance for Hard-to-Abate Sectors

CIB is proactively aligning its portfolio with the Paris Agreement's pledge of a 1.5-degree pathway by prioritising decarbonisation in key carbon-intensive sectors, including power generation and real estate, for focused decarbonisation planning. The Bank utilizes the (PCAF) Standard to quantify financed emissions and has begun developing sector-specific decarbonisation roadmaps, in line with the IEA Net-Zero Emissions by 2050 scenario. These efforts are central to CIB's broader strategy to embed climate risk management and enable the orderly transition of its portfolio with a 1.5°C temperature pathway.

### Sectoral Transition Strategies

#### A. Power Sector



CIB has developed a comprehensive decarbonisation strategy for the power sector anchored on three pillars:

- Financing clean energy technologies, including solar, wind, and waste-to-energy.
- Retrofitting fossil fuel power plants to enhance efficiency and reduce emissions.
- Supporting carbon capture and storage (CCS) projects at existing power facilities.

#### B. Real Estate Sector:



CIB promotes low-carbon construction by:

- offering preferential terms for projects that meet internationally recognised green building certifications, such as LEED, EDGE, and BREEAM.
- Providing technical assistance (advisory services) for climate-aligned projects and providing clients with green building guidelines to support carbon reduction across new and existing developments.

### Sustainable Finance Instruments and Innovation

CIB has taken significant steps to diversify the sustainable finance instruments available in Egypt, contributing to market development and climate finance mobilisation. In partnership with the International Finance Corporation (IFC), CIB issued Egypt's first corporate Green Bond, directing proceeds into renewable energy, pollution prevention, and sustainable infrastructure projects. The Bank is also collaborating with development finance institutions, including PROPARCO, EBRD, and GIZ, to design climate finance programs aligned with sector-specific decarbonisation targets. Through its partnership with GIZ Egypt, CIB launched the "Sustaining SME's" program, providing tailored Sustainable Finance Loans to SMEs, enabling investment in energy efficiency, renewable energy, water conservation, waste management, and sustainable agriculture. The program combines technical eligibility assessments, advisory services, and financing to help accelerate the transition for smaller businesses.



### Capacity Building and Client Engagement

CIB views transition finance as a partnership journey; not only as a capital allocation exercise, but also as a relationship-driven process that supports clients in navigating climate-related risks and unlocking decarbonisation opportunities. The Bank supports its clients through awareness sessions, climate-aligned advisory services, technical assessments, and sector-specific guidance. This support system helps clients understand regulatory requirements, emissions trajectories, and viable low-carbon solutions. Internally, CIB is training its employees through the Sustainability Strategic Network, strengthening its institutional capabilities to design, structure and execute complex transition deals.

As climate risks and transition demands accelerate, CIB is committed to scaling up its transition finance offerings. Therefore, the Bank is currently expanding its emissions tracking and working to mainstream climate considerations into all financing decisions. By enabling its clients to adapt and thrive in a low-carbon economy, CIB is reinforcing its role as a transition finance enabler in Egypt and across the region.

## Advancing Climate Adaptation Finance

### CIB's Adaptation Finance Program: Building Climate Resilience

CIB adopts a broader interpretation of **Transition Finance** that includes both **Adaptation Finance** and mitigation efforts. This reflects the growing understanding that, while mitigation remains essential for achieving global climate goals, adaptation is increasingly important, particularly in regions already experiencing the effects of climate change. Given that some level of emissions is already locked in and the impacts of climate change are unfolding, there is a clear need to support investments that strengthen resilience. Consequently, enhancing adaptive capacity is becoming an important consideration for maintaining the stability of economies and financial systems.

In response, CIB is pioneering a new approach through its flagship initiative, the **Brain Trust Program**, launched at COP27. This initiative presents a compelling **business case for adaptation finance**, designed to unlock private capital for climate resilience projects. It also repositions adaptation as a **bankable and high-impact investment class**, particularly in sectors such as **sustainable agriculture and water systems**.

The program also reflects CIB's broader commitment to **inclusive economic development** and **climate-resilient growth**, while redefining the role of banks as catalysts for adaptation by supporting the design and financing of commercially viable projects.

CIB's Adaptation Finance Program is purpose-built to channel targeted capital into projects that enhance **adaptive capacity** and reduce **climate vulnerability**. It is informed by national priorities, including **Egypt's National Climate Change Strategy 2050**, and is aligned with international frameworks and best practices such as the **ICMA Climate Bonds Standards**, the **Multilateral Development Bank Definitions of Adaptation Finance**, and the **UNFCCC Framework**.

## The Brain Trust: A New Model for Adaptation Finance

The **Brain Trust** was created to address the persistent disconnect between global private finance and the adaptation needs of vulnerable regions. Its goal is to close the adaptation finance gap, especially in vital sectors like **climate-resilient food and water systems**, by directing capital to where it can have the greatest impact.

At its core, the Brain Trust introduces a **Project-Centric Adaptation Finance Governance Mechanism**, built around a dynamic ecosystem of finance, science, technology, and policy. It provides a comprehensive **Adaptation Finance Conceptual Framework**, which guides the full project lifecycle — from early-stage design and risk mitigation to financing structures, implementation, and transparent data reporting.

### Key Focus Areas

#### Sustainable and Climate-Resilient Agriculture:

CIB finances projects that strengthen rural livelihoods and bolster food security through climate-smart agricultural practices. This includes investments in improved irrigation systems, drought-resistant crop varieties, advanced post-harvest technologies, and climate-resilient farming techniques. These efforts are aligned with the agricultural adaptation priorities of Egypt's Financial Inclusion for Agricultural Development Program

 [Refer to CIB's Development Finance Programs.](#)

#### Water Security and Efficiency:

CIB's financing supports the development and modernisation of water infrastructure, including desalination, wastewater recycling, and leak detection systems, addressing Egypt's acute water stress.

 [Refer to CIB's Green Bond Program.](#)

### Innovative Financing Mechanisms

CIB partners with development finance and climate finance institutions, such as the Green Climate Fund (GCF), the European Union, and the EBRD. CIB also structures blended finance packages that lower the cost of capital and enhance the viability of adaptation investments. These solutions combine grant funding, concessional lending, and technical assistance to support early-stage projects and reduce perceived risks.

In 2024, CIB co-financed adaptation-related projects, with a significant share allocated to SMEs and microfinance in agriculture and water-intensive industries. All projects were selected based on vulnerability assessments and are monitored for their impact on climate resilience.

 [Refer to CIB's Microfinance Institutions section.](#)

Through this program, CIB not only mitigates physical climate risks within its own portfolio, but it also plays a catalytic role in building systemic resilience across Egypt's economy. The Bank views adaptation finance as essential to long-term financial stability, especially for sectors and communities that are disproportionately exposed to the impacts of climate change.

# ESGDD Value Creation KPIs

CIB embraces the principles of integrated reporting, recognising that long-term value creation stems from managing and enhancing all six (6) capitals: Financial, Natural, Human, Social and Relationship, Intellectual, and Manufactured, not just financial performance alone. This holistic approach guides the Bank in allocating resources, delivering impact, and building resilience. The following presents CIB's 2024 Value Creation Model, outlining the key inputs and outputs across each capital that contribute to the Bank's sustainable growth and stakeholder value.

CIB adopted a structured, impact-driven methodology for selecting and managing sustainability-related key performance indicators (KPIs), grounded in the principle of double materiality and aligned with global frameworks. The process began with the identification of material ESG topics through a comprehensive assessment of Impacts, Risks, and Opportunities (IROs). Each KPI was then defined and mapped to its corresponding material topic across CIB's four (4) ESG reporting pillars. A comprehensive set of KPIs were identified, some of which are publicly disclosed, while others are monitored internally to support performance management and strategic decision-making.

To further embed integrated thinking, each KPI was also mapped to the six (6) capitals defined by the IR Framework: Financial, Natural, Intellectual, Human, Social, and Relationship. For each KPI, CIB identified the forms of capital that are directly used or affected by the topic. "Used" indicates the topic draws on that capital for value creation, while "Affected" means the topic impacts the availability or condition of that capital. Some topics engage capitals in both ways ("Both"). This integrated mapping illustrates how value creation and erosion are tracked.

All KPIs are defined in alignment with global ESG reporting standards and the organisation's strategic direction to ensure relevance, comparability, and decision usefulness. CIB applies the GRI Standards to address impact materiality, incorporates the IFRS S1 and S2 for financial materiality, and references sector-specific guidance from the SASB Standards. Additionally, KPI selection and definitions are aligned with the methodologies and expectations of ESG rating agencies and benchmarks, ensuring consistency with international investor requirements and enhancing the credibility of the Bank's disclosures.



## Input

## An Integrated Business Model, Designed for Impact

## Financial Capital



Allocating financial capital to solidify market presence, expanding into new segments, driving growth.

## Manufactured Capital



CIB operates a network of branches and ATMs in Egypt and Kenya, along with other representative offices across Dubai and Ethiopia to deliver top-notch, secure and fast customer experience.

## Human Capital



Investing in employee wellbeing and retention is a support professional development and upskilling, enhancing market growth and profitability.

## Intellectual Capital



Enhancing and developing progressive programs, processes, and digital systems to deliver robust and diverse solutions in a simpler, safer, and faster manner while ensuring the Bank's integrity and resilience.

## Social and Relationship Capital



Leveraging social and relationship capital with various stakeholders, including MDBs, regulators peers, and NGOs, CIB creates values that includes economic, environmental, and social returns while upholding governance standards. The CIB Foundation for Child Healthcare exemplifies our efforts to monetise philanthropy by adopting innovative business models.

## Natural Capital



Establishing policies, procedures, and system to mitigate environmental and climate-related risks and impacts at operational and portfolio levels.

1

We start by instilling

## Our Values



Lead the Market

Integrity

Customer First

Agility

2

Into a set of

## Strategic Priorities



Customer Centricity

Financial Performance

Operational Efficiency

Organisational Development and Sustainability

3

while engaging our

## Stakeholders



Governments  
and Regulatory  
Bodies



Clients



Employees



Industry  
Partners



Shareholders  
and Investors



Society

4

to address a set of

## Material Topics



## Economic

Healthy Economy  
Financial Performance



## Data and Digitisation

Data Privacy and Security  
Digital Leadership



## Environment

Sustainable Finance  
Environmental and Climate Risk  
Ecological Footprint



## Governance

Governance  
Business Ethics and Integrity



## Social

Employee Wellbeing,  
Diversity, Engagement and  
Development  
Financial Inclusion and Equality  
Social and Community  
Investment  
Customer First

# Outcome

Preface

About This Report

Messages From Leadership

Fifty Years of Sustainable Growth

Stakeholder Engagement & Materiality

Pillar 1: Governance

Pillar 2: Environment

Pillar 3: Social

Pillar 4: Data and Digitisation

Looking Ahead

Appendices

## Financial Capital



### EGP 244.17 Bn

Market Cap

### EGP 399 Bn

Gross Loan Portfolio

### EGP 99 Bn

Revenues

### EGP 968 Bn

Total Deposits

### 5.44%

Return on Average Assets (ROAA)

### 49.5%

Return on Average Common Equity (ROAE)

### EGP 55.2 Bn

Net Profit

### EGP 1.2 Tn

Total Assets

## Manufactured Capital



### 212

Branches and Units

### 1,387

ATMs

### 1,387

POS Machines

### +2 Mn

Clients and Customers

## Operating in

Egypt and Kenya

## Human Capital



### 10,054

Employees

### 38%

Employees under 30 years

### 988

Number of employee promotions

### 35%

Woman representation in the workforce

### 18%

Woman representation in the Board

### Constituent

Bloomberg Gender-Equality Index (GEI)

## Intellectual Capital



### Environmental and Social Risk Management System

Fully integrated E&S risks in our credit risk management

### Zaki the Bot

Egypt's First Chatbot

### Brain Trust

Advocating for Adaptation Finance for Water and Food Systems

### Sustaining Sectors and Sustaining SMEs Program

Promoting sustainable action among corporate and SMEs across different sectors.

### Bedaya Accounts

Tailored for microenterprises, youth women, and freelancers

### CIB Smart Wallet

Serving 1,407,036 users in 2024

### +1.9 Mn

Digital Banking Users

## Social and Relationship Capital



### Microfinance Institutions

EGP 30.89 Bn total disbursed amounts since the initiation of MFIs in CIB

27% of total customers is youth owned

52% of total customer is women owned

### Financial Inclusion (FI)

5 FI products provided as per the CFHI

Growing Together Initiative to empower SMEs

18,903 individuals trained in financial literacy of which 48% were women

### CIB Foundation

EGP 431.5 Mn allocation for new projects in 2024

### Stakeholders Engagement

Collaborating with clients, ministries, MDB, DFIs and academia to create an enabling ecosystem and further our sustainable finance and development ambitions

## Natural Capital



### C

CDP 2024 Climate Change score

### 12%

Reduction in scope 1+2 emissions per FTE from 2018 baseline

### +15 Mn kWh/year

Annual Energy Savings through Climate Financing

### EGP 11.67 Bn

Funded through Green Bonds

### EGP 1,802 Mn

Funded under EPAP

### Developed and Branded

Twelve (12) Sustainable Finance offerings

## Tracking Value Creation across Core Reporting Pillars



## Pillar 1 - Governance

Material Topic	KPI (Unit)	2023	2024	Capital* (Used/Affected/Both)	Relevant SDGs
Governance	Female Representation on Board (%)	18%	18%	 	
	CDP Ranking (Score)	B-	C	 	
	MSCI Rating (Score)	A	AA	 	
	Sustainalytics Rating (Risk Rating)	19.8	22.6	 	
	FTSE4Good and Bloomberg Gender Equality Index	Constituent	Constituent	 	
Business Ethics and Integrity	Employees Trained in the Code of Conduct (% of employees)	92%	100%	  	

## Legend

Capitals

 Financial Capital Human Capital Social and Relationship Capital

Used | Affected | Both

 Manufactured Capital Intellectual Capital Natural Capital



## Pillar 2 - Environment

Material Topic	KPI (Unit)	2023	2024	Capital* (Used/Affected/Both)	Relevant SDGs
Environmental and Climate Risks	Percentage of Credit Portfolio Exposed to Elevated Transition Risk (%)	28%	27.4%		 
	Percentage of Credit Portfolio Exposed to Elevated Physical Risk (%)	4%	3.9%		 
	Number of High Environmental and Social Risk Firms (Category A) (%) <sup>2</sup>	6.6%	5.4%		
	Employees Trained in ESRM (#)	1,048	1,400		
	Employees Trained in Sustainable Finance-Related Topics (#)	755	7,012		
Sustainable Finance	Green Bond Portfolio (EGP Billion)	2.257	11.67		 
	Annual CO <sub>2</sub> Reduction through Climate Financing (mtCO <sub>2</sub> e)	5,509	6,271		 
	Annual Energy Savings through Climate Financing (MWh/year)	13,769	15,670		 
	Annual Water Savings through Climate Financing (m <sup>3</sup> / year)	36,877	111,977		
Ecological Footprint	Scope 1 Emissions (tCO <sub>2</sub> e)	7,085	4,577		 
	Scope 2 Emissions (tCO <sub>2</sub> e)	26,350	29,110		
	Scope 3 Emissions (tCO <sub>2</sub> e)	33,045	35,445		
	Carbon Intensity (mtCO <sub>2</sub> e/employee)	3.64	3.35		

## Legend

## *Capitals*

## Financial Capital

## Human Capital

## Social and Relationship Capital

Used | Affected | Both

## Manufactured Capital

## Intellectual Capital

 Natural Capital

<sup>1</sup> The KPIs were not yet developed in 2023.

<sup>2</sup> The reported figures include the number of firms from January 2021 to December of the reporting year.



## Pillar 3 - Social

Material Topic	KPI (Unit)	2023	2024	Capital* (Used/Affected/Both)	Relevant SDGs
Customer First	Number of ATMs (#)	1,339	1,387	 	
	Number of Branches (#)	208	212	 	
	Customer Satisfaction (NPS score)	30.71	44.7	 	
	Complaints Closure Rate (%)	88%	91%	 	
Healthy Economy	Growth Rate of the Microfinance Loan Portfolio (% growth)	64%	16%	 	
	Funding provided to SMEs under the Sustainable Finance Loan (EGP million)	N/A <sup>3</sup>	6.5	  	 
	Funding Provided to Women-Led SMEs (EGP billion)	2.00*	2.49 *	 	 
	Personal Loans (EGP billion)	42.5	53.7	 	

\*Approved unsecured facility

### Legend

Capitals

 Financial Capital

 Human Capital

 Social and Relationship Capital

Used | Affected | Both

 Manufactured Capital

 Intellectual Capital

 Natural Capital

<sup>3</sup> Product was not launched yet.



## Pillar 3 - Social

Material Topic	KPI (Unit)	2023	2024	Capital* (Used/Affected/Both)	Relevant SDGs
Financial Inclusion and Equality	Female Customer (Consumer) (%)	23%	25%		
	Female Customers (SMEs Portfolio - Unsecured) (%)	17%	14.7%		
	New-to-Bank Customers (#)	450,563	360,202		
	Branches with Mobility Accessibility Features (#)	25	33		
	Staff Trained in Inclusion Practices (#)	1,427	2,200		
	Employee Turnover (%)	5.2%	6.97%		
	Number of participants in financial literacy initiatives for unbanked, underbanked, or under-served customers	16,206	18,903		



### Legend

Capitals

Financial Capital

Human Capital

Social and Relationship Capital

Used | Affected | Both

Manufactured Capital

Intellectual Capital

Natural Capital



## Pillar 3 - Social

Material Topic	KPI (Unit)	2023	2024	Capital* (Used/Affected/Both)	Relevant SDGs
Employee Well-Being, Diversity, Engagement, and Development	Gender Diversity (%) (Male-Female)	67 – 33	65 – 35		
	Employees with Disabilities (%)	1.0%	1.6%		 
	Age Diversity (%) (<30 : 30–50 : >50)	37 – 58 – 5	38 – 56 – 5		 
	Training Hours per Employee (hours)	M: 91; F: 90	M: 81; F: 88		
Social and Community Investment	Net Profits Allocated to CSR (%)	1.5%	1.5%		 
	New CIB Foundation Projects (#)	16	19		 
	Allocations for new CIB Foundation Projects (EGP million)	202.8	431.5		 

### Legend

Capitals

Financial Capital

Human Capital

Social and Relationship Capital

Used | Affected | Both

Manufactured Capital

Intellectual Capital

Natural Capital



## Pillar 4 - Data and Digitisation

Material Topic	KPI (Unit)	2023	2024	Capital* (Used/Affected/Both)	Relevant SDGs
Digital Leadership	CIB Smart Wallet Users (#)	+1 million	+1.4 million		
	CIB Smart Wallet Users by Gender (%, male – female)	81% Male - 19% Female	77% Male - 23% Female		
	Total Transactions Volume (Internet Banking) – Retail Banking (#)	1.9 million	2.3 million		
	Total Transactions Volume (Mobile Banking) – Retail Banking (#)	13.3 million	13.6 million		
	Share of Total Transactions via Digital Channels - Consumer Banking (FY)				
	• Card Settlement (%)	98.43%	99.14%		
	• Internal Transfer (%)	97.47%	97.87%		
	• External Transfer (%)	88.36%	76.57%		
	Number of Data Breaches (count)	0	0		
	Staff Cybersecurity, Security and Resilience Training (# of staff trained)	600	4,311		

### Legend

Capitals

Financial Capital

Human Capital

Social and Relationship Capital

Used | Affected | Both

Manufactured Capital

Intellectual Capital

Natural Capital

# 5.

## Stakeholder Engagement and Materiality

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# Stakeholder Engagement

All CIB stakeholders contribute uniquely and profoundly to the Bank's journey, helping tailor its services to their needs, preferences, concerns, and aspirations. Building on the foundation laid in 2023, CIB further advanced its stakeholder engagement efforts in 2024. Internal interviews were conducted with relevant departments and key stakeholders across the Bank to capture valuable insights. These efforts were complemented by comprehensive desktop research and peer benchmarking. Perspectives from employees, customers, investors, regulators, NGOs, and business partners were also incorporated, either directly or indirectly through various relevant engagement methods throughout the year. The collected insights informed a double materiality assessment that integrated both impact analysis and financial risk considerations.

## Relationships and Stakeholders

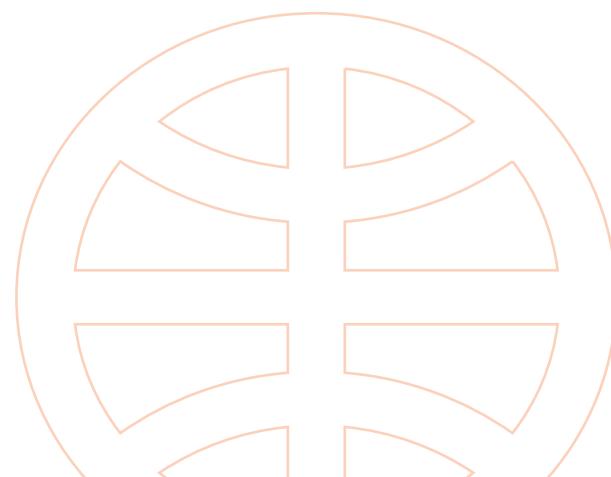
CIB recognises that sustaining and creating long-term value depends on understanding the needs, expectations, and impact of its diverse stakeholders, including customers, employees, regulators, shareholders, suppliers, non-governmental organisations (NGOs), and local communities. The Bank follows a structured process to identify and categorise stakeholders, with engagement channels, frequency, and key topics reviewed annually. These interactions are conducted through a range of internal and external methods, ensuring ongoing dialogue in line with national laws, policies, and sustainability commitments.

Regular engagement with policymakers, regulators, private sector actors, and development partners enables CIB to support clients in transitioning to more sustainable practices. The Bank also facilitates expert panels and discussions with key industries to explore current trends and challenges. Through collaboration with ministries, multilateral development partners, and development finance institutions, CIB enhances its sustainable finance offerings while maintaining a focus on delivering value to stakeholders and advancing its sustainability agenda.



## Government and Regulatory Bodies

CIB engages proactively with government entities and regulators, including the CBE and FRA, and the Egyptian Exchange. Communication takes place through formal correspondence, meetings, and regular communication channels. The Bank ensures full compliance with regulatory directives on sustainable finance, financial inclusion, and corporate governance, while submitting timely ESG and financial reports and responding to audits and examinations.





## Board of Directors

CIB ensures continuous collaboration with its Board of Directors through regular meetings and comprehensive reporting. Quarterly Board and Executive Committee meetings held more frequently when needed provide strategic oversight, enabling guidance on business priorities, risk matters, disclosures, and ESG oversight. This structured engagement reinforces strong governance and accountability across the Bank.



## Shareholders and Investors

CIB maintains open, transparent communication with shareholders and investors. Engagement channels include Annual General Assemblies, quarterly meetings, complemented by updates via CIB's website and official disclosure portals. These interactions ensure that shareholders are well-informed about CIB's financial performance, ESG commitments, corporate governance, strategic priorities, and shareholder returns, fostering long-term investor confidence.



## Customers

CIB maintains a proactive and multi-channel approach to engaging its customers, combining daily in-branch interactions with extensive digital outreach. Engagement occurs through various touchpoints, including mobile and internet banking, email, SMS, social media, and direct customer service lines. For SME clients, CIB offers tailored advisory support through the Business Solutions platform, complemented by targeted training in partnership with industry associations. These efforts help address key customer priorities such as product and service quality, the performance of digital banking channels, and overall service experience.



## Industry Associates and Sustainability Partners

CIB collaborates closely with industry peers, local and international sustainability partners, and multilateral organisations through joint initiatives, policy forums, capacity-building workshops, and knowledge-sharing sessions. These partnerships help advance the Bank's ESG strategy, foster innovation in sustainable finance, and attract funding and technical assistance to support climate resilience and inclusive growth.



## Suppliers

CIB manages supplier relationships through a structured engagement process that includes annual performance assessments, and regular communication via meetings, calls, and emails. This process helps ensure high service quality, adherence to contract requirements, and alignment with the Bank's social and environmental performance expectations.



## National Community

CIB contributes to Egypt's inclusive development agenda through national outreach programs, community engagement, and investments in social projects. The Bank, including through the CIB Foundation, supports initiatives focused on education, healthcare, financial literacy, and entrepreneurship particularly for low-income and undeserved populations. These efforts align with the Bank's commitment to financial inclusion, employment, and social well-being.

# Materiality Assessment

CIB is committed to identifying and addressing the most significant ESG issues that impact its business and stakeholders. In 2024, the Bank followed a structured and inclusive double materiality assessment process that builds on the methodology used in the 2023 reporting period, ensuring consistency and comparability over time.

To determine its material topics, CIB first conducted a comprehensive impact analysis to identify both its actual and potential positive and negative impacts on the economy, the environment, and people across its operations, financing activities, and business relationships. This included evaluating a wide range of ESG risks and opportunities, with reference to internationally recognised sustainability reporting standards, such as the GRI standards for impact materiality and SASB and ISSB standards for financial materiality, in addition to references to ESG ratings.

The Bank then prioritised these impacts by assessing their severity and likelihood, as well as their relevance to its long-term success and the concerns of CIB's stakeholders. This double materiality approach ensures that CIB captures both the financial implications of ESG issues for the Bank and the broader societal and environmental impacts of its activities.

CIB's assessment was informed by a targeted stakeholder engagement process, supplemented by desktop research, and supported by an independent third-party ESG advisor to ensure objectivity and adherence to best practices.

## Impact Materiality



## Financial Materiality



The result of the assessment boiled down to a focused set of thirteen (13) material topics (presented in the table on the next page) that reflect the most critical areas for CIB and its stakeholders. The results are consistent with those from 2023, with two (2) name changes added to provide clarity and separate CIB's focus on diversity, well-being, and inclusion for both the Bank's employees and the broader community.

2023 Material Topic	Updated Naming 2024 Material Topic
Employee Well-Being, Engagement, and Development	Employee Well-Being, Diversity, Engagement, and Development
Diversity, Equality and Financial Inclusion	Financial Inclusion and Equality

Each material topic is addressed in its own subchapter within this report, clearly outlining how CIB is responding to stakeholder priorities and managing its sustainability performance. Through this process, the Bank reinforces its commitment to transparency, accountability, and integrated thinking.

## Material Topics Assessment Methodology

CIB's 2024 materiality assessment applies a structured, forward-looking approach grounded in the principle of double materiality, evaluating each ESG topic for both its sustainability impact and financial relevance. This methodology aligns with the GRI Standards, considering impacts the Bank causes, contributes to, or is linked to, and adheres to IFRS S1 and S2 guidance on sustainability-related financial risks and opportunities.

Each of the Bank's thirteen (13) material topics was assessed across three (3) dimensions: impact materiality (positive or negative), inherent financial risk, and inherent financial opportunity. A three-level scale: high, medium, or low, was used to qualitatively assess each dimension. The assessment reflects an inherent view, meaning topics are evaluated assuming no formal controls, mitigation mechanisms, or management systems are in place. This enables the Bank to identify where the greatest unmitigated exposures or value creation opportunities exist.

Impact materiality considers the Bank's actual or potential effects on the environment, people, and the economy, whether direct or indirect. Financial risk evaluates the degree to which each topic may pose operational, regulatory, reputational, or market-related risks to the Bank. Financial opportunity reflects the potential to generate value through strategic advancement of the topic, such as new products, stronger stakeholder relationships, or enhanced resilience.

Complementing the IRO assessment, the Bank also evaluated its maturity level in managing and addressing each material topic, offering a realistic view of how effectively current practices reduce negative impacts, mitigate risk, or enable opportunity realisation. Together, these assessments inform strategic planning, performance monitoring, and transparent ESG disclosures..



For details on CIB's IROs assessment, please refer to the [Appendices](#).

## Double Materiality Assessment and CIB's 2024 Performance

Material Topic	Inherent Risk & Opportunity Assessment (No Controls Applied)			CIB's Status of Impact & Risk Management		Read More	
	Impact Materiality	Financial Materiality		CIB's Performance in 2024	CIB's Response Maturity Level		
		Risk (-)	Opportunity (+)				
Environmental and Climate Risks	High (-)	High	Low	In partnership with a Development Finance Institution (DFI), the Bank initiated a climate risk advisory engagement that laid the groundwork for its Climate Risk Management Framework. This included initial portfolio screening to assess transition and physical risks, as well as enhancing climate risk assessment capabilities and aligning with the TCFD recommendations. In parallel, the Bank advanced its decarbonisation efforts by supporting clients through decarbonisation plans, which entail capacity-building sessions and on-site walk-through audits. It also began offering transition products, such as sustainable bonds and a transition fund, and implemented integrated finance models and innovative technologies to attract climate-aligned investments.	● ● ●	<a href="#">Environmental and Climate Risk</a>	
Governance	Medium (-)	High	Medium	In 2024, CIB strengthened ESG governance by embedding sustainability more deeply into its oversight and decision-making processes. The Bank's Sustainable Finance Policy served as a core reference point, guiding ESG-aligned practices across all operations and ensuring responsiveness to evolving global standards. Active engagement from the Board and executive leadership was supported by specialised governance bodies and board-level committees, which oversaw environmental, climate, and social progress. These efforts were reinforced through updated operating procedures and alignment with CIB's Code of Corporate Governance, maintaining strategic oversight, risk management, and institutional accountability.	● ● ●	<a href="#">Governance Structure and Oversight</a>	
Sustainable Finance	High (+)	Medium	High	CIB expanded its Green Finance Portfolio in 2024, extending its pioneering corporate green bond into a comprehensive suite of green bonds, green loans, and sector-specific transition programs. CIB continued to scale up its climate finance efforts, mobilising significant funding toward sustainability-aligned initiatives. Over USD 300 million was allocated under CIB's Green Bond, channelling capital into projects focused on renewable energy, energy efficiency, green building certifications, energy management systems, and water management. This was complemented by a seven-year, USD 100 million Climate Finance Facility secured with the International Finance Corporation (IFC), aimed at accelerating a pipeline of green investments. Additionally, the Bank partnered with the European Bank for Reconstruction and Development (EBRD) on a USD 60 million facility to further expand green financing while also supporting women-led businesses, reinforcing CIB's inclusive approach to climate action. By channelling capital to help high-emitting sectors decarbonise and align with national climate goals, CIB reinforced its market leadership and earned international recognition, including Euromoney's "Best Bank for ESG in Egypt 2024".	● ● ●	<a href="#">Sustainable Finance</a>	

### Legend

#### CIB's Maturity Response Level



Strategic & Embedded  
(Integrated and driving value)



Progressive  
(In development with visible progress)



Foundational  
(Early stage, further integration needed)

Material Topic	Inherent Risk & Opportunity Assessment (No Controls Applied)			CIB's Status of Impact & Risk Management			Read More
	Impact Materiality	Financial Materiality		CIB's Performance in 2024		CIB's Response Maturity Level	
		Risk (-)	Opportunity (+)				
Financial Performance	Medium (+)	High	Low	CIB delivered record financial results in 2024. Total revenue climbed to EGP 99.0 billion, and net income surged to an all-time high of EGP 55.2 billion, driven by diversified revenue streams and disciplined cost efficiencies. Automation and digitalisation of processes have reduced the cost of service delivery and improved overall productivity. Capital adequacy remained strong, providing a solid foundation for continued growth, innovation, and increased investment in environmental, social, and governance (ESG) initiatives.	● ● ●	<a href="#">CIB 2024 Annual Report</a>	
Data Privacy and Security	Medium (-)	High	Medium	Zero data breaches were recorded for the fifth consecutive year. All employees have completed comprehensive cybersecurity training, and two-factor authentication has been rolled out for all sensitive transactions. A privacy-by-design approach and round-the-clock threat monitoring further strengthened system integrity, reinforcing customer trust in CIB's digital services.	● ● ●	<a href="#">Data Privacy and Cybersecurity</a>	
Financial Inclusion and Equality	High (+)	Low	High	CIB's microfinance outreach expanded to over 379,000 microfinance clients, with women accounting for 52% of the micro-loans disbursed. Branches across the network introduced new accessibility features, and frontline staff received sign language training to serve customers with disabilities better. Financial literacy campaigns aligned with national inclusion priorities supported underserved groups, including youth and people with disabilities, helping to bring more individuals into the formal banking system.	● ● ●	<a href="#">Responsible Business Growth</a>	
Business Ethics and Integrity	Medium (-)	High	Low	Ethics and compliance training was provided to CIB employees, supported by refreshed policies on anti-bribery, whistleblowing, and customer conduct. These efforts ensured adherence to evolving regulatory standards and bolstered trust across all stakeholder groups, maintaining CIB's reputation for integrity in its operations and services.	● ● ●	<a href="#">Compliance, Ethics, and Corporate Resilience</a>	
Employee Well-Being, Diversity, Engagement, and Development	Medium (+)	Medium	Medium	Flexible work models and internal mobility programs enhanced employee engagement and retention, resulting in an annual turnover rate of just 6.97%, which is significantly below industry averages. Over 688,000 hours of training were delivered to staff throughout the year, including leadership development and technical upskilling courses. The Bank also enhanced workplace inclusion by hiring and accommodating employees with disabilities, reflecting CIB's commitment to diversity and a supportive work environment.	● ● ●	<a href="#">Employee Well-being, Diversity, Engagement, and Development</a>	
Customer First	High (+)	Medium	High	Our Net Promoter Score reached an all-time high of 44.7, reflecting improved service quality and stronger digital engagement with customers. During 2024, CIB introduced enhanced feedback tools, simplified customer contracts, and provided specialised training for staff to better serve vulnerable customer segments. Support for small businesses was also expanded through dedicated SME call centres, tailored credit tools, and the launch of the "Growing Together" Academy for capacity building, all of which contributed to a superior customer experience.	● ● ●	<a href="#">Customer First</a>	

## Legend

CIB's Maturity Response Level

Strategic & Embedded  
(Integrated and driving value)Progressive  
(In development with visible progress)Foundational  
(Early stage, further integration needed)

Material Topic	Inherent Risk & Opportunity Assessment (No Controls Applied)			CIB's Status of Impact & Risk Management			Read More
	Impact Materiality	Financial Materiality		CIB's Performance in 2024		CIB's Response Maturity Level	
		Risk (-)	Opportunity (+)				
Digital Leadership	High (+)	Medium	High	CIB continues to advance its digital transformation to enhance customer experience, reduce reliance on in-branch services, and ensure a secure, technology-driven banking environment. The Bank expanded the "Bank of the Future" program by migrating Business Banking services exclusively to the CIB Business Online platform, streamlining operations and improving service efficiency. It also progressed in developing the Ecological Footprint (EFP) Module, a digitised platform for tracking and monitoring of the Bank's operational environmental data, set to launch in 2025. Additionally, CIB expanded its digital wallet offering and piloted new SME lending tools, reflecting its strategy to integrate customer insights and technology for seamless service delivery. With 1.95 million online banking subscribers and EGP 15.9 million in total digital transactions, CIB reinforced its position as Egypt's leading digital financial institution.		● ● ●	<a href="#">Innovation in Digital Banking</a>
Healthy Economy	High (+)	Medium	Medium	Institutional lending reached EGP 290 billion, supporting clients in the manufacturing, renewable energy, and export-oriented industries. This financing helped reduce import dependence and improve trade balances, with flagship projects including Egypt's first citric acid plant and a major new wind farm coming to fruition. CIB also expanded SME lending and pioneered the use of social Sukuk bonds, issuing an EGP 7 billion bond for an inclusive-finance institution that channels capital to underserved entrepreneurs, directing it into regional development and reinforcing the Bank's role in driving inclusive economic growth.		● ● ●	<a href="#">Responsible Business Growth</a>
Ecological Footprint	Medium (-)	High	Medium	CIB continued to reduce its direct environmental impact. Scope 1 and 2 carbon emission intensity dropped by 45% from the 2018 baseline, with absolute Scope 1 and 2 emissions down 12%. This reduction was supported by investments in efficient HVAC upgrades and the adoption of paperless workflow systems. Water-saving fixtures and space optimisation measures helped maintain low water and land use intensity across operations. Employees also reinforced eco-friendly practices through various initiatives alongside broader digital transformation efforts within the Business Banking Credit Administration. These included improved turnaround time (TAT) and increased customer satisfaction through process automation, fostering a culture of sustainability across the Bank.		● ● ●	<a href="#">Ecological Footprint</a>
Social and Community Investment	Medium (+)	Low	Low	Through the CIB Foundation, the Bank supported over 500,000 underprivileged children in 2024 via healthcare and education initiatives. Medical convoys, scholarships, and school infrastructure upgrades reached underserved communities nationwide, delivering tangible improvements in health and education outcomes. CIB employees actively participated in financial literacy drives and community outreach programs as part of the Bank's CSR efforts, exemplifying CIB's strong commitment to social responsibility and community engagement.		● ● ●	<a href="#">Social and Community Investment</a>

## Legend

CIB's Maturity Response Level

Strategic & Embedded  
(Integrated and driving value)Progressive  
(In development with visible progress)Foundational  
(Early stage, further integration needed)

# 6.

## Pillar 1: Governance

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# Pillar 1: Governance

At CIB, strong governance is the foundation of long-term value creation. In a changing financial, regulatory, and environmental landscape, it enables CIB to act with clarity, consistency, and accountability.

Responsible governance and organisational resilience bring together two of CIB's key material topics: Governance and Business Ethics and Integrity. It also defines how decisions are made, how risks are managed, and how responsibilities are assigned. CIB's Board of Directors and its committees provide oversight on strategic, financial, and sustainability matters. In 2024, CIB strengthened this structure by appointing an Independent Chair, conducting an external Board review.

Effective governance strengthens decision-making and reflects a commitment to transparency, accountability, and ethical behavior. Governance is not only essential for achieving success, but also for meeting responsibilities to stakeholders. By upholding these principles, organisations cultivate a culture of integrity that supports strategic goals and drives sustainable, long-term value for all stakeholders. In 2024, CIB reported zero bribery cases.

CIB also focused on institutional resilience. The Bank's Enterprise Control Framework adheres to the Three Lines Model, which is supported by crisis planning, regulatory engagement, and external audits. This ensures that CIB can operate securely and serve stakeholders in any context.

Responsible governance is more than a foundation for ESG; it is a cornerstone. Governance empowers CIB to lead with purpose, uphold its values, and remain resilient in a changing world.

 For more details, refer to sections on [Governance Structure and Oversight](#), [Compliance, Ethics, and Corporate Resilience](#).



# Governance Structure and Oversight

## CIB's Commitment

CIB is committed to maintaining a robust corporate governance system as the foundation of long term value creation and achieving its sustainable performance. The Bank's Governance Framework promotes transparent decision-making, ethical conduct, and effective risk oversight throughout the organisation. This commitment is reflected in CIB's diverse and partially independent Board, which brings a wealth of expertise in governance, finance, risk management, and sustainability, ensuring informed oversight of the Bank's strategic direction, supported by comprehensive internal controls, and clearly defined responsibilities that ensure strategic clarity and stakeholder trust. As Egypt's leading private bank, CIB has established a sustainability and climate governance structure that aligns with both national priorities and international frameworks, integrating sustainability into core business activities to drive resilient and responsible growth.



### Read More

Read more about CIB's governance structure and Board responsibilities in its 2024 Annual Report, pages 152-146, and 2024 Corporate Governance Report.

Learn more about the Board of Directors on CIB's website.

## CIB's Progress



ESG practices were further embedded through compliance with the CBE and FRA requirements. The Board Sustainability Committee provided guidance on strategic direction, while the Sustainable Finance Steering Committee supported business alignment. The Sustainable Finance Department led the integration of ESG across all functions, with the Sustainability Strategic Network promoting staff-driven engagement.

As part of the Bank's ongoing ESG integration journey, CIB has embedded ESG principles into its internal governance by systematically reviewing all relevant policies across the Bank. A dedicated ESG clause, aligned with national regulations and global ESG standards and frameworks, has been incorporated to ensure consistency, accountability, and transparency. This clause requires the measurement, monitoring, and reporting of relevant ESG indicators, reinforcing CIB's commitment to sustainable finance and institutionalising ESG considerations across all functions and decision-making processes. Additionally, ESG standards and frameworks are being incorporated into relevant Standard Operating Procedures (SOPs) to further support the effective implementation and alignment with international best practices.

## Strategic Impact and Performance Metrics

KPI	Units	2023 Performance	2024 Performance
Female Representation on Board	%	18%	18%
CDP Ranking	Score	B-	C
MSCI Rating	Score	A	AA
Sustainalytics Rating	Risk Rating	19.8	22.6
FTSE4Good and Bloomberg Gender Equality Index	Listing	Constituent	Constituent

### Revise Award Names

Euromoney: Best Bank for ESG in Egypt

Global Finance: Best Bank in Egypt

Euromoney: Market Leader for Corporate Banking

Euromoney: Highly Regarded Investment Banking



# CIB's Sustainability Governance Structure



## Board of Directors

The Board of Directors (BoD) receives regular reports on the Bank's Environmental, Social, and Governance (ESG) performance through the Bank's Board Sustainability Committee (BSC), including mandatory regulatory reports on sustainable finance, as well as other reports on sustainability and climate change. The Board's oversight encompasses the Bank's strategic approach to climate-related risks and opportunities as part of its broader mandate to oversee ESG risks and opportunities. It also covers the Bank's sustainability activities and initiatives, as well as their related impact.

### Board Sustainability Committee (BSC)

Acts on behalf of the Board in steering all sustainability efforts. The BSC provides strategic direction on ESG matters and ensures effective integration of ESG principles across the Bank's operations. It approves CIB's sustainability frameworks, policies and targets and monitors compliance with both local regulations and international ESG frameworks. The BSC also oversees the overall ESG governance structure and internal controls, ensuring that material ESG risks and opportunities are identified and managed in a timely manner.

### Board Risk Committee (BRC)

Assists the Board in risk management oversight, covering financial and non-financial risks. Consistent with best practices, the BRC has primary oversight of climate-related and emerging Environmental, Social, and Governance (ESG) risks as part of the Enterprise Risk Management Framework. It reviews risk policies (including those for environmental and social risks) and the effectiveness of risk controls, ensuring that climate and ESG risks are duly considered within the Bank's risk appetite.

### Board Audit Committee (BAC)

Oversees the integrity of financial and non-financial reporting and the effectiveness of internal controls. The BAC provides oversight of ESG-related disclosures and audit processes, helping ensure that sustainability data (e.g., climate risk reports or ESG performance metrics) are accurate, verified, and aligned with regulatory expectations. It also monitors compliance with evolving disclosure standards (such as GRI and TCFD). It assures that any sustainability information published in financial filings or the annual report meets high transparency and assurance standards.

### Executive Committee

CIB's Executive Committee is responsible for implementing the strategy established by the Board, including the Sustainable Finance Strategy. The Executive Committee reviews progress on sustainability initiatives and climate-related workstreams on a regular (quarterly) basis. This ensures that management is accountable for delivering on ESG targets and that any significant issues (e.g., emerging climate risks or ESG performance gaps) are promptly escalated to the Board level.

### Sustainable Finance Steering Committee (SFSC)

The SFSC Committee is a cross-functional body that includes executive management representation. It is chaired by CIB's Deputy CEO and Executive Board Member, and also includes another Executive Board Member, along with senior executives overseeing major lines of business and support functions. The SFSC's mandate is to 'establish, guide, empower, and monitor' the Sustainable Finance Department in alignment with CIB's business needs and international best practices. The SFSC ensures ESG priorities are embedded across all business lines and operations, and it tracks the implementation of sustainability initiatives (including climate-related actions) against the strategy. The committee meets regularly to review key developments, including the progress toward green financing, the status of ESG risk integration, and the rollout of new sustainable products, as well as ESG reporting and disclosures, stakeholder engagement, and the bank's operational sustainability impact and ecological footprint. It reports on these matters to the Executive Committee.

### Chief Sustainability Officer (CSO)

CIB was the first bank in Egypt to appoint a Chief Sustainability Officer (CSO), reflecting the institution's commitment to sustainability leadership. The CSO is a member of the SFSC and participates in Board-level ESG committees, acting as a pivotal link between the Board and management on sustainability topics. The CSO heads the Sustainable Finance Department and is responsible for driving CIB's sustainability strategy, policies, and disclosures. This includes developing the Bank's sustainable finance institutional pillars and ensuring that climate change, circular economy, and biodiversity considerations are integrated into the Bank's overall strategy. The CSO provides expert stewardship on ESG matters to help the Bank capitalise on opportunities (e.g., in green finance) and mitigate risks while also overseeing the publication of sustainability reports and ESG rating engagements.

# CIB's Sustainability Governance Structure



## Sustainable Finance Department

This dedicated department (led by the CSO) serves as the central hub for embedding sustainability in CIB's business. It ensures the "centrality of sustainability as a core business strategy", providing a solid platform to integrate ESG principles across all of the Bank's functions and lines of business. The department coordinates enterprise-wide sustainability programs, develops sustainable financial products, engages with stakeholders on ESG issues, and prepares the Bank's sustainability disclosures. It also works closely with business units to implement the Sustainable Finance Strategy on the ground (for instance, rolling out new green loan products or guiding clients on sustainability-linked advisory services).

## ESG Risk Management Department

To strengthen oversight of environmental and social risks in lending, CIB established a dedicated ESG Risk Management Department under the Risk Management Group in 2022. Headed by the Chief Risk Officer (CRO) and working in tandem with the Chief Sustainability Officer (CSO), this unit is responsible for implementing and maintaining CIB's Environmental and Social Risk Management System (ESRMS). It identifies, assesses, and monitors ESG risks in the Bank's credit and investment portfolios to ensure they remain within the Bank's risk appetite and comply with the ESRMS policies. The ESG Risk team reviews loan proposals for E&S risk, assigns risk categorisations, ensures that clients meet CIB's ESG requirements, and tracks the fulfilment of any environmental or social action plans. The establishment of this department has elevated ESG risk considerations to be on par with traditional credit risk, in line with state-of-the-art international risk frameworks.

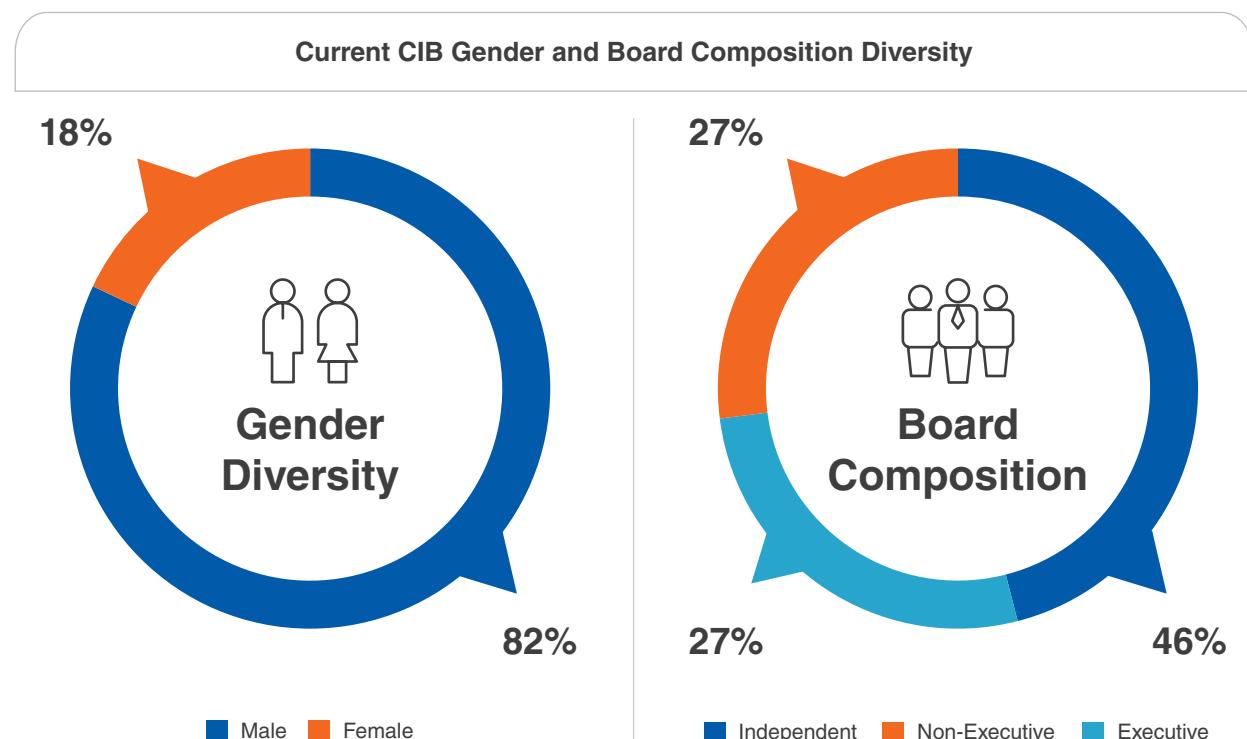
## Sustainability Strategic Network (SSN)

At the operational level, CIB has established the Sustainability Strategic Network (SSN), a cross-functional, multi-stakeholder platform comprising thirty-two (32) members from six departments. The SSN adopts a bottom-up approach to embed sustainability into the Bank's culture, serving as a knowledge-sharing and capacity-building forum. In 2024, the network engaged in three (3) internal sustainable finance expertise sessions, in addition to participating in global working groups and events on various sustainability topics. These sessions generated twenty (20) shared insights through feedback forms, surfacing valuable ideas and input from various business units on ESG topics. By connecting employees with resources, such as webinars, training, and global best practices, the SSN fosters broad engagement in CIB's sustainability agenda and supports a strong internal culture of sustainability advocacy—complementing the Bank's formal governance structure.



## Embracing Board Diversity

CIB values a diverse mix of skills, experiences, and perspectives among its Board members. In 2024, CIB appointed the Bank's first female non-executive Chair of the Board, marking a significant milestone in its commitment to gender diversity and inclusive leadership. Women represent 18% of CIB's Board members. By strengthening Board diversity, CIB aims to enhance strategic decision-making, foster innovation, and better reflect the communities it serves.



## Embedding ESG into Risk Management and Standard Operating Procedures

In 2024, the Board Sustainability Committee (BSC) met five times, steering CIB's sustainability agenda and reinforcing ESG as a driver of value and resilience. Working with the Sustainable Finance Department and key functions, the BSC provided strategic oversight on ESG integration, regulatory compliance, and transparent reporting. It helped establish a Climate Change Governance structure aligned with the TCFD, embedded ESG principles into Standard Operating Procedures, and aligned the Bank's Environmental and Social Risk Management system with global standards, including those of the International Finance Corporation (IFC), the European Bank for Reconstruction and Development (EBRD), and the Equator Principles (EP).

5

Board Sustainability  
Committee Meetings



## Board Composition and Evaluation



CIB's Board of Directors brings together a diverse and highly experienced group of professionals with deep expertise in areas critical to the Bank's strategic direction, including financial management, risk, governance, digital transformation, sustainability, and stakeholder engagement. The Board is composed of eleven members: three executive directors and eight non-executive directors, including five independent directors representing 46% of the Board. Female representation stands at 18% (two members), reflecting CIB's commitment to diversity and full compliance with local regulations and international governance standards.

The roles of the Non-Executive Chairperson and the CEO are clearly separated, in line with directives from the CBE and the FRA. Each Board committee is structured to ensure the appropriate mix of skills relevant to its mandate. Annual self-assessments are conducted to evaluate the effectiveness of the Board and its committees. In a milestone for corporate governance, the Governance and Nomination Committee led a performance evaluation in 2024 supported by an international consultant, making CIB one of the first banks in Egypt to undertake such an external review, underscoring its commitment to continuous improvement.

Name	Title	Joining Date	Audit Committee	Risk Committee	Operations and Technology Committee	Compensation Committee	Governance and Nomination Committee	Sustainability Committee
Ms. Neveen Sabbour	Non-Executive Chair	April 2023	●	★	●			
Mr. Hisham Ezz Al-Arab	Chief Executive Officer	November 2022						
Mr. Paresh Sukthankar	Independent Director	July 2019	●		●			
Mr. Rajeev Kakar	Independent Director	July 2019		★		●		
Mr. Sherif S. Samy	Independent Director	March 2020	★		●			●
Mr. Fadhel Al Ali	Non-Executive Director	May 2022	●				★	
Mr. Aziz Moolji	Non-Executive Director	May 2022		●		●		●
Eng. Hoda Mansour	Independent Director	April 2023	●				★	
Mr. Jawaid Mirza	Non-Executive Director	August 2023	●	★				
Mr. Amr El Ganainy	Deputy Chief Executive Officer	November 2024						
Mr. Islam Zekry	Group Chief Financial Officer	November 2024						



For more information about CIB's Board of Directors, their biographies, and the Board Committees, please refer to our [2024 Annual Report](#).

★ Chairperson of the Board Committee

# Compliance, Ethics, and Corporate Resilience

## CIB's Commitment



CIB is committed to upholding the highest standards of ethics, regulatory compliance, and integrity across the bank. Business ethics are foundational to CIB's culture and risk management framework. The Bank views ethical conduct not only as a legal requirement also as an essential requirement for long-term trust, stability and sustainable growth. CIB's systems also designed to proactively prevent corruption, financial crime, and misconduct while reinforcing accountability, transparency, and good governance. These principles guide CIB's approach to managing compliance, maintaining operational resilience, and serving the best interests of its customers, shareholders, and the broader society.

## Read More

[2024 Code of Conduct](#)

[2024 Conflict of Interest Policy](#)

[2024 Corporate  
Governance Report](#)

Read more about CIB's commitment to ethical and compliant operations in its 2024 [Annual Report](#), pages 132-134.

## CIB's Progress



CIB's ethics and compliance framework is grounded in strong governance, rigorous internal controls, and a three-lines-of-defence model. In 2024, CIB further strengthened this foundation through updated risk and compliance policies, expanded staff training, and enhanced audit and oversight mechanisms. Its Compliance Group leads five key areas: financial crime, regulatory compliance, compliance monitoring and testing, conduct risk and customers' rights protection, and whistleblowing. CIB maintains a 24/7 whistleblowing hotline, available in multiple languages, to ensure safe and confidential reporting at all times.

## Strategic Impact and Performance Metrics

KPI	Units	2023 Performance	2024 Performance
Employees Trained in the Code of Conduct	% of total employees	92%	100%

## Three Lines of Risk Oversight, Control, and Governance

The Three Lines model is a core element of CIB's risk and control framework, ensuring compliance with and adherence to ethical practices. It clarifies roles and responsibilities across the bank to ensure that risks are effectively identified, assessed, and managed. This model strengthens accountability by distinguishing between the business functions that own risks, the teams that oversee and guide risk management, and the internal audit function that provides independent assurance.



CIB's ethical standards are reinforced through a comprehensive set of compliance and governance policies. These policies help prevent misconduct, protect customer interests, and ensure the Bank operates responsibly and in line with both regulatory requirements and international best practices. CIB's Compliance, Audit, Legal, and Governance functions collectively contribute to upholding high standards of integrity throughout the organisation.

## Policies



### Compliance Group

#### Anti-Money Laundering (AML) and Counter-Terrorism Financing (CFT)

CIB's AML and CFT Policy is designed to prevent money laundering, terrorist financing, and other financial crimes. It applies to all CIB Group entities, each of which maintains its own aligned policy. The policy ensures compliance with Egyptian AML laws and international best practices while requiring staff to cooperate with regulatory inspections and adhere to national guidelines issued by the Egyptian Money Laundering and Terrorist Financing Combating Unit (EMLCU) and the Central Bank of Egypt (CBE). Its primary purpose is to protect the CIB Group from financial crime risks and safeguard the integrity of its operations.

#### Know Your Customer (KYC)

The KYC Policy governs a risk-based due diligence approach for onboarding and managing clients, ensuring customer identities are verified, risks are accurately assessed, and relationships are consistently monitored throughout their lifecycle. The policy also outlines the Bank's financial crime risk appetite and guides business relationship management to prevent misuse of banking services. It details the Customer Due Diligence (CDD) process and integrates an Ongoing Due Diligence framework to evaluate potential risks associated with customers' activities, applying enhanced scrutiny based on assigned risk ratings.

#### Anti-Bribery and Corruption (ABC)

CIB adopts a zero-tolerance approach to bribery and corruption. The ABC policy outlines ethical expectations for employees and partners and is reinforced through regular training and internal monitoring.

## Conduct Risk and Customer Rights Protection

CIB's Conduct Risk and Customer Rights Protection Policy sets the foundation for managing conduct risk and safeguarding customer rights across all operations.

The policy aims to ensure that all Bank activities are conducted with integrity, transparency, and fairness, thereby supporting the effective implementation of conduct risk management throughout the organisation. Its core objective is to protect CIB customers, promote ethical business practices, and uphold market integrity.

CIB's Conduct Risk and Customer Rights Protection Unit plays a crucial role in embedding customer-centric practices across the entire product and service lifecycle, from reviewing and approving new offerings and marketing materials to overseeing sales practices and complaint handling. The unit also monitors customer service performance and ensures all interactions align with customer protection principles, including data privacy, fairness, and transparency.

To manage conduct risk, CIB employs a comprehensive framework that encompasses proactive risk identification, a robust policy foundation, ongoing monitoring, employee training, and incident response procedures. Independent oversight under the Compliance Group ensures the effectiveness of this approach.

## Contact with Regulators

This policy sets out principles for engaging with supervisory bodies. The Compliance function coordinates regulatory interactions to ensure accountability, transparency, and the timely fulfillment of formal obligations.

## Whistleblowing

CIB is committed to maintaining a culture of transparency, accountability, and integrity through a robust Whistleblowing Policy. The policy provides secure, confidential, and accessible channels for employees and stakeholders to report any suspected misconduct, unethical behaviour, or unlawful practices. Whistleblowers are protected from retaliation, and all reports are handled with strict confidentiality, reviewed, and escalated through appropriate governance structures.

Multiple reporting channels are also available, including a dedicated email address ([cib.whistleblowing@cibeg.com](mailto:cib.whistleblowing@cibeg.com)), an online whistleblowing form, and a hotline reachable on business days from 9:00 am to 4:00 pm at (+2) 0237472220. For Anti-Bribery and Corruption-specific matters, reports can also be submitted to a designated email - [CIB.anti-Bribery@cibeg.com](mailto:CIB.anti-Bribery@cibeg.com).

CIB ensures the accessibility of related policies and procedures to all staff and reinforces its internal controls through regular training programs and awareness campaigns. All whistleblowing cases, both open and closed, are reported quarterly to the Board Audit Committee and the Board of Directors. Substantiated violations are referred to the Legal Group, and disciplinary actions are taken in line with the Bank's internal penal code.

 [For more details, refer to CIB's Whistleblowing Policy and the online submission portal.](#)

## Sanctions Monitoring

CIB's Sanctions Monitoring Policy ensures that all transactions and relationships comply with applicable local and international sanctions regimes. Rigorous due diligence and screening processes mitigate regulatory and reputational risk.

## Governance Group

### Code of Conduct

CIB's Code of Conduct establishes clear ethical standards and behavioral expectations for employees, senior management, and Board members. It provides a comprehensive framework for their rights and responsibilities, covering essential aspects such as ethics, privacy, and confidentiality. The Code reinforces the Bank's commitment to fostering a safe, inclusive, and equitable work environment while guiding stakeholders in navigating complex situations.

### Conflict of Interest

CIB's Conflict of Interest Policy provides a clear framework for identifying and managing actual or potential conflicts of interest. The policy safeguards the integrity of the Bank's decision-making processes, promotes transparency, protects stakeholder trust, and upholds the Bank's reputation. It outlines procedures for managing and monitoring potential conflicts involving the Bank, Board members, management, employees, customers, and other stakeholders.

### Disclosure Policy

The Disclosure Policy is designed to ensure that information concerning CIB's activities is made publicly available. The policy outlines the principles, practices, and procedures of disclosure, and defines clear categories of information based on their status regarding public disclosure. It also identifies the methods, types, frequency, and means of public disclosure.

### Social Media Policy

This policy establishes clear guidelines for employees' use of social media, encouraging them to use their personal accounts responsibly and to proactively address any issues that may arise. The Bank's Social Media Policy helps protect the Bank's reputation, maintain confidentiality, ensure regulatory compliance, mitigate legal risks, educate employees, and promote consistent branding.

## Oversight and Control Activities



### Risk Group

The Risk Group continues to support the Bank in achieving its strategic objectives by applying the Enterprise Risk Management (ERM) framework and the Three Lines Model to strengthen risk oversight, control, and governance. A robust risk management and control framework is in place, enabling the Bank to identify, measure, and manage risks effectively. This framework supports informed decision-making and ongoing performance monitoring through a strong risk infrastructure, skilled professionals, reliable and consistent data, advanced systems, sound methodologies, and comprehensive policies.

In executing its strategy and daily operations, the Risk Group focuses on several key priorities, including maintaining strong portfolio quality, supporting the Bank's growth ambitions, upholding regulatory compliance and embedding ESG risk principles across the organisation. Additionally, the Group is committed to fostering a strong risk culture across all functions and enabling a smooth digital transformation that optimises resources and enhances the customer experience.

### Internal Audit

CIB's Internal Audit Group serves as the Bank's third line of defence, providing independent assurance to the Board and executive management, in addition to other advisory services. It reviews governance, internal controls, and risk management to identify gaps and recommend improvement. In 2024, the team expanded its agile audit approach, using data-driven insights to enhance efficiency while maintaining quality. The function adheres to international standards and undergoes regular external quality reviews to ensure continued excellence.

### Compliance Group

#### Compliance Monitoring and Testing

In 2024, CIB's Compliance Monitoring and Testing Department conducted a comprehensive review program to ensure ongoing regulatory alignment. This included sixteen (16) on-site reviews covering bank branches, internal departments, and CIB Kenya, as well as twenty (20) desk reviews focused on regulatory priorities such as dormant accounts, cash limits, and foreign currency misuse.

#### Protecting and Empowering Customers

CIB took meaningful steps in 2024 to strengthen customer protection and improve transparency. All product terms and fee structures were redesigned using plain language, with updated contracts now easier to understand across all segments. The Bank provides online tutorials and guidance through its [Customer Service Charter](#), ensuring customers are well-informed about their rights and responsibilities, and offers easy access to service entitlements and complaint channels. Staff training was updated to better support elderly and vulnerable clients, including those with limited literacy or mobility challenges. In addition, Arabic SMS notifications were made mandatory for all transactions, ensuring every customer receives timely alerts about their account activity. These actions enhanced customer confidence and helped build a more inclusive service environment.

### Legal Group

CIB's Legal Group provides essential legal oversight and risk mitigation across all areas of the Bank's operations. Structured into four specialised teams, the group ensures compliance with Egyptian laws, protects the Bank's

rights, and supports responsible business execution. The Legal Group is also divided into many teams.

The [Litigation and Execution Team](#) safeguards the Bank's legal interests by representing it in courts and prosecution proceedings, ensuring compliance with Egyptian laws and regulations. The team also manages enforcement actions and executes judicial rulings.

The [Seizures and Heritages Team](#) oversees administrative and judicial seizures, as well as handles inheritance-related matters. It also supports internal investigations and provides legal opinions to various departments across the Bank.

The [Contracts and Advisory Team](#) offers legal guidance, drafts and reviews facility agreements, and oversees the legal structuring of subsidiaries and guarantees to ensure regulatory compliance. Paralegals provide critical administrative support to ensure the Legal Group operates efficiently. Finally, the Asset Protection Team safeguards the Bank's legal position by maintaining valid documentation for Corporate and Mid-Cap clients, supporting credit facilities, and ensuring the enforceability of agreements.

### Business Continuity and Control Environment

CIB's internal control system follows the Three Lines Model, ensuring risk ownership, oversight, and assurance are clearly defined.

This framework underpins operational resilience and compliance. In 2024, the Bank enhanced its continuity planning by investing in disaster recovery systems, alternate site availability, and flexible work arrangements to maintain service quality during disruptions.

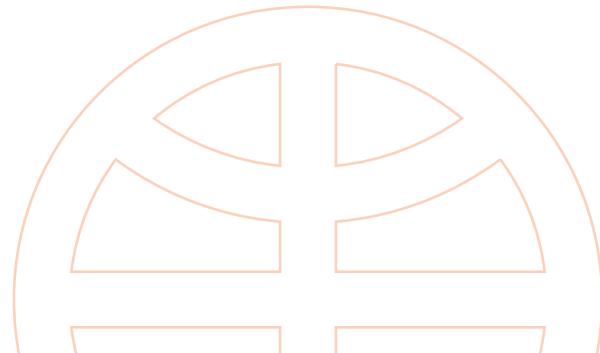
## Employee Complaints and Grievance

The Staff Issues and Ethics Committee serves as the primary grievance mechanism for both full-time employees and outsourced staff. It addresses complaints related to violations of the Code of Conduct or disagreements arising from performance management. Before submitting a complaint to the Committee, employees are required to follow the standard internal escalation process, raising their concerns with their respective Group Heads. If the Committee identifies any indication of harassment during its review, the matter is promptly referred to the Legal Department for investigation to ensure due process and appropriate action.

In parallel, CIB provides an anonymous whistleblowing channel through a dedicated email managed by the Whistleblowing Team. This allows employees to report any suspected unethical or unlawful behaviour in confidence, reinforcing the Bank's culture of integrity and accountability.

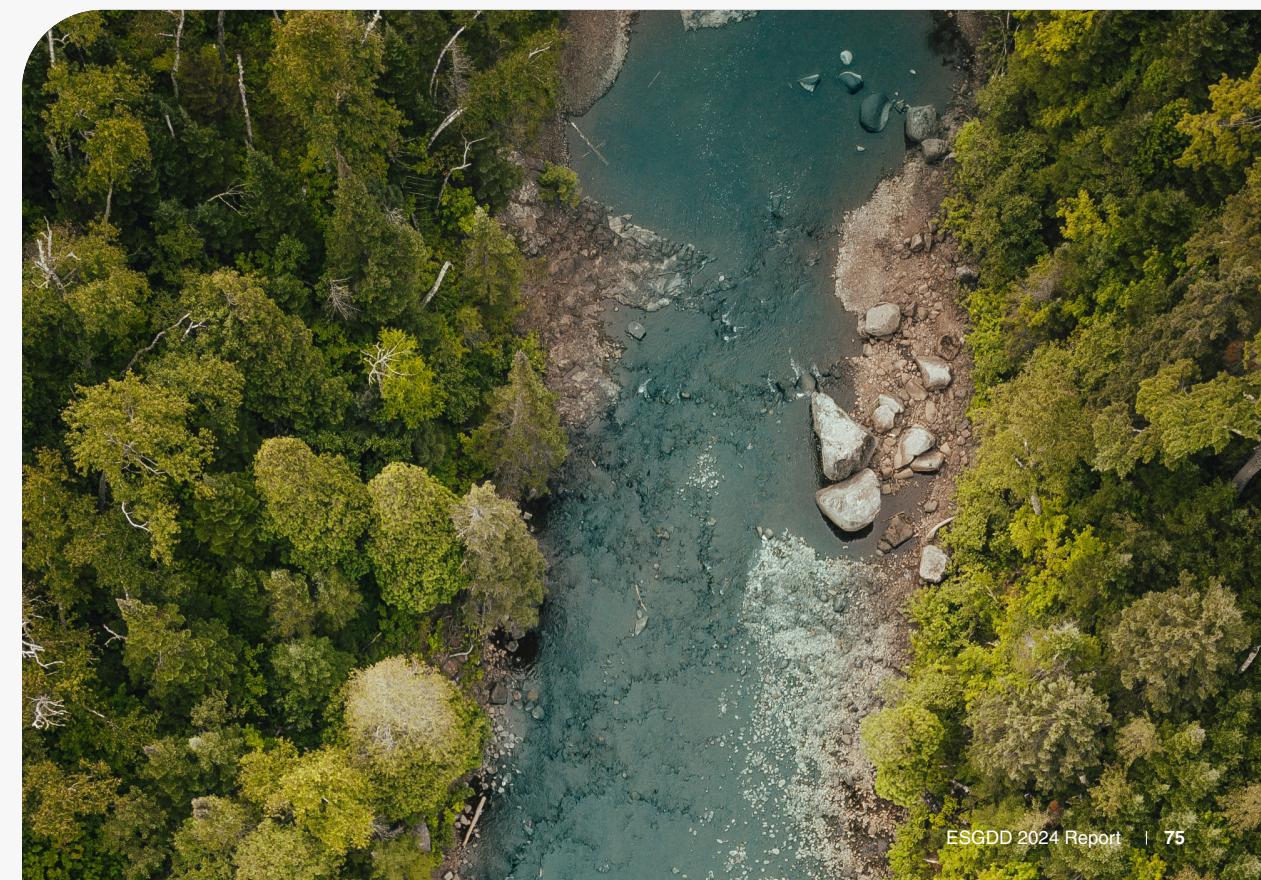
Together, these mechanisms ensure that all employees, regardless of employment type, have access to fair and secure channels to voice their concerns without fear of retaliation.

In 2024, **twenty-six** (26) employee concerns or grievances were reported through the Staff Issues Committee, of which 100% were resolved, reflecting CIB's commitment to a respectful workplace.



## CIB Kenya: Advancing Sustainable Finance

Building on the legacy of CIB Egypt, CIB Kenya is positioning itself as a front-runner in sustainable finance by embedding ESG considerations across its operations and client engagements. Over the coming years, the bank aims to expand its innovative green finance solutions, while supporting corporate clients in transitioning to low-carbon business models aligned with global sustainability frameworks. CIB Kenya is also working towards developing a Green Finance Framework, engaging in industry-specific ESG seminars, and facilitating collaboration opportunities with local and global stakeholders to promote joint sustainability projects. To further institutionalise its ESG ambitions, CIB Kenya implements a Social and Environmental Policy to integrate responsible practices across all products and services. Additionally, a dedicated Climate-Related Risk Management Policy is established to guide the development of a robust Climate-Related Risk Framework (CRRF), supporting value creation and long-term resilience.



# 7.

## Pillar 2: Environment

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# Pillar 2: Environment

CIB believes that long-term financial resilience is closely tied to environmental resilience.

As a leading financial institution operating in a region already exposed to climate and ecological pressures, CIB recognises that its role extends beyond minimising risk. It has a responsibility to help shape a more sustainable, inclusive future for Egypt and the communities it serves. Pillar 2: Environment reflects this commitment. It is grounded in the understanding that protecting natural capital, supporting decarbonisation through transition finance instruments and products, and managing environmental and climate risks are fundamental to CIB's strategic purpose and license to operate.

This pillar brings together three of the Bank's material topics: Environmental and Climate Risk, Ecological Footprint, and Sustainable Finance. Together, they define how the Bank responds to environmental challenges, both within its portfolio and own operations and across the broader economy. CIB sees these as interconnected priorities that require coordinated action, clear governance, and continuous innovation.

Environmental and Climate risks are increasingly understood as material financial risks, impacting creditworthiness, asset valuations, and long-term business continuity. CIB embeds these risks into its overall risk management framework. The Bank maintains a robust Environmental and Social Management System (ESRM) as one component of the broader framework to help identify and mitigate environmental risks. Additionally, the Bank has a dedicated climate risk management framework that complements the ESRM system to enable it to assess financed emissions, conduct portfolio stress testing, and evaluate sector-specific climate vulnerabilities. In anticipation of evolving regulations such as carbon pricing and the CBAM, CIB is actively advancing its portfolio decarbonisation efforts and has initiated a comprehensive transition plan. This includes setting decarbonisation targets for high-emitting sectors and engaging all business lines to co-develop innovative financing solutions. CIB aims to offer a unique market advantage by helping clients decarbonise and sustain their business to operate under tightening national and international environmental regulations.

At the same time, CIB is mindful of its own environmental footprint and is committed to improving the efficiency and sustainability of its operations. CIB's Ecological Footprint extends beyond measuring the carbon footprint of its own operations to include both water and land footprints, setting reduction targets and developing and implementing credible action plans.

Sustainable finance, on the other hand, is a powerful enabler of environmental and climate action, as well as positive social and economic impacts, leading to real value creation. Mobilising capital toward green, climate, social, and economic projects is one of the most impactful ways CIB can contribute to national and global sustainability goals.

CIB aims to embed environmental thinking across all aspects of its business by translating climate ambition into practical action and sustainability into a driver of long-term value creation.

 For more details, refer to [Environmental and Climate Risk](#), [Sustainable Finance](#), and [Ecological Footprint](#).



## Environmental and Climate Risk

### 6 Projects

Eligible projects are subject to the Equator Principles Due Diligence Process

# of E&S Assessments by Project Category	Climate Risk Metric	2023	2024
A 123	% of Credit Portfolio Exposed to Elevated Transition Risk	28%	27.4%
B 959	% of Credit Portfolio Exposed to Elevated Physical Risk	4%	3.9%
C 382			



## Sustainable Finance

EGP 11.67 Bn	Funded through Green Bonds
EGP 1,802 Mn	Funded under the Egyptian Pollution Abatement Program (EPAP)
EGP 39.19 Bn	Green Finance through CIB's Direct/Own Funds
EGP 198 Mn	Funded under the Agriculture Development Program (ADP) Program
EGP 36.715 Bn	Sustainable Finance - Environmental Related Projects*
17.24%	E&S Credit Exposure of the Direct Lending Portfolio



## Ecological Footprint

-12%	Decrease in Scope 1 and 2 Emissions	+3%	Increase in Scope 2 Emissions
-45%	Decrease in Scope 1 and 2 Emissions Intensity		

\* Representing (Green Bond, EPAP, ADP and CIB own Fund) exposures

# Environmental and Climate Risk

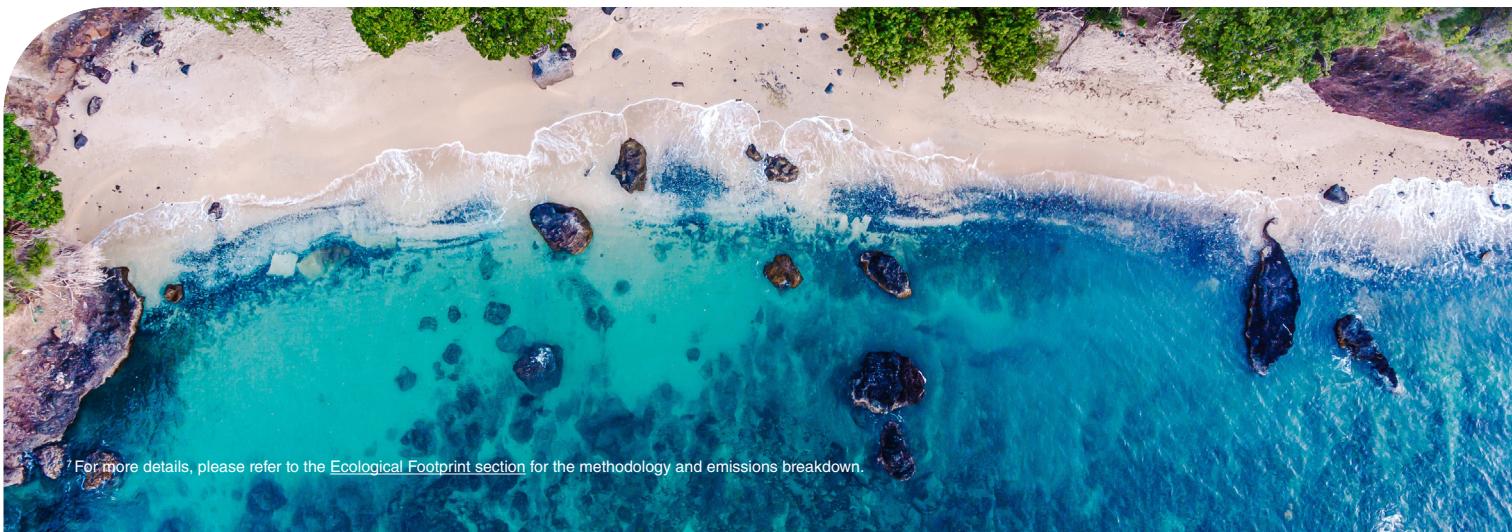
## CIB's Commitment



Since April 2021, CIB has been a founding signatory of the Net-Zero Banking Alliance (NZBA) and served on its Steering Group, representing Africa and the MENA region until the end of 2023. This positioned the Bank at the forefront of supporting the global transition to a low-carbon economy. CIB adheres to the TCFD recommendations and proactively addresses environmental, climate, and social risks associated with its financing activities by applying the Equator Principles and implementing related risk management frameworks and systems in line with international standards. CIB was the first Egyptian bank to support the TCFD in 2020, published its inaugural standalone TCFD report in 2022, and integrated its 2023 TCFD disclosures within the 2023 ESGDD Annual Report. CIB remains committed to ensuring ESG considerations are integrated across all transactions. The Bank's ESG Risk Management Framework continues to evolve, aligning with state-of-the-art global standards and incorporating innovative approaches that account for both the risks and opportunities presented by climate change.

CIB has also been an active advocate for the vital role of the financial sector in confronting climate change. Through its participation in global initiatives and engagement with regional peers, the Bank continuously promotes a shared responsibility to drive meaningful action. While CIB acknowledges that advancing the transition in a structured and credible manner is challenged by data limitations and capacity gaps, it remains steadfast in its efforts. The Bank is committed to building the internal capabilities and partnerships necessary to close these gaps and will continue driving forward with determination, recognizing that meaningful progress requires persistence, collaboration, and long-term investment.

CIB is also committed to assessing its portfolio and operational<sup>7</sup> greenhouse gas (GHG) emissions. CIB continues to develop decarbonisation solutions and has set a roadmap for transition finance to mitigate emerging climate-related risks. The Bank remains proactive in meeting all national compliance requirements and staying ahead of evolving national and global sustainability regulations.



For more details, please refer to the Ecological Footprint section for the methodology and emissions breakdown.

## Read More

To learn more about how CIB manages its climate risks, please refer to:

[2024 Annual Report](#) discusses how CIB manages climate risk (page 129), climate risk and its relation to sustainable finance (page 138), and contains CIB's FRA climate risk disclosures (page 176).

The [2023 ESGDD Report](#) provides a comprehensive analysis of CIB's key climate risks and risk exposure (pages 51-55).

[2021-2022 TCFD Report](#) provides a deep dive into CIB's climate risk management strategy.

## Relevant 2024 Awards

Global Finance: Best Bank for Sustainable Finance in Emerging Markets for Africa 2024





## CIB's Progress

In 2024, CIB made significant progress in advancing its Environmental and Climate Risk Management approach by strengthening the integration of environmental considerations into its core risk and lending practices. At the centre of this effort is the Bank's Environmental and Social Risk Management System (ESRMS), which is fully aligned with international standards, including the IFC Performance Standards, the Equator Principles, and the EBRD Performance Requirements. The ESRMS is embedded across the credit lifecycle, enabling systematic screening, assessment, and monitoring of E&S risks from client onboarding to post-financing reviews. As a result, clients flagged with high E&S risks are required to implement time-bound mitigation plans as part of their loan agreements. In 2024, CIB developed six such action plans for Category A projects across the industrial and real estate sectors based on findings from independent reviews.

Complementing its E&S risk framework, the Bank continued to enhance its climate risk management practices. It expanded the use of scenario analysis and stress testing to assess the impact of both physical and transition risks on portfolio performance. A dedicated Climate Risk Management Guide has been established to formalise the process for identifying, assessing, and eventually integrating climate-related risks into the Bank's risk management processes and business practices. In addition, climate considerations are also integrated into lending process through the ESRM system, which captures key climate-relevant data like sectoral exposure and geographic vulnerability during project assessments.

Additionally, CIB supported its clients' transition efforts through capacity-building workshops, one-on-one advisory sessions, and expert-led forums focused on decarbonisation, clean technology adoption, energy management systems, and carbon accounting. These engagements aimed to raise awareness and provide practical tools to help clients adapt and compete in a low-carbon economy.

In parallel, CIB deepened its strategic partnership with the IFC to roll out a comprehensive decarbonisation program. The initiative involves calculating client-level greenhouse gas (GHG) emissions, setting sectoral decarbonisation targets, and developing technical sectoral and decarbonisation manuals to guide emission reduction efforts across nine carbon-intensive sectors. Through energy walkthrough audits, tailored transition finance product development, and internal capacity-building, the plan is equipping CIB to lead on transition finance and position itself as a catalyst for Egypt's broader climate goals. The collaboration also supports national efforts to establish a carbon accounting methodology and emissions database, further reinforcing CIB's role as a market leader in climate-aligned finance.

CIB acknowledges the evolving global guidance emphasising the importance of identifying, measuring, and managing non-climate environmental risks such as those related to biodiversity loss and ecosystem degradation. While current efforts remain primarily focused on climate-related risks, the Bank recognises the need to progressively broaden its scope to encompass wider environmental challenges. It is also mindful that methodologies for assessing and managing such risks are still in the early stages of development. Nonetheless, CIB believes that the foundation established through its ongoing climate risk management efforts will serve as a critical enabler in shaping and accelerating its future approach to managing broader environmental risks.

## Strategic Impact and Performance Metrics

KPI	Units	2023 Performance	2024 Performance
Percentage of Credit Portfolio Exposed to Elevated Transition Risk	% of Portfolio	28%	27.4%
Percentage of Credit Portfolio Exposed to Elevated Physical Risk	% of Portfolio	4%	3.9%
Number of High Environmental and Social Risk Firms (Category A)	% of Portfolio	6.6%	5.4%
Employees Trained in ESRM	Number of Employees	1,048	1,400
Employees Trained in Sustainable Finance-Related Topics	Number of Employees	755	7,012

## Environmental and Social Risk Management System (ESRMS)



CIB maintains a strong Environmental and Social Risk Management System (ESRMS) that integrates ESG considerations into its credit analysis and corporate finance activities. This structured framework enables the Bank to identify, assess, and mitigate environmental and social risks throughout the entire lending cycle from client onboarding and due diligence to approval and post-financing monitoring. The ESRMS supports regulatory compliance, enhances alignment with international standards, strengthens the Bank's reputation, and facilitates access to funding from DFIs.

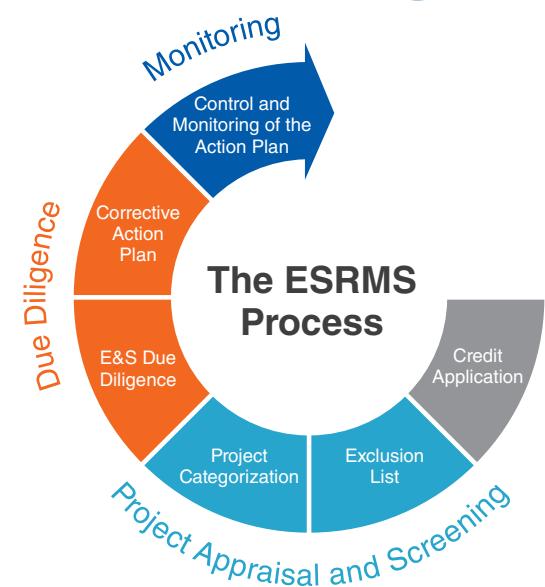
Embedded within CIB's Enterprise Risk Management framework and credit policies, the ESRMS is operationalised through a detailed SOP that defines responsibilities across all relevant business lines and risk functions. The system is aligned with national regulatory directives, including those issued by the CBE and the FRA, as well as global benchmarks such as the IFC Performance Standards, EBRD Performance Requirements, and the Equator Principles.

To ensure effective implementation, CIB deploys several oversight mechanisms. These include internal audits to verify adherence to ESRMS SOPs, regular review missions from DFIs, and continuous monitoring by the Sustainable Finance Steering Committee (SFSC), which reviews implementation progress across departments.

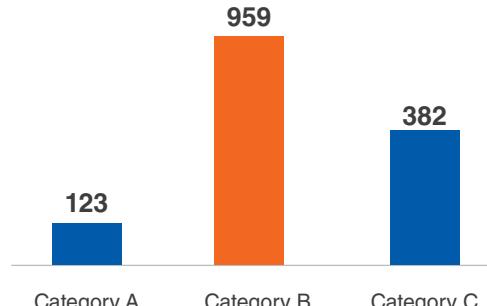
In 2024, CIB assessed six projects under the Equator Principles framework, two classified as Category A, indicating significant and potentially irreversible environmental or social risks, and four as Category B, reflecting less severe but still material risks. For the Category A projects, which fell within the industrial and real estate sectors, CIB developed and implemented comprehensive Environmental and Social (E&S) mitigation action plans. These were designed to bring the projects in line with CIB's internal risk standards and international performance requirements.

Despite these advancements, the ESRMS implementation faced a number of client-related challenges. These included limited client cooperation in disclosing detailed environmental or social data, a general lack of awareness or understanding of international E&S standards, and concerns around the financial implications of adopting mitigation measures. Additionally, clients were sometimes apprehensive that E&S compliance requirements might delay or jeopardise credit approval. Managing expectations while maintaining client relationships required a careful, consultative approach. To overcome these challenges, CIB provided training and technical support, communicated clear E&S requirements, introduced phased financing options to reduce cost burdens, and promoted E&S improvements as drivers of long-term value.

Looking ahead, CIB's post-financing monitoring process is focused on ensuring continuous compliance and performance improvement. This includes periodic reviews and site visits, regular client reporting, covenant compliance checks, active grievance mechanisms, and targeted capacity-building initiatives. Together, these practices ensure that financed projects maintain alignment with environmental and social standards over time, reinforcing the Bank's commitment to responsible finance.



### E&S Assessments by Project Category, 2024



6

E&S Mitigation Action Plans developed for Projects

7

No. of Independently Reviewed Cases

### 6 Projects



Eligible projects are subject to the Equator Principles Due Diligence Process

Please refer to the EP portal for further details on CIB's activities

## Climate Risk Management



### Climate Governance Structure<sup>8</sup>

The Board oversees climate-related risks as part of its broader mandate to manage environmental, social, and governance (ESG) risks and opportunities. It also provides oversight of the Bank's strategic approach to climate change and reviews its economic, social, and environmental sustainability issues and initiatives, including those related to climate change mitigation and adaptation. Oversight begins at the highest level, with the Board of Directors responsible for approving climate strategies and sustainable finance policies, as well as reviewing regular ESG and climate risk updates through its committees. Key oversight bodies include the Board Sustainability and Board Risk Committees, which guide policy and monitor climate risk exposure.

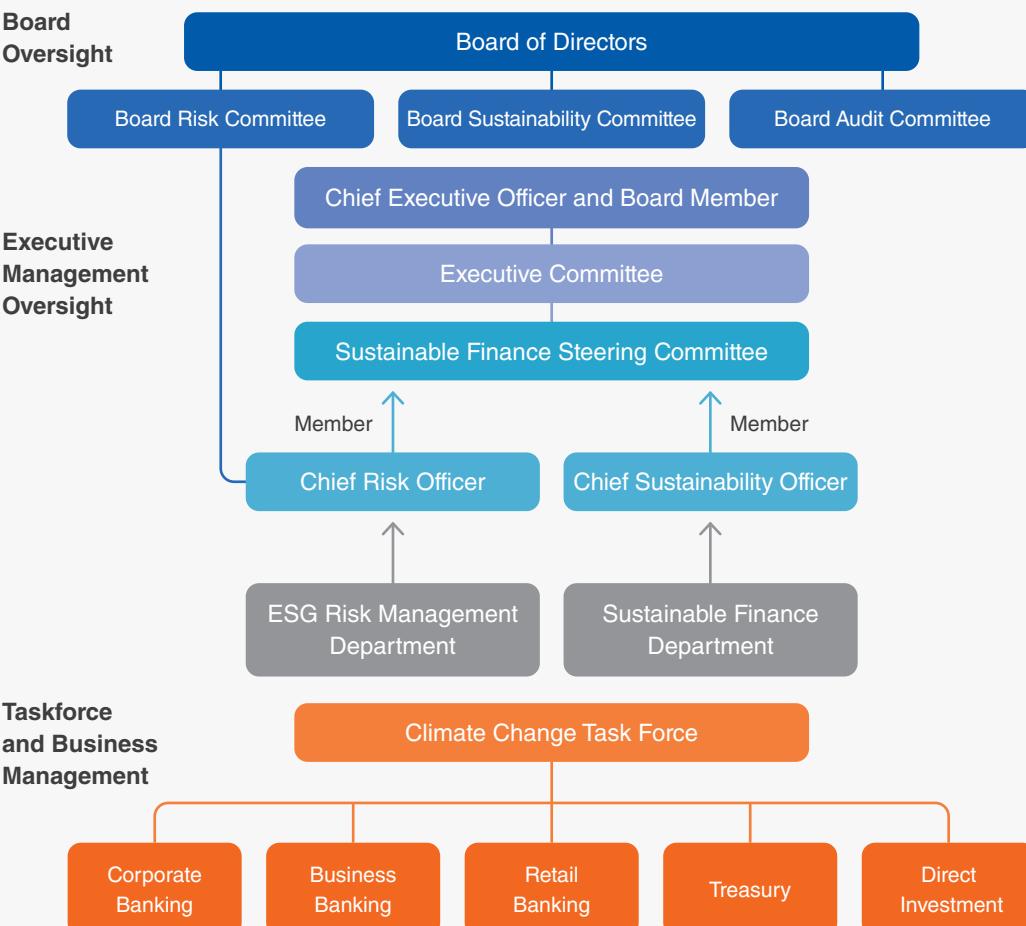
At the executive level, climate strategy implementation is driven by the Sustainable Finance Steering Committee, chaired by the CEO and supported by senior leadership, including the Chief Risk Officer (CRO) and Chief Sustainability Officer (CSO). These leaders coordinate the integration of climate-related risks and opportunities into the Bank's enterprise risk management and overall business strategy.

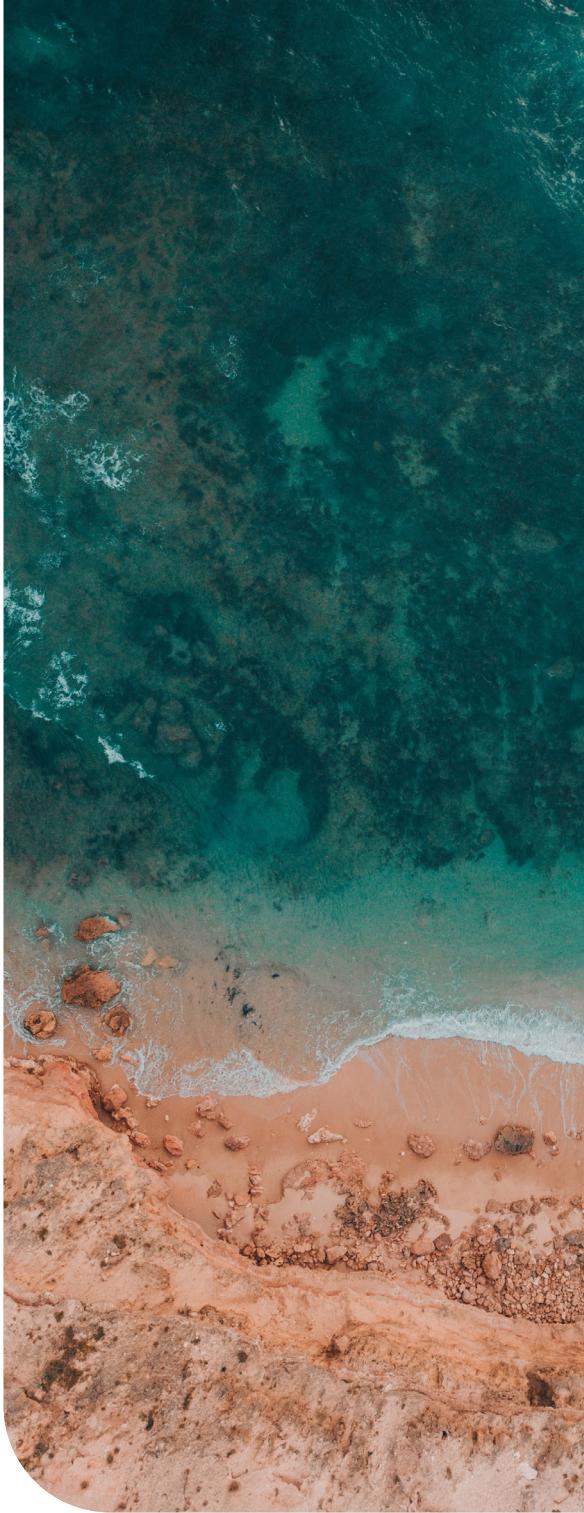
Two specialised units carry out the work: the ESG Risk Management department (under the CRO) leads the risk assessment and integration into the Bank's risk framework. Simultaneously, the Sustainable Finance Department (under the CSO) leads transition finance and product development and manages the Environmental and Social Risk Management System (ESRMS). A cross-functional Climate Change Task Force involving front-line business segments ensures that climate actions are embedded across corporate, retail, and treasury operations.

In addition, the Bank's established "Three Lines Model", which governs the overall risk management approach, is enhanced to integrate climate-related risks. As part of this effort, further steps are being taken to embed climate risk considerations across business lines, including the gradual establishment of Climate Change Taskforce. This integration ensures that climate risk is managed with the same level of oversight, accountability, and structured approach as other material risks within the Bank.

<sup>8</sup> For further details on CIB's broader Sustainability Governance Structure, please refer to section Governance Structure and Oversight.

### Climate Change Governance Structure





## Climate Strategy



### Accelerating the Transition to a Low-Carbon Economy

Driving sector-wide transformation by supporting clients in developing sustainable, low-carbon pathways—promoting the adoption of green technologies, climate-resilient products, and circular economy practices through sustainable finance.



### Embedding Climate Risk into Core Risk Management

Systematically integrating climate-related risks into CIB's enterprise risk framework while enhancing internal capabilities to identify, assess, and manage both physical and transition climate risks.



### Managing and Reducing Operational and Financed Emissions

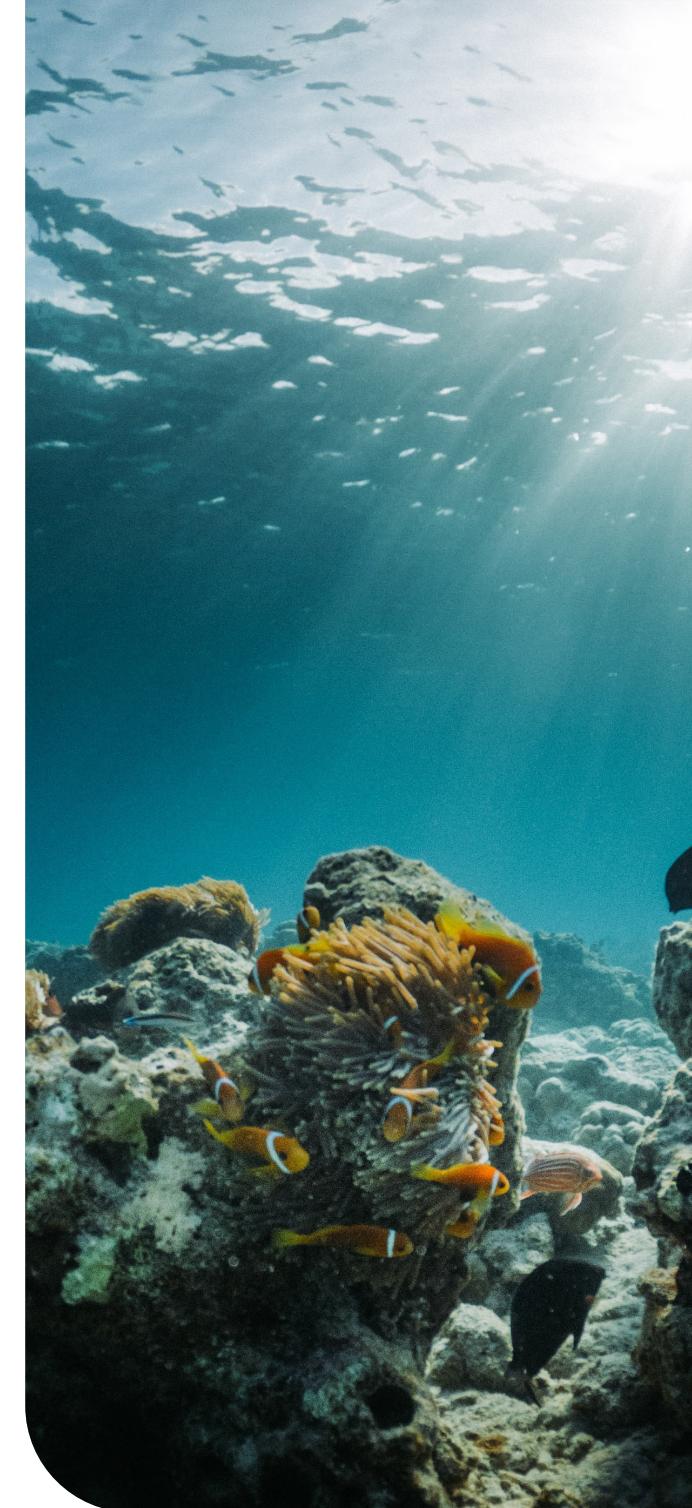
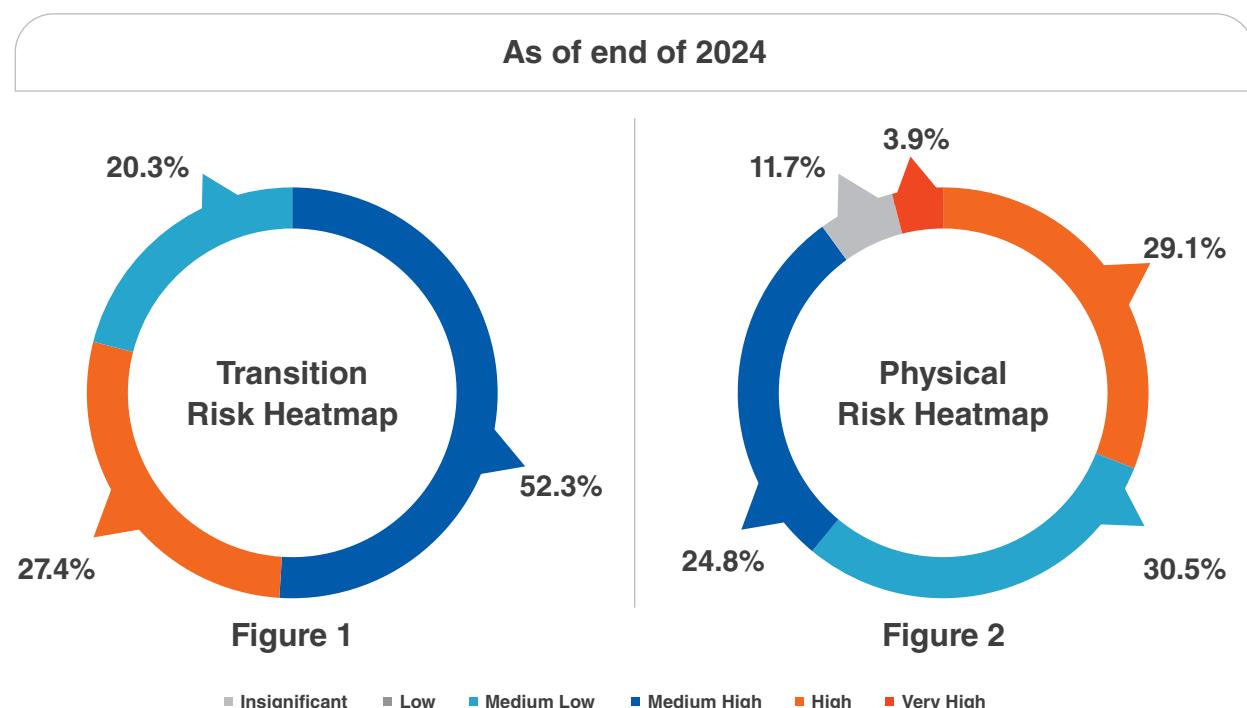
Advancing the decarbonisation of CIB's footprint by measuring and mitigating greenhouse gas emissions across both operations and lending portfolios in alignment with national and global climate targets.



## Climate Risk Management Framework

The Bank's approach to climate risks is grounded in the core pillars of risk management, including identification, measurement, mitigation, monitoring and reporting. The Bank's Climate Risk Management Guide promotes a holistic and evolving approach to measuring and managing climate risk, acknowledging its inherent complexity and ongoing challenges. These include data limitation, modelling complexities, and the integration of climate scenarios into financial analysis. To address this, the Bank is developing its climate risk management framework through a phased approach that supports continuous enhancement and refinement of risk strategies, in line with advancing methodologies and best practices.

The Bank continues to categorise climate-related risks into two categories: Transition risk (arising from the shift to a low-carbon economy) and Physical risk (arising from acute and chronic events). CIB's risk assessment covers both categories, recognizing their distinct transmission channels and potential financial impacts. The Bank considers climate risk to be a cross-cutting risk that impacts the existing risk types. Current focus is mostly on assessing climate-driven credit risk, associated with the sensitivity and vulnerability of our corporate credit portfolio to climate-related risks. In addition, we continue to exert efforts to explore other climate-related risk transmission channels across all other risk categories such as market, liquidity and operational risks, taking into consideration the evolving nature of assessment tools and methodologies.



## Identification and Assessments Tools

CIB identifies and assess climate-related risks using a blend of qualitative and quantitative assessment techniques, applied across different time horizons and risk categories. At this stage, the assessments are conducted at client-level exposure; where the related indirect supply-chain impacts are acknowledged but not yet assessed. In addition, the Bank is prioritizing the sensitivity and vulnerability to the transition and physical risk drivers in the short-term period, as it is recognised that short term impacts are getting more attention across policymakers, regulators and financial institutions with the purpose of analyzing and assessing the potential impacts from climate-related risks within the business planning timeframe.

### Qualitative Tools

A qualitative assessment forms the foundation of CIB's climate risk identification. The Bank utilizes a climate risk heatmap analysis and risk-scoring tool as an assessment of materiality to identify and prioritize climate risk transition risk sensitivities and physical risk vulnerabilities across various economic sectors in the short-, medium- and long-term horizons, guiding our risk management efforts and measurement activities. The heatmap analysis is conducted using the best available data and subject to ongoing refinement as data availability and accuracy improve.

#### a.) Transition Risk:

The transition risk heatmap analysis illustrates the sensitivity of the Bank's credit portfolio to the main four risk drivers: policy changes, technology, market disruptions and reputation. [Figure 1](#) illustrates the concentration of the exposures (expressed as percentage from the total portfolio) assessed as sensitive to at least one of these transition risk drivers.

#### b.) Physical Risk:

The assessment of climate physical risk is an evolving and maturing field, characterized by ongoing advancements in methodologies. The heatmap analysis is conducted to assess the counterparty's exposure and vulnerability to a given hazard in a specific geographical location. The assessment leverages the scientific climate pathway scenarios adopted by the Intergovernmental Panel on Climate Change (IPCC). The analysis explores the vulnerability of the Bank's economic sectors to eight identified hazards: coastal flood, river flood, drought, heatwaves, water stress, cold stress, wildfire and erosion. [Figure 2](#) illustrates the concentration of the exposures assessed as vulnerable to at least one of these hazards.

Currently, the Bank is in the process of developing a physical risk framework that aims to provide a comprehensive assessment for physical risk. The Bank continues to enhance the physical risk related data requirements, more specifically, the data related to the geographical locations of the clients' main operations and assets, as well as data on vulnerability (i.e., facility-level preparedness).

### Quantitative Tools “Scenario Analysis and Stress Testing”

In 2024, CIB continues to use scenario analysis and stress testing to measure climate-related risks, in line with the globally recognised risk management practices for climate-related risks. The Bank conducts climate risk stress testing exercises to assess the impact on its corporate loans' portfolio, with a particular focus on the carbon intensive exposures. The integration of climate risk impacts into other traditional risk categories is actively progressing. This effort is aligned with the global best practices, where central banks, supervisors and financial institutions are increasingly emphasising climate-related credit risk, while for other risks, the

quantification methodologies continue to evolve. Climate risk stress testing is integrated within the Bank's existing stress testing framework, and the results of the assessment are progressively integrated into its Internal Capital Adequacy Assessment Process (ICAAP).

While modelling the financial implications of physical climate risk remains complex, CIB has initiated efforts to explore and refine its approach. We are progressively enhancing our stress testing and internal assessments to reflect the evolving nature of climate risks and the growing availability of reliable data and methodologies.

In conducting climate scenario analysis, CIB leverages the global reference scenarios, in particular, the scenarios framework developed by the Network for Greening the Financial System (NGFS). These scenarios, along with others developed by international bodies, are regularly updated to reflect evolving data availability, advances in modelling techniques, and the dynamic climate policy landscape.

CIB utilises the outcomes of the qualitative and quantitative assessments in various ways, including establishing risk appetite and indicators framework for monitoring the exposure, integrating climate risk consideration into its business process for the most affected sector/clients, engaging with counterparties to understand their transition and adaptation plans, in addition to providing insights for strategic opportunities – highlighting where the Bank could expand sustainable finance offerings. While acknowledging that methodologies to quantify climate risks remain in development, CIB continues to refine its internal risk models by progressively integrating climate data.

CIB's practices are further strengthened by partnerships with DFIs, whose credit lines often require climate risk management frameworks aligned with international standards.

## Financed Emissions

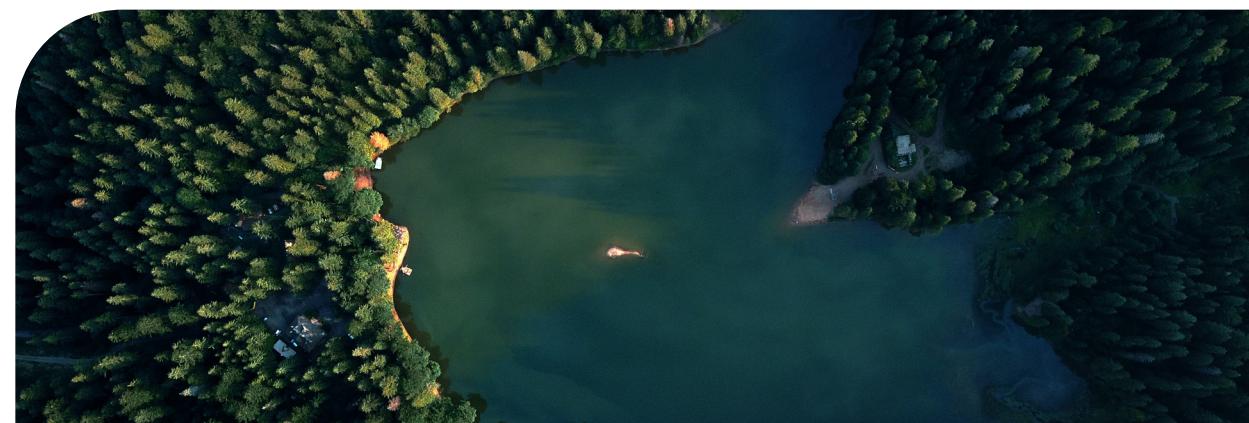


CIB recognises that aligning its financing portfolio with global and national climate objectives is both a responsibility and a strategic opportunity. As a founding member of the NZBA since April 2021 and the first Egyptian bank to support the TCFD in 2020, CIB has positioned itself at the forefront of climate action in the financial sector. These commitments reflect the Bank's firm dedication to a sustainable, low-carbon economy and have elevated CIB's role in shaping international sustainability standards and accountability mechanisms. Notably, CIB represented the Africa and MENA region on the NZBA Steering Group through to the end of 2023, underlining its leadership in driving climate-aligned banking. This proactive stance not only enhances CIB's credibility with global investors and regulators but also prepares the Bank for emerging climate-related reporting and risk management requirements in Egypt and beyond.

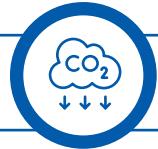
### Aligning with the National Context and Strategy

Egypt's national climate strategy sets ambitious targets for emissions reduction and renewable energy expansion, aiming to increase the share of renewables in electricity generation to 42% by 2035. CIB's climate strategy is closely aligned with these country-level goals. Through CIB's decarbonisation initiatives, the Bank directly supports Egypt's Vision 2030 and updated Nationally Determined Contributions (NDCs) by financing clean energy and efficiency projects that contribute to the targeted renewable energy mix and emissions reductions. By prioritising sectors critical to Egypt's climate agenda, CIB ensures that its portfolio growth is synergistic with national sustainable development objectives. This alignment not only supports government climate policies but also strengthens stakeholder trust, as clients, regulators, and the public see CIB making meaningful contributions to the country's transition toward a resilient, low-carbon economy.

### CIB's Key Drivers for Advancing and Responding to the Rising Decarbonisation Agenda



# Transition Finance and Portfolio Decarbonisation Plan



## Transition Finance

As part of its climate strategy, CIB leverages sustainable finance as a key driver to support the transition to a low-carbon, climate-resilient economy. Recognising the financial sector's critical role in mobilising capital to address climate change, the Bank is actively supporting transformative shifts in high-emission sectors and vulnerable geographies. Through tailored transition planning, CIB works with clients to reduce both direct and indirect CO<sub>2</sub> emissions, build adaptive capacity, and access the technical assistance needed to implement decarbonisation strategies. To enable this transition, the Bank has introduced a growing portfolio of sustainable finance instruments, programs, and offerings. These efforts are guided by CIB's Sustainable Finance Framework, which provides a clear methodology for integrating ESG criteria into financing decisions, developing innovative green products, setting eligibility criteria, and transparently tracking progress against environmental and climate targets.

 For further details on CIB's sustainable finance programs and products and their performance highlights in 2024, please refer to the section [Sustainable Finance](#).



### Transition Planning

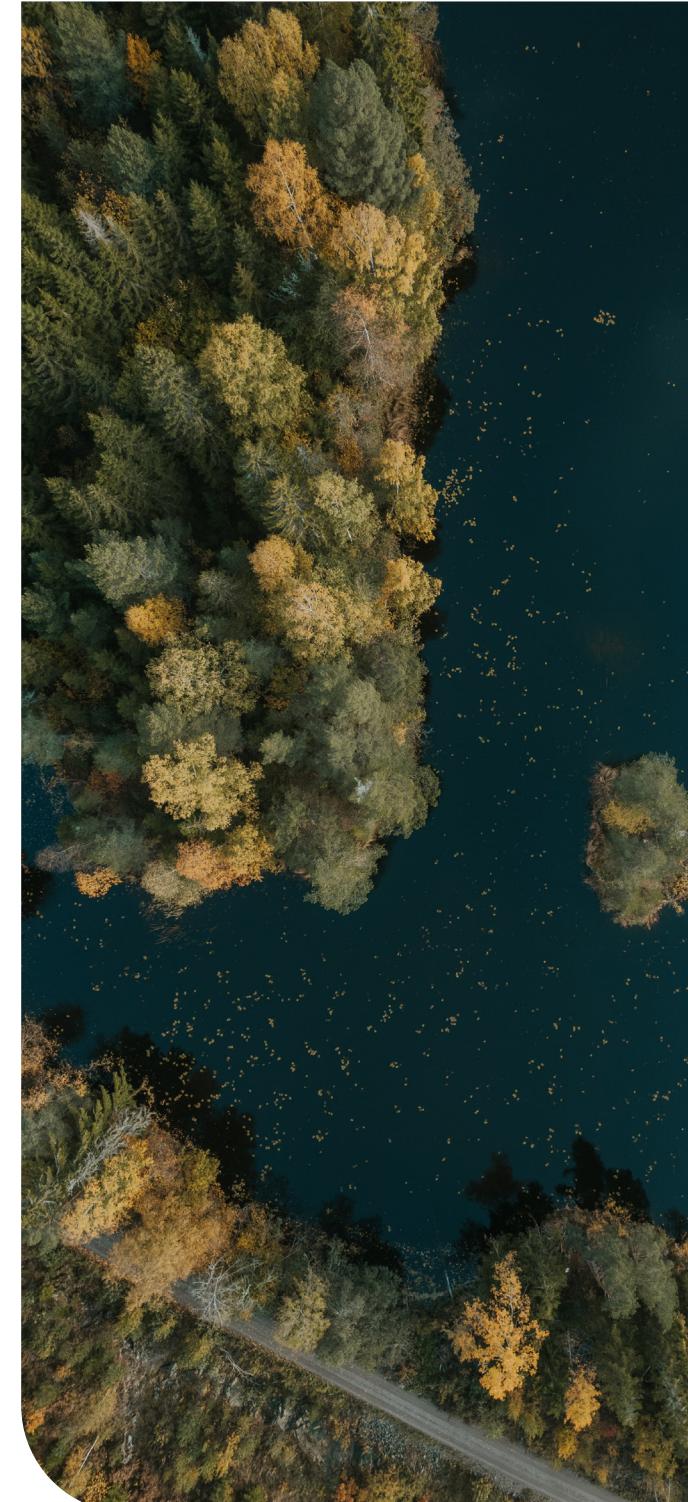
Supporting the Low Carbon Transition Pathway

### Transition Products

Green Bond Program and Sustainable Finance offerings and Products

### Client Transition

Sustaining Sector Program





## Advancing Transition Finance through Strategic Partnership with IFC



CIB has committed to aligning its lending portfolios with pathways to net zero by 2050 through its NZBA commitments. The Bank has set portfolio greenhouse gas (GHG) reduction targets, with five-year interim goals spanning 2030 through 2050, and published its first NZBA Targets Report in 2023. CIB plans to achieve these targets by implementing a solid transition finance plan. This will be done in collaboration with IFC, which will be responsible for building the team's capacity and preparing decarbonisation manuals for each sector. The main objectives of the transition plan will be to:

- Calculate GHG emissions Scope 1, 2 (and 3 if possible) for each client in the selected sectors, considering their growth plans for the next 5-10 years.
- Develop a decarbonisation roadmap, and sector guidelines and manuals for the counterparties. This will be achieved by identifying technologies and processes that are needed to reduce GHG emissions for the counterparty, including the adoption of low-carbon technologies and practices, guided by actual energy walkthrough audits to identify and prioritise high-impact emissions sources in each sector. The sectoral guidelines and manuals will include the best available solutions for decarbonisation applicable in the Egyptian market, along with the expected barriers and challenges in the decarbonisation process.
- Develop an investment plan that will be aligned with the country Nationally Determined Contributions (NDCs).
- Support in the identification of market needs (soliciting new potential clients) for the selected sectors and develop CIB's transition instruments and products.
- Establish realistic and measurable targets, along with effective monitoring mechanisms, to measure progress.
- Encourage collaboration and knowledge sharing among stakeholders.

The plan will also encompass establishing a governance structure to support the implementation of the transition finance plan and building the capacity of the CIB team. Additionally, a communication program will be developed that includes materials, manuals, and communication activities with various stakeholders to solidify the business case for decarbonisation, including financial incentives to be provided by CIB to clients to support the transition.

## Portfolio Decarbonisation Plan

CIB is advancing a High-Level Portfolio Decarbonisation Plan, launched in 2023, targeting the power generation and real estate sectors—two of the most emission-intensive areas in its lending portfolio. These sectors are key to Egypt's climate goals and sustainable economic growth. Through this plan, CIB aims to reduce financed emissions while supporting infrastructure resilience. Aligned with global frameworks, such as the NZBA and TCFD, the strategy reflects CIB's leadership in sustainable finance and climate risk management. Implementation is supported by partnerships with Development Finance Institutions (DFIs), enabling access to capital, technical expertise, and advisory support to accelerate the low-carbon transition in these priority sectors.

## Decarbonisation in the Power Generation Sector

CIB's decarbonisation plan places a strong emphasis on transforming the power sector by financing cleaner energy and efficiency improvements. Key initiatives in this sector include:

### Expanding Clean Energy Financing

- Increasing lending to **solar, wind, and hybrid renewable energy** projects, thereby boosting the supply of clean power.
- Supporting distributed generation solutions such as **rooftop solar installations and off-grid systems** to promote energy access and resilience.
- Enabling investments in **grid infrastructure and energy storage technologies** to improve the integration and reliability of renewable energy.

### Driving Energy Efficiency through Smart Technologies

- Financing upgrades and retrofits to enhance the operational efficiency of existing **power generation facilities**, reducing fuel use and emissions.
- Promoting financing tools (e.g., green loans) for **energy audits and performance-based improvements** in power plants and utilities.



## Decarbonisation in the Real Estate Sector

The real estate and construction sector is another priority for CIB's climate strategy, given its substantial carbon footprint resulting from the use of building materials, construction processes, and energy consumption in buildings. CIB's plan for this sector centres on promoting green building practices and improving energy performance in clients' real estate portfolios. Key actions include:

### Client Screening and Project Eligibility Enhancements

- Including rigorous **ESG and environmental performance criteria** in client due diligence and credit risk assessments for real estate developers and projects.
- Prioritising and favouring projects that incorporate **sustainable design principles and green building certifications**

### Supporting Green Building Certification

- Developing financial incentives (e.g., discounted loan rates or fee waivers) to encourage clients to pursue **green building certifications**, thereby raising market adoption of certified green buildings.
- Partnering with certification bodies and sustainability consultants to **streamline the certification process** and lower barriers to entry, offering technical support that helps more projects achieve certifications.

### Facilitating Energy Efficiency Upgrades

- offering tailored financing products for **building retrofits and upgrades** (such as improved insulation, efficient lighting/HVAC systems, and smart energy management) to cut energy consumption in existing buildings.
- Supporting clients with technical assistance and access to **energy audit services**, helping property owners identify efficiency improvement opportunities and quantify cost savings from retrofit investments.



# Sustainable Finance

## CIB's Commitment

CIB is committed to spearheading sustainable finance as a core pillar of its transition to a low-carbon, inclusive economy. The Bank continues to lead the advancement of green, climate, and transition finance across various sectors. CIB's Sustainable Finance Strategy is aligned with Egypt Vision 2030, the National Climate Change Strategy 2050, and the goals of the Paris Agreement. Through innovative financial solutions, tailored technical support, and comprehensive transition planning, the Bank aims to mobilise capital for low-carbon technologies, enable sectoral decarbonisation, and support long-term, sustainable economic growth.

The Bank is committed to generating the necessary capacities for adaptation and advancing the research and development of new sustainable finance products and services as a collaborative effort among its business lines towards Sustainable Finance. However, achieving this goal will require strong climate policies across the most vulnerable geographical locations and carbon-intensive sectors.



### Read More

[CIB's Sustainable Finance Policy](#) lays out the Bank's approach to sustainable finance.

[2021 CIB Green Bond Framework](#), which sets the governing guidelines and principles for issuing green bonds at CIB.

[CIB Advancing the Transition to Net-Zero Report \(2023\)](#), which details CIB's Net-Zero strategy for both the Bank's direct operations and financed emissions.

## CIB's Progress



In 2024, CIB significantly expanded its sustainable finance portfolio, with environmental and social impact projects accounting for 17.24% of the total direct lending portfolio up from 12.67% in 2023. This reflects EGP 52.85 billion in financing extended to 85 clients and/or projects, in alignment with the CBE's classification. EGP 36.72 billion was allocated to environmental projects, while EGP 16.13 billion was directed toward social impact initiatives.

The environmental portfolio included EGP 11.67 billion allocated under the Green Bond, EGP 1.80 billion under the Egyptian Pollution Abatement Program (EPAP), and EGP 198 million through the Agriculture Development Program (ADP), and EGP 39.19 billion from CIB's internal own resources. These investments focused on renewable energy, energy efficiency, and green buildings.

This growth was enabled by CIB's ESRMS, which played a critical role in unlocking blended climate finance. In 2024, the Bank secured USD 333 million in blended climate finance, USD 9.12 million in grants, and USD 1.9 million in technical assistance from DFIs, strengthening its position as a leading provider of sustainable finance in Egypt.

Through CIB's Sustaining Sectors Program and transition finance initiatives, the Bank helped carbon-intensive sectors build decarbonisation plans. These initiatives form part of the Bank's system-wide approach to embedding ESG principles, managing risk, and creating value through innovative, environmentally, socially, and climate-aligned finance.

### Relevant 2024 Awards

Global Finance: Best Bank for Sustainable Finance in Egypt 2024

EMEA Finance: Best Securitisation House in Africa

EMEA Finance: Best Financial Institution Syndicated Loan in North Africa

### Explore our Sustainable Finance Product offerings



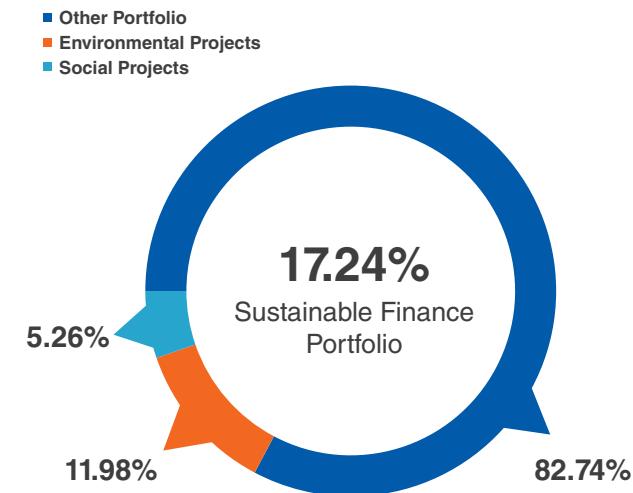
## Strategic Impact and Performance Metrics

KPI	Units	2023 Performance	2024 Performance
<b>Green Bond Portfolio</b>	EGP Billion	2.259 Bn	11.67 Bn
<b>Annual CO<sub>2</sub> Reduction through Climate Financing</b>	mtCO <sub>2</sub> e	5,509	6,271
<b>Annual Energy Savings through Climate Financing (kWh/year)</b>	kWh/year	13,768,701.65	15,670,201.65
<b>Annual Water Savings through Climate Financing (m<sup>3</sup>/ year)</b>	m <sup>3</sup> /year	36,877	111,977

### Leading the Transition through Green Finance

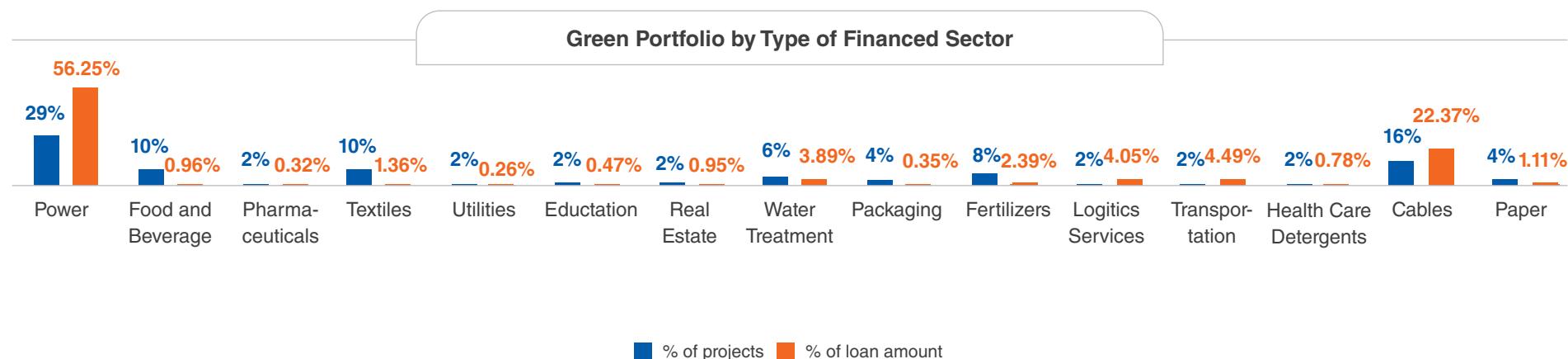
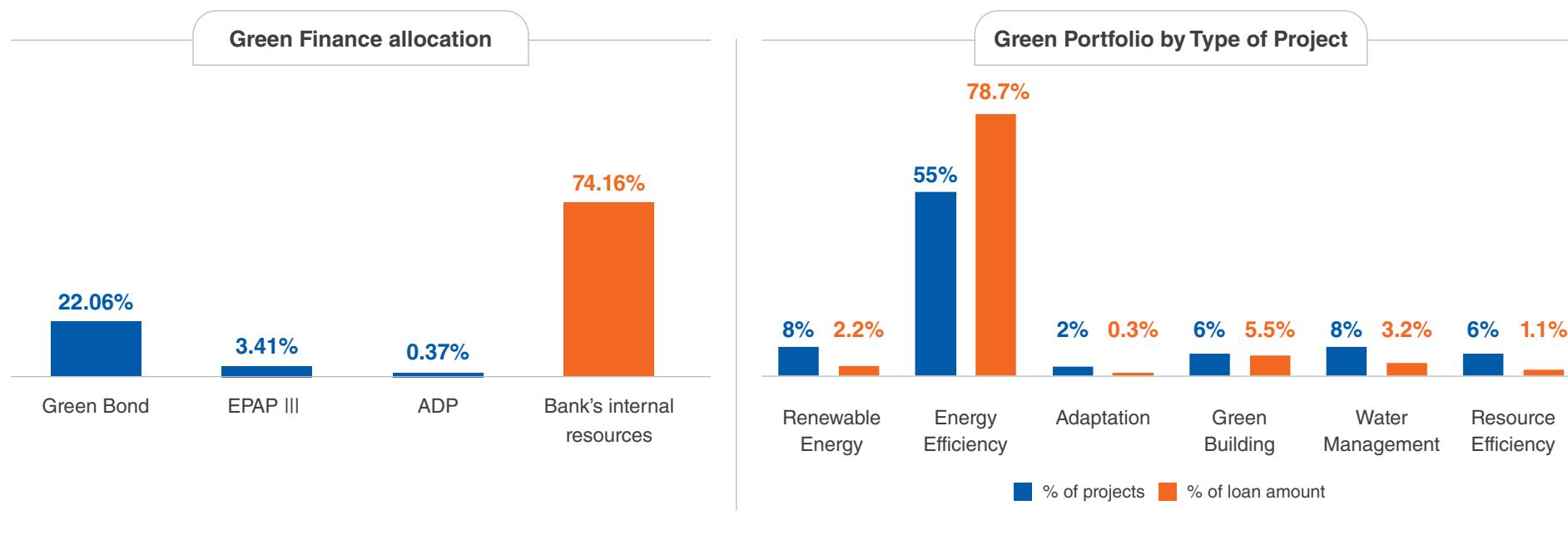


CIB continues to expand its commitment to green and climate finance, reflecting a strategic focus on funding projects that drive sustainable development and climate action. In FY2024, the Bank's sustainable finance portfolio accounted for **17.24%** of total direct lending, demonstrating significant progress in integrating environmental and social considerations into its core business strategy. This portfolio encompasses a diverse range of projects, spanning renewable energy and energy efficiency, sustainable infrastructure, and social development, all aligned with the Central Bank of Egypt's sustainable finance definitions and global best practices. The following sections provide a detailed breakdown of CIB's green and climate finance portfolio, key sustainable finance programs, and the Bank's approach to transition finance, highlighting achievements and initiatives for FY 2024. Based on the CBE's classifications and definitions, CIB's direct credit exposure to environmental and social projects reached **17.24%** of the total direct lending portfolio as of 31 December 2024. Of this sustainable finance exposure, **11.98%** of the total portfolio was directed to environmental projects and **5.26%** to projects with social impact<sup>9</sup>.



## Green Finance Portfolio and Exposure

By the end of 2024, CIB's sustainable finance portfolio comprised financing for **eighty-five (85)** individual clients and/or projects, collectively accounting for 17.24% of the Bank's direct lending. This portfolio is funded through a combination of dedicated external green finance lines and CIB's own capital. Specifically, **22.06%** of the sustainable portfolio's credit outstanding is attributable to CIB's Green Bond proceeds, **3.41%** comes under the Egyptian Pollution Abatement Project (EPAP), **0.37%** under the ADP program, while the remaining **74.16%** is financed from CIB's internal resources.



## Green Bonds

CIB demonstrated industry leadership in sustainable finance by issuing Egypt's first private-sector green bond—a USD 100 million revolving facility. Since its issuance, up to the end of 2024, the bond proceeds have been revolved approximately three (3) times, financing twenty-two (22) eligible sub-projects in areas such as energy efficiency, renewable energy, green building certification, water management, and the implementation of energy management systems (ISO 50001). All financed projects under the Green Bond program are endorsed by the IFC and overseen by CIB's internal Green Bond Task Force. Notably, USD 20 million of the bond proceeds has been allocated to finance CIB's new Headquarters building, which is designed to meet high environmental standards.

Additionally, under the Green Bond Framework and the Sustaining Sectors programs, CIB has offered EDGE certifications to its clients, helping to reduce building energy and water consumption by a minimum of 20% while lowering greenhouse gas (GHG) emissions. CIB, in collaboration with IFC, has helped three leading real estate developers—Newgiza, Sodic, and Hassan Allam—obtain the EDGE certificate in 2023 and 2024. Through the provided advisory services to the Bank's clients, all three clients successfully achieved EDGE advanced certification by reaching 40% energy savings.

As of 2024, projects funded through CIB's Green Bond have achieved environmental benefits, including:



We are thrilled to receive the EDGE Advanced Green Certification for "EDNC". This certification comes in line with our sustainability-led corporate strategy, which guides our ESG commitments and steps towards carbon reduction."

**Ayman Amer,**  
SODIC's General Manager



## GEFF - EBRD Green Economy Financing Facility

In 2024, CIB deepened its commitment to green lending by partnering with the European Bank for Reconstruction and Development (EBRD) through the GEFF Egypt II (Green Economy Financing Facility). This €50 million facility is designed to support SMEs by financing climate mitigation and adaptation projects across key sectors. Eligible investments include renewable energy, energy efficiency, green buildings, water and wastewater treatment, sustainable land management, and resource efficiency.

Through this partnership, CIB can offer sub-loans of up to USD 5 million to qualifying SMEs, along with investment incentives of 10% to 15% in the form of grants. The facility also provides technical support to clients, helping them assess technologies, identify investment opportunities, and improve access to high-performance, cost-saving solutions.

As of 2024, six sub-projects have been technically assessed and approved by the EBRD, with a total value of USD 3.99 million. An additional eight sub-projects worth USD 18.63 million are currently under review. CIB's active pipeline includes sectors such as healthcare, textiles, power generation, food, and beverage, demonstrating a growing demand for climate-aligned financing in Egypt's real economy.

## PROPARCO Partnership

In 2024, CIB entered into a new partnership with **Proparco**—the private sector financing arm of the Agence Française de Développement (AFD)—to enhance the Bank's green lending capacity. This collaboration is designed to provide funding for sustainable projects, particularly those focused on renewable energy, energy efficiency, and climate resilience (with a strong emphasis on climate adaptation finance). It marks Proparco's first investment in Egypt's banking sector and aligns with Proparco's broader mission to mobilise private sector investment for sustainable development in emerging markets.

Under the agreement, Agence Française de Développement (AFD) and Proparco are extending a EUR 45 million credit facility to CIB through the Green Climate Fund's "Transforming Financial Systems for Climate (TFSC)" program. 70% of this facility is earmarked to finance climate adaptation projects, reflecting the urgent need to support businesses in building resilience to climate change. In addition, a EUR 25 million generic credit facility with a 7-year tenor has been provided to CIB. Furthermore, a EUR 2 million Technical Assistance grant is being made available, which will be used to:



**Promote climate mitigation and adaptation projects** among CIB's clients (through awareness, pipeline development, and project preparation support).



**Strengthen CIB's market position in climate finance**, enabling the Bank to diversify its sustainable finance portfolio, enter new green sectors, and attract businesses aligned with national sustainability goals.



**Enhance CIB's internal capabilities** in climate-related financing through tailored strategies, tools, and processes—positioning the Bank to address long-term climate challenges effectively.



**Align CIB's practices with international standards**, including the adoption of AFD Group's Sustainable Finance Taxonomy and the Multilateral Development Banks' Common Principles for Climate Finance, ensuring CIB's climate finance activities meet global best-practice benchmarks.



### EUR 25 Mn

In Climate Mitigation and  
Adaptation Finance



### EUR 45 Mn

of which %70 is Allocated to Climate  
Adaptation Finance

## CIB's Sustaining Sectors and SMEs Programs: Scaling Impact through Sustainable Finance

In 2024, CIB continued to advance sustainable finance for SMEs and high-impact industries through targeted lending solutions, advisory support, and strategic partnerships. Recognising that SMEs, while individually smaller in scale, collectively have a significant environmental footprint, the Bank introduced a tailored Sustainable Finance Loan to support cleaner and more resource-efficient operations in key sectors such as textiles, plastics, and food and beverage. These facilities offer both short- and medium-term financing options (up to five years), backed by incentives from development finance institutions to encourage investments in renewable energy, energy efficiency, and sustainable production practices.

In parallel, CIB expanded its Sustaining Sectors program to include a broader range of clients across high-emitting industries such as pharmaceuticals and tourism, conducting 20 energy walkthrough audits to identify inefficiencies and recommend improvements. These audits serve as the foundation for financing decisions, ensuring funds are directed toward impactful interventions.

Further enhancing its role in SME sustainability, CIB launched the Sustaining SMEs program in partnership with GIZ Egypt, designed to embed sustainable business practices among SMEs while improving market access and competitiveness. The program offers a blend of financial and technical support, including sustainability-linked loans, hands-on advisory services from CIB's Sustainable Finance team, and access to incentives through CIB's broader green finance portfolio. Focused on the plastics, food and beverage, and textile sectors, the initiative aims to elevate sustainability from an operational upgrade to a strategic advantage for Egyptian SMEs.

### Impact of the Sustaining Sector Program



**52**

Potential no of energy efficiency measures



**54 GWh/year**

Potential annual energy savings identified during the energy walkthrough audits



**32,000 tCO<sub>2</sub> e/year**

Potential annual GHG emission reductions



**80 Million EGP/year**

Potential annual GHG emission reductions

## Institutional Banking: Financing Egypt's Strategic Growth Sectors

CIB's Institutional Banking and Global Corporate Relations divisions played a pivotal role in advancing Egypt's economic development through large-scale financing. In 2024, the Bank provided USD 50 million in funding for Egypt's first aseptic packaging facility and USD 30 million for the country's first citric acid plant, reducing import dependency and creating export capacity. These investments supported the development of new manufacturing capabilities, improved trade balances, and encouraged foreign direct investment. They also aligned with CIB's strategy to finance industries that provide local alternatives to imported goods, helping to increase Egypt's industrial self-sufficiency.

In the renewable energy sector, CIB participated in the USD 1.2 billion Suez Wind Energy project, Africa's largest single-contracted wind farm. The project will eliminate 1.1 million tons of CO<sub>2</sub>e emissions annually and support Egypt's goal to source 42% of its electricity from renewables by 2040. Additionally, the Bank financed over EGP 10 billion in real estate and EGP 4 billion in hospitality, facilitating the development of new housing, commercial districts, and five-star tourism infrastructure. These initiatives were crucial to Egypt's broader economic strategy and Vision 2030 development objectives.

**Institutional Loan Portfolio**  
**EGP 290.1 billion (+47% YoY)**



**Export Substitution**  
**A 33,000-tonne citric acid plant replaces 24,000 tons of imports**



**Providing Co-Financing as part of the Suez Wind Energy**  
**S.A.E. 1.1 GW Wind Farm Project**



## Development Finance: Enabling Sustainable and Inclusive Growth

CIB's Development Finance (DF) Department plays a pivotal role in mobilising concessional finance to support Egypt's sustainable development priorities. Operating under the Financial Institutions Division, the DF team manages and facilitates access to a wide range of development credit lines, grants, and guarantees. CIB acts as both an agent bank and a participating bank, structuring new credit instruments, managing disbursement and repayment mechanisms, investing in unutilised funds, conducting technical evaluations, and promoting access to underserved sectors. Through this dual role, CIB empowers business clients, particularly small and medium-sized enterprises (SMEs) and agribusinesses, to access targeted financing and technical support under various national and international development programs.

In 2024, CIB's Development Finance initiatives reached thousands of beneficiaries through three key programs:



### Agricultural Development Program (ADP)

As the Agent Bank of ADP, CIB supports the transformation of Egypt's agricultural value chain by financing SMEs across seven sub-sectors, including livestock and horticulture, as well as renewable energy and agritech. The program supported 17,872 agri-business beneficiaries, in 2024 the Bank facilitated EGP 198 million in developmental loans.

**EGP 198 Mn**

Agri-Loans Disbursed through ADP

**17,872**

Agri-Business Beneficiaries Supported



### Environmental Pollution Abatement Program (EPAP III)

CIB supports green industrial transformation through the EPAP III, offering loans to large corporates and SMEs for environmental protection and pollution control projects. The program provides up to EUR 15 million in funding per project, with a grant element of up to 21.8%, supporting wastewater treatment, resource efficiency, and cleaner production technologies.

**EGP 1,802 Mn**

Financed under the EPAP as of  
December 2024



### ECO Program

As a Participating Bank in the ECO Program, funded by the Danish government and implemented in coordination with Egypt's Ministry of Environment, CIB finances green infrastructure, energy-efficient machinery, and environmentally responsible industrial designs.

# Ecological Footprint

## CIB's Commitment

CIB views environmental stewardship as essential to building a thriving, resilient future. The Bank is committed to a systems-based approach that extends beyond emissions, recognising that its ecological footprint encompasses not only emissions but also land use and water consumption. CIB actively manages all three across its operations to minimise environmental impact and support a more sustainable economy. Each year, CIB measures and discloses its performance through this report and its Environmental Data Pack. As part of CIB's long-term ambition, the Bank has also committed to aligning its lending portfolios with pathways to net zero by 2050 (see [Sustainable Finance](#)).



### Read More

To learn more about how CIB manages its ecological footprint, refer to:

**2018-2021 Ecological Footprint Reports**, where CIB has published reports from 2018 to 2021 detailing its historic ecological footprint.

**2024 ESGDD Data Pack**, which contains the ecological and environmental footprint data for 2024, along with the calculation methodology.

## CIB's Progress



In 2024, CIB reduced its operational ecological footprint through improvements in energy efficiency, resource use, and digital transformation. Scope 1 and Scope 2 emissions intensity decreased by 45% from the 2018 baseline, primarily driven by the expansion of solar installations, HVAC upgrades, and the implementation of smart energy systems. Land use remained steady through improved space utilisation and progress toward green building certification, while water-saving measures helped maintain stable per-employee water consumption. Digital initiatives, including e-statements and paperless workflows, also significantly reduced waste. Staff participation in the "Green office Challenge" further reinforced everyday sustainability practices. In the year ahead, the Bank aims to accelerate progress through deeper energy integration, expanded resource tracking, and enhanced employee engagement.

As part of CIB's ongoing commitment to transparency and accuracy, the Bank has undertaken a comprehensive recalculations of its greenhouse gas emissions for the years 2018 through 2023. This includes several emitting activities such as water consumption and treatment under Scope 3, as well as purchased chilled water under Scope 2. The purpose of these recalculations was to replace assumptions and conservative methodologies—previously applied to account for worst-case scenarios—with more accurate data. This enhancement ensures greater precision in the Bank's emissions reporting and strengthens the integrity of its environmental disclosures.

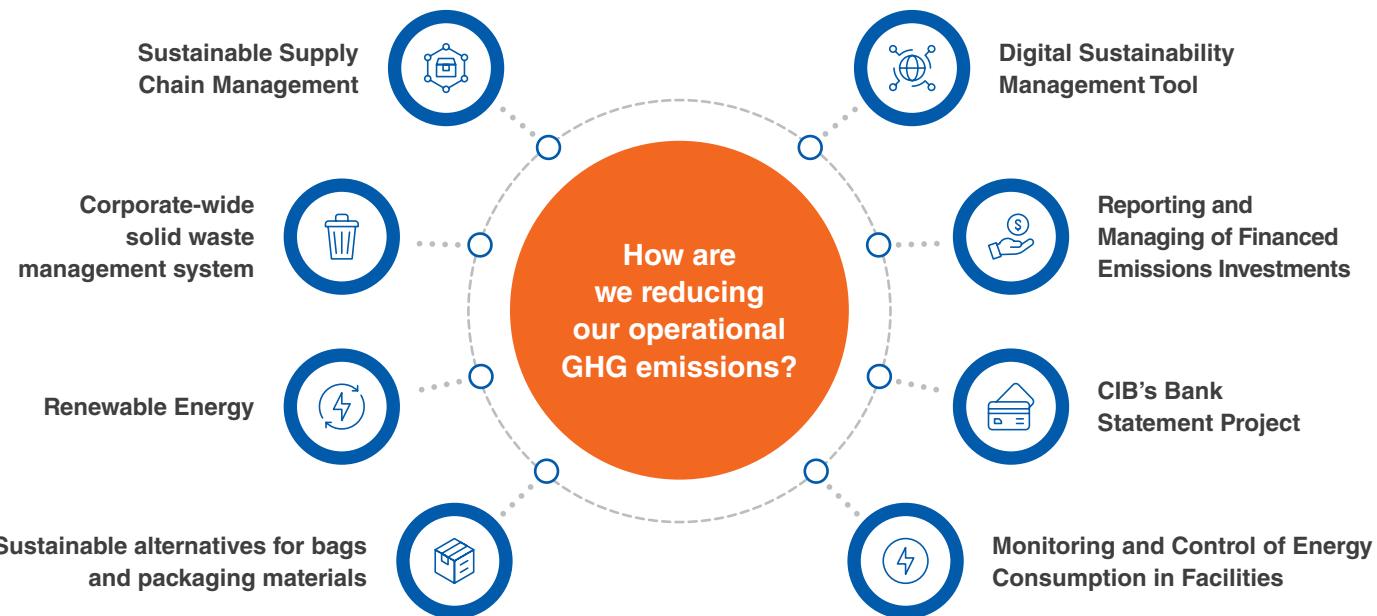
### Relevant 2024 Awards

Euromoney: Best Bank for ESG in Egypt 2024

## Strategic Impact and Performance Metrics

KPI	Units	2018 Baseline	2023 Performance	2024 Performance
Scope 1 Emissions	mtCO <sub>2</sub> e	10,085	7,085	4,577
Scope 2 Emissions	mtCO <sub>2</sub> e	28,240	26,350	29,110
Scope 3 Emissions <sup>10</sup>	mtCO <sub>2</sub> e	8,170	33,045	35,445
Carbon Intensity <sup>11</sup>	mtCO <sub>2</sub> e/employee	6.10	3.64	3.35

## Decarbonisation Program



<sup>10</sup> Scope 3 emissions included in the calculation are Categories 1, 3, 4, 5, 6, and 7 (as per the GHG protocol).

<sup>11</sup> The intensity unit used is Scope 1 and 2 emissions per employee.



## Greenhouse Gas Emissions

Between 2018 and 2024, CIB achieved a 45% reduction in Scope 1 and 2 emission intensity per employee, reflecting the success of its energy efficiency initiatives, including solar installations, HVAC upgrades, and smart energy systems. Scope 1 emissions decreased from 10,058 mtCO<sub>2</sub>e in 2018 to 4,577 mtCO<sub>2</sub>e in 2024, while Scope 2 emissions saw a slight increase from 28,240 mtCO<sub>2</sub>e to 29,110 mtCO<sub>2</sub>e in the same period. However, Scope 3 emissions reached 35,445 mtCO<sub>2</sub>e in 2024, marking the highest level recorded to date.

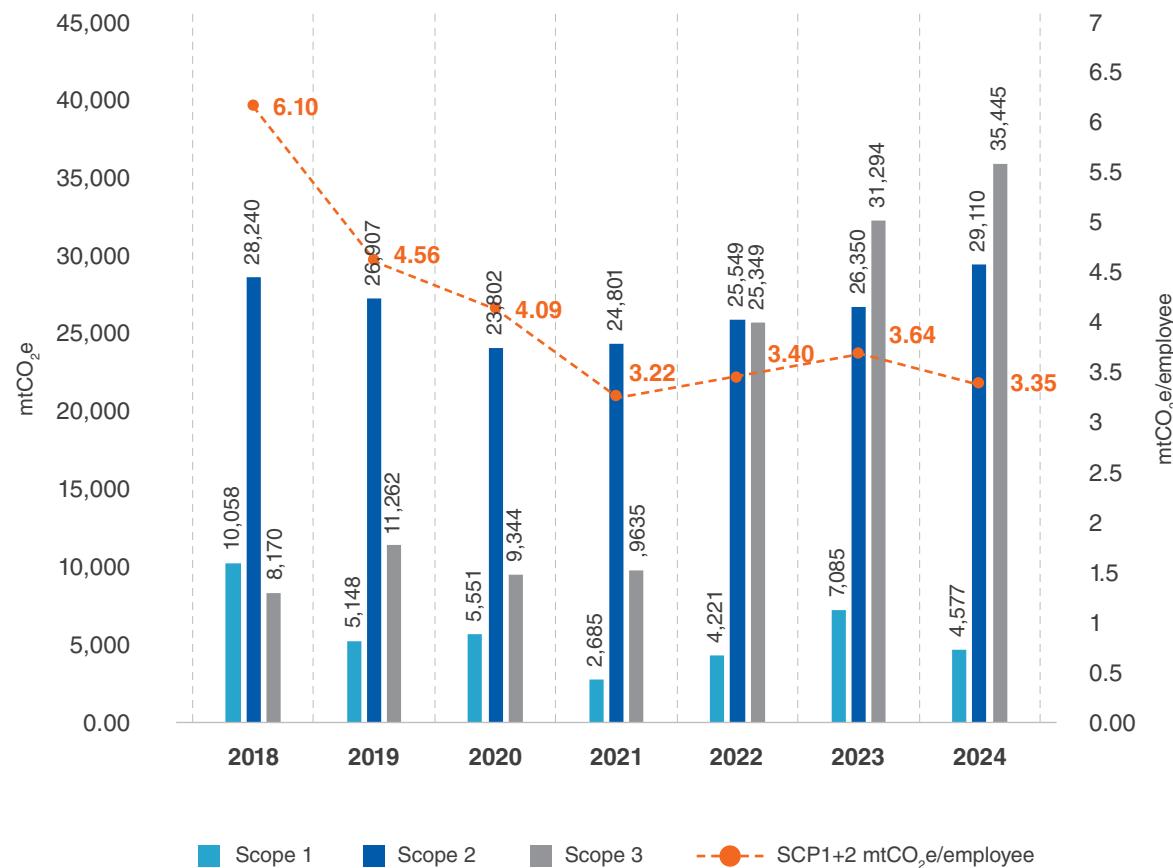
This upward trend in Scope 3 emissions is expected, as Scope 3 is inherently more complex and dynamic than Scopes 1 and 2. It also encompasses a broader range of indirect emissions across the value chain, many of which depend on third-party data and evolving reporting practices. As CIB continues to enhance its data collection and integrate additional activity categories, Scope 3 figures are anticipated to rise. Currently, Scope 3 emissions cover the following categories: purchased goods and services, fuel and energy-related activities, upstream transportation and distribution, waste from operations, business travel, and employee commuting.

By 2030, CIB aims to eliminate Scope 2 emissions entirely by utilising renewable energy. To support this, the Bank is reducing its operational footprint through a combination of clean energy use, energy monitoring, sustainable procurement, digital tools, green building design, and alternative transport options, all underpinned by robust internal systems and governance.

**33,686 mtCO<sub>2</sub>e**  
Scope 1 and 2 GHG  
emissions in 2024



**GHG Emissions (mtCO<sub>2</sub>e) and Carbon Footprint Intensity  
(mtCO<sub>2</sub>e/employee) year over year (2018 - 2024)**



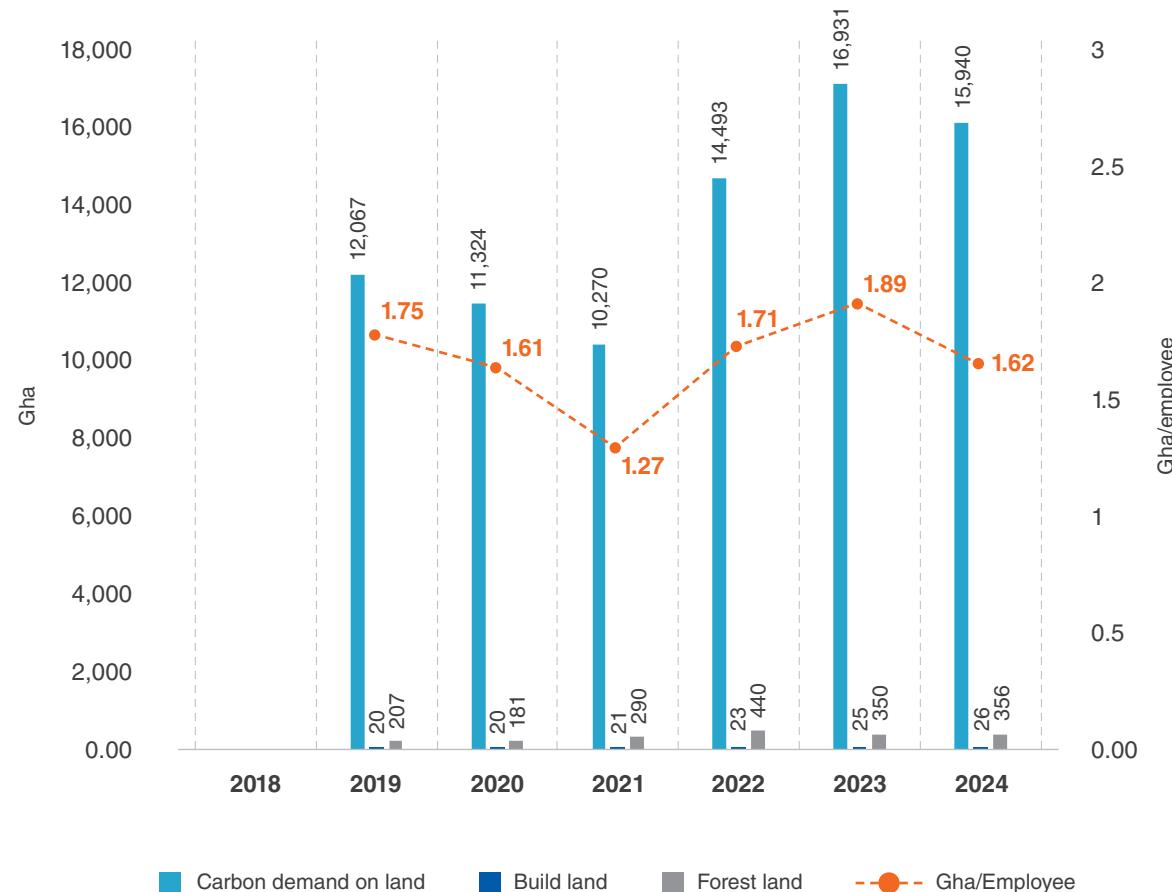
## Land Use

Although CIB's operations do not involve direct resource extraction, the Bank recognises that land use remains a relevant indicator of its environmental footprint. Land use reflects the physical space the Bank's activities occupy and the broader impact this may have on ecosystems and biodiversity. With almost half of the global GDP moderately or highly dependent on nature and its services, the Bank must monitor and manage its interactions with natural systems. By tracking land use alongside emissions and water consumption, CIB aims to understand its environmental impact better and support more sustainable spatial planning and development.

Between 2019 and 2024, CIB's total land footprint—measured in global hectares (Gha)—rose from 12,295 Gha to 16,322 Gha, primarily driven by increased carbon demand on land. On the other hand, built land and forest land components remained relatively stable. Despite this growth, land footprint intensity (Gha per employee) decreased slightly from 1.73 in 2019 to 1.62 in 2024, with some fluctuations in between. This indicates that the Bank's operations have expanded without a significant increase in land use, largely due to the more efficient use of space and a limited need for new buildings or facilities.



**Land footprint (Gha) and Land footprint intensity**  
(Gha/employee) year over year (2019 - 2024)



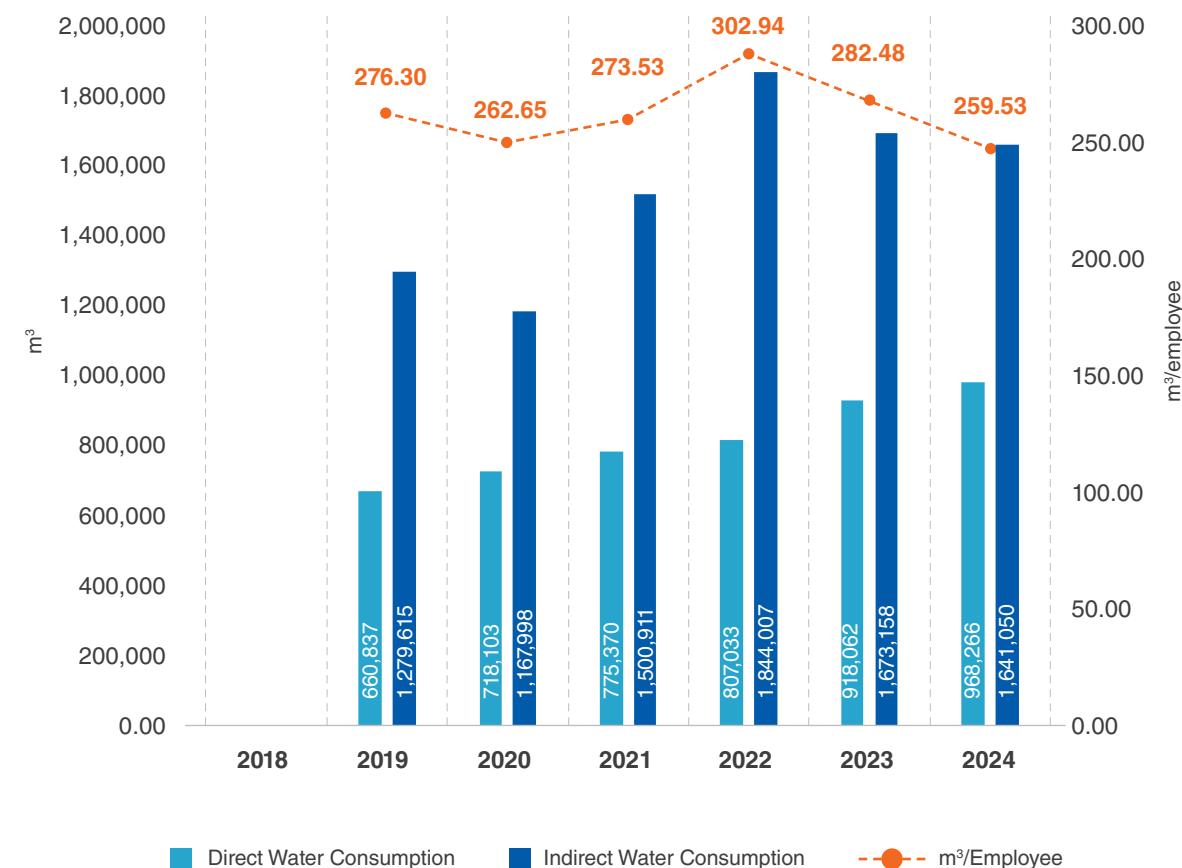
## Water

Water is a critical resource, and managing it efficiently is essential to long-term sustainability. In Egypt, water scarcity is a well-recognised national challenge and a strategic priority under Egypt Vision 2030. CIB has monitored its water consumption since 2019 and continues to improve efficiency as the Bank's operations expand. In 2023-24, CIB installed water-saving fixtures at its headquarters and major branches, which helped stabilise total consumption despite the increased activity. While the Bank's overall footprint remains relatively small, it views water as a core part of its ecological footprint. CIB is committed to reducing usage wherever possible through smart infrastructure and operational improvements.

Between 2019 and 2024, CIB's total water footprint, encompassing both direct and indirect water consumption, ranged between 1.8 and 2.6 million cubic meters annually. While indirect water use consistently accounted for the majority of consumption, direct water use steadily increased as operations expanded. Despite this growth, overall water intensity per employee declined from 276.3 m<sup>3</sup>/employee in 2019 to 259.5 m<sup>3</sup>/employee in 2024, reflecting improved water efficiency measures, such as fixture upgrades and more effective resource management.

**2,609,316 m<sup>3</sup>**  
Water usage in 2024

**Water footprint (m<sup>3</sup>) and Water footprint intensity  
(m<sup>3</sup>/employee) year over year (2019 - 2024)**



## External Validation of our ESG Performance - Disclosure Insight Action (CDP) Corporate Scorecard

In 2024, CIB received a CDP score of C, based on its 2023 performance, as reported by CDP in its annual Corporate Scorecard. The CDP Corporate Scorecard comprehensively evaluates CIB's environmental performance and benchmarks it against global and regional peers, providing valuable insights into climate governance and sustainability practices. CIB's score places it in the Awareness Band, indicating that while climate-related issues are recognised, there is room to strengthen governance and disclosures. CIB's recent score highlights clear areas for improvement and reaffirms the Bank's commitment to continuous progress and transparency in its climate strategy.

C

### CDP Score

CIB Received a (C), placing it within the Awareness Band.

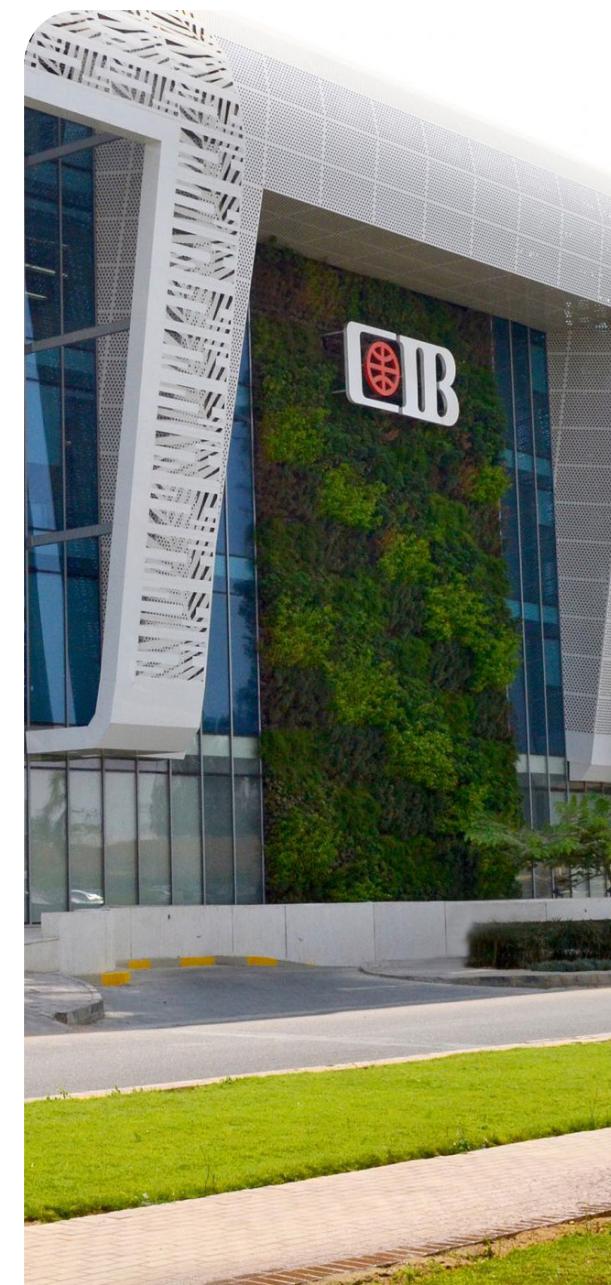
## Sustainable Procurement Practices

CIB maintains a robust and ethical approach to procurement, guided by its Procurement Policy and Third-Party Procedures Guide. These frameworks ensure that all sourcing activities align with the Bank's strategic objectives, comply with applicable regulations, and reflect the highest standards of integrity and transparency. The policy sets clear procedures for acquiring goods, services, and works from external third parties within clearly defined thresholds, promoting fairness, efficiency, and accountability.

In 2024, CIB collaborated with a total of 152 registered suppliers and third-party service providers, comprising 138 (91%) local and 14 foreign entities. CIB's supplier base plays a vital role in maintaining seamless operations and delivering quality services across the Bank. CIB actively fosters strong, long-term relationships with its suppliers and ensures compliance with all CBE's regulatory requirements.

The Bank also continued to enhance its supplier registration system to improve efficiency in document updates and renewal processes. As part of its commitment to responsible sourcing, the Bank also emphasises supplier satisfaction and ethical conduct throughout the supply chain, recognising its partners as key contributors to CIB's operational resilience and service excellence.

91%  
of Registered Suppliers are Local



# 8.

## Pillar 3: Social

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Social and Community Investment	126



# Pillar 3: Social

At CIB, inclusive growth lies at the heart of its strategy, reflecting the Bank's belief that economic progress must uplift individuals, businesses, and communities alike. In a country where small businesses anchor the economy and financial inclusion remains a top national priority, CIB is committed to making banking accessible, responsible, and centred on the customer. This commitment extends beyond the Bank's clients to its own people, who are the foundation of CIB's continued success. By fostering an environment where CIB employees thrive, the Bank's customers feel valued, and its communities are supported, CIB creates shared value and delivers responsible, sustainable growth.

CIB's Social pillar brings together two critical commitments: Fostering inclusive economic growth, and empowering people. In 2024, CIB's record financial performance enabled it to reinvest in strategic sectors and inclusive banking, thereby expanding access to finance for unbanked populations, SMEs, and underserved communities, particularly women, youth, and individuals with disabilities. CIB also supported national priorities through targeted lending that promotes job creation, industrial development, and resilience.

Internally, the Bank's people remain at the heart of its mission. CIB deepened its investment in employee well-being, leadership development, and inclusive culture, ensuring that its workforce is engaged, supported, and future-ready. At the same time, CIB's community investments—spearheaded by the CIB Foundation, delivered critical healthcare, education, and resilience programs to vulnerable populations across Egypt.

Guided by a customer-first mindset, CIB advanced digital access, simplified service delivery, and enhanced support for priority groups. Together, these efforts reflect CIB's belief that inclusive finance, strong communities, and empowered individuals are essential to sustainable banking and long-term prosperity.

*For more details, refer to [Customer First](#), [Responsible Business Growth](#), [Employee Well-Being, Diversity, Inclusion, Engagement and Development](#), and [Social and Community Investment](#).*



# Customer First

## CIB's Commitment



CIB is committed to putting customers at the centre of everything it does. This means delivering accessible, personalised, and high-quality banking experiences across all channels—both digital and physical—and for all segments of society. CIB's commitment extends to actively listening to customer feedback, resolving issues transparently, and continuously innovating to anticipate evolving needs. The Bank believes that trust, responsiveness, and relevance are the foundation of lasting customer relationships, and it strives to exceed expectations at every interaction. CIB also prioritise ethical communication and responsible marketing, ensuring that customers have the tools and understanding to make informed financial decisions. The Bank's approach is underpinned by advanced analytics and customer segmentation models that enable it to design tailored solutions and guide clients toward more sustainable financial behaviours. In 2024, CIB further improved its Net Promoter Score, expanded Arabic language services, and introduced new customer experience tools that reflect its commitment to inclusivity and care.

## CIB's Progress



In 2024, CIB enhanced its customer experience by expanding the Bank's digital services, upgrading physical branches, and improving complaint resolution systems. CIB also launched new, user-friendly features in its mobile app, introduced real-time service feedback tools, and piloted video banking services. For SMEs, the Bank scaled up dedicated call centres and launched educational platforms, such as the "Growing Together Academy." The Bank also simplified its Know Your Customer (KYC) processes, redesigned contracts for clarity, and enhanced service quality through targeted frontline training. Additionally, CIB continued to embed data insights into its customer journey enhancements, utilising behavioural patterns to inform design decisions and minimise friction. Branches introduced customer relationship officers to improve queue management, while updated digital platforms supported real-time alerts and more secure service delivery. Furthermore, CIB promoted transparency through a refreshed customer rights portal and increased the use of Arabic SMS alerts to ensure every customer remains informed and confident in their banking experience.

## Read More

2024 Annual Report,  
pages 138 – 179

CIB's Customer Service Charter

# Strategic Impact and Performance Metrics

Preface

About This Report

Messages From Leadership

Fifty Years of Sustainable Growth

Stakeholder Engagement & Materiality

Pillar 1: Governance

Pillar 2: Environment

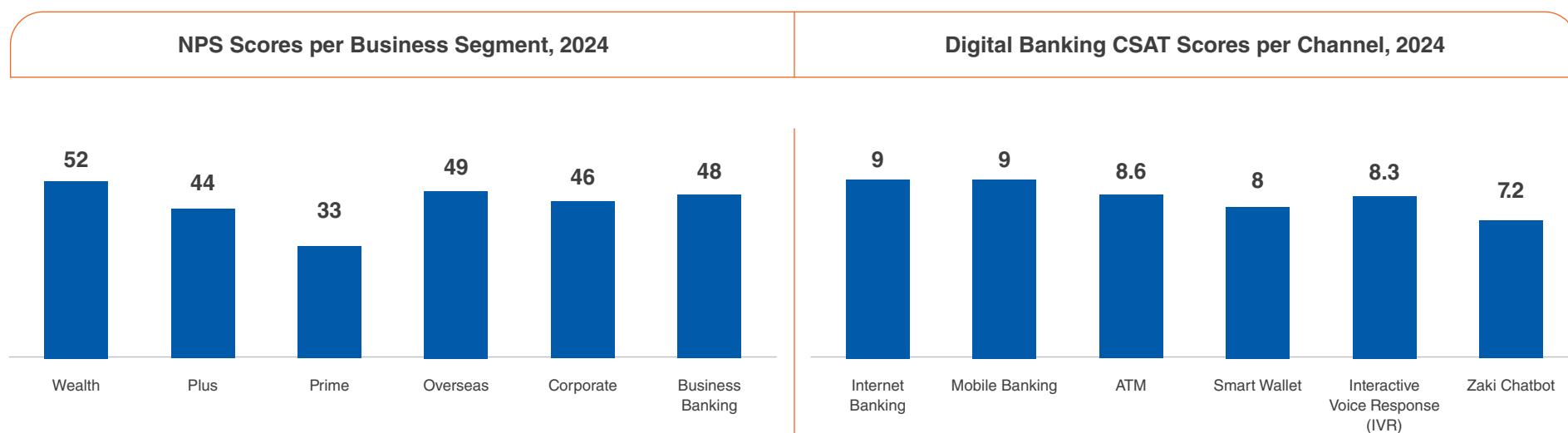
Pillar 3: Social

Pillar 4: Data and Digitisation

Looking Ahead

Appendices

KPI	Units	2023 Performance	2024 Performance
Number of ATMs	#	1,339	1,387
Number of Branches	#	208	212
Customer Satisfaction	NPS Score	30.7 <sup>12</sup>	44.7 <sup>13</sup>
Complaints Closure Rate	%	88%	91%



<sup>12</sup> Previous survey score.

<sup>13</sup> 2023/2024 survey score.

## Elevating Customer Experience



Since its inception in 2014, CIB's Customer Experience (CX) Department has played a pivotal role in fostering a customer-centric culture throughout the Bank. In 2024, the department significantly expanded its scope, monitoring over sixty (60) Key Service Indicators (KSIs) that assess performance across all customer touchpoints and backend operations. This data-driven approach has enabled more targeted decision-making, timely corrective actions, and measurable improvements in service delivery.

The year also marked a strategic shift toward gaining analytical insights and optimising end-to-end processes. Key initiatives included a revamped Mystery Shopping program to assess the entire customer journey, real-time Pulse Surveys to capture immediate feedback at critical moments, and a benchmarking study to compare CIB's service levels against those of top local banks. In parallel, a comprehensive ATM action plan was launched to improve availability and reliability.

A core governance mechanism supporting these efforts was the Customer Experience Forum, chaired by the CEO and COO, which convened eight times in 2024 and drove over 300 impactful actions across all service channels. Notable operational enhancements included improving the Contact Centre's performance by stabilising headcount, expanding infrastructure, and transitioning the unit into a proactive "Branch in the Sky" sales channel. At the branch level, service quality was boosted through tighter monitoring of waiting times, optimised teller allocation, and extended working hours in high-demand areas.

These efforts were supported by a robust suite of tools, including CRM systems, customer feedback surveys, and market research, with results compiled into regular dashboards that were shared across the organisation.

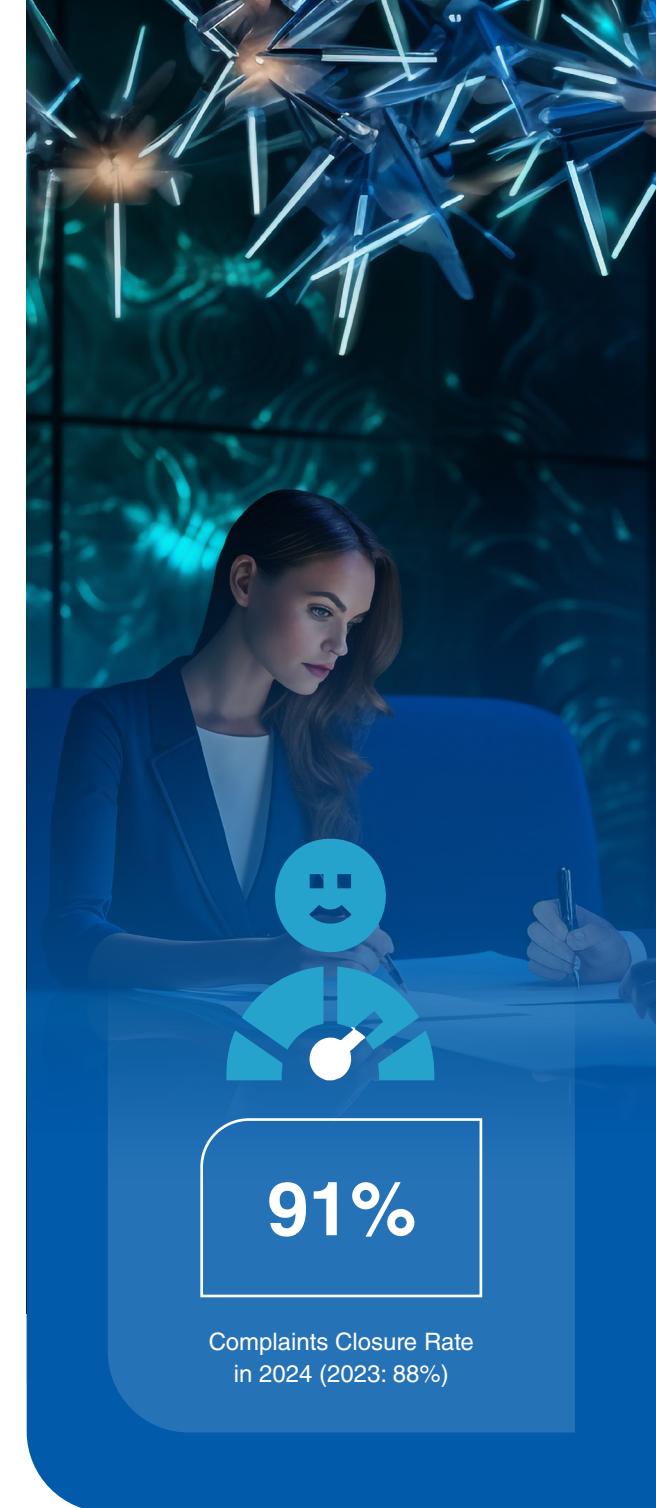
## Customer Complaints Handling



CIB is committed to maintaining high standards of customer satisfaction by ensuring that all complaints are handled promptly, transparently, and in accordance with regulatory requirements. The Bank offers multiple accessible channels for customers to submit complaints, including physical branches, the CIB Contact Centre, the Bank's online portal (website, internet banking, and mobile app), and a dedicated email address. The CIB Contact Centre serves as the primary channel, where agents attempt to resolve matters on first contact or escalate them to the Customer Care team when necessary.

All complaints are recorded in the Customer Relationship Management (CRM) system and are managed through a structured process. Upon submission, customers also receive a unique reference number for follow-up. CIB acknowledges receipt within two business days and aims to resolve the complaint within the shortest possible turnaround time to ensure customer satisfaction and maintain alignment with the CBE's regulations. Complaints involving third-party transactions may require additional time for resolution. The complaint-handling process involves registration, assessment, investigation by the relevant department, resolution, and closure. However, if the customer is unsatisfied with the outcome or does not receive a timely response, they are entitled to escalate the issue to the CBE.

Oversight of the complaints process is managed by the Conduct, Risk, and Customers' Rights Protection Department, which ensures compliance with internal policies and CBE guidelines. This department reports regularly to the Board's Audit Committee to provide assurance on the effectiveness of complaints handling and customer protection practices.



## Protecting and Empowering Customers



CIB took meaningful steps in 2024 to strengthen customer protection and improve transparency. All product terms and fee structures were redesigned using plain language, with updated contracts now easier to understand across all segments. The Bank provides online tutorials and guidance through its Customer Service Charter, ensuring customers are well-informed about their rights and responsibilities, and offers easy access to service entitlements and complaint channels.

Staff training was updated to better support elderly and vulnerable clients, including those with limited literacy or mobility challenges.

Additionally, Arabic SMS notifications have been made mandatory for all transactions, ensuring that every customer receives timely alerts about their account activity. These actions enhanced customer confidence and helped build a more inclusive service environment.

 [Read more in the section \*Data Privacy and Cybersecurity\*.](#)



## Recognition and Results



CIB's Net Promoter Score reached 44.7 in 2024, a testament to rising client trust and satisfaction. This gain was driven by coordinated service improvements across multiple touchpoints, including faster response time and more personalised support. CIB observed a corresponding increase in customer referrals and retention rates alongside greater usage of its mobile and digital platforms. The growth was measurable: 277,140 new retail clients joined the Bank in 2024, bringing its customer base to over 2 million.

These outcomes reinforced CIB's position as Egypt's leading customer-focused bank. The Bank's efforts were also recognised externally, with Euromoney naming CIB the Best Digital Bank in Egypt for the second consecutive year.

 [Read CIB's full list of awards since 1993 in its \*2024 Annual Report\* on pages 40-44.](#)

## Listening and Responding in Real Time



To close the loop on customer feedback, CIB rolled out real-time listening tools that track customer sentiment immediately after service interactions have occurred. Post-transaction SMS surveys and in-app feedback forms enabled clients to rate their experience and flag any pain points, such as long ATM waiting time or unresolved queries. A new customer relationship management system was also introduced to automatically escalate urgent issues and reduce the time it takes to resolve them. In response to the feedback patterns, the Bank rebalanced ATM coverage in key districts and introduced a callback option for branch appointments.

These changes enabled faster recovery from service issues and demonstrated to clients that their voices were not only heard but acted upon.

 [Read more about CIB's digital innovations in the section \*Innovation in Digital Banking\*.](#)

## Empowering SMEs through Tailored Engagement



CIB deepened its support for small and medium-sized enterprises through a series of dedicated programs and tools designed to enhance capacity and drive growth. The Growing Together Academy provided financial education modules to business owners, with a particular focus on cash flow management, digital payments, and compliance. Our Equal Payment Plan credit card offered SMEs more flexibility in managing short-term costs, with tailored limits and repayment options customised to their needs. A specialised SME call centre was put in place to provide quick support and resolve inquiries and issues promptly.

In partnership with FMO, CIB introduced credit guarantees for women and youth entrepreneurs, expanding access to underserved market segments. Additionally, CIB strengthened its support for inclusive finance by securing a USD 10 million EBRD loan to empower women-led SMEs and promote female entrepreneurship in Egypt. These efforts enabled SMEs to build financial resilience and become more deeply embedded within national value chains.

 [Read more about how CIB supports SMEs in the section \*Responsible Business Growth\*.](#)



# Responsible Business Growth

## CIB's Commitment

As Egypt's leading private sector bank, CIB is committed to building a dynamic and sustainable economy by financing productive sectors, supporting national industries, and enabling job creation through targeted investment. However, the Bank's role extends beyond traditional finance. CIB serves as a partner in Egypt's long-term development. CIB aims to strengthen economic diversification and resilience by supporting corporates, SMEs, and households with high-impact lending and tailored financial products that drive business growth and economic stability. The Bank's approach promotes inclusive prosperity, reduces import dependency, and strengthens the foundations of a resilient private sector.



## CIB's Progress

In 2024, CIB scaled up its business banking activities to support Egypt's economic ambitions, expanded its SME portfolio to nearly EGP 16.8 billion, and deepened its support for strategic sectors, including manufacturing, logistics, and tourism. The Bank's operations supported key industries that reduce import reliance and boosted export potential, while its debt capital markets team arranged financing for Egypt's first social sustainability Sukuk. CIB also launched new services across its retail and SME portfolios, enabling wider access to credit, promoting savings, and supporting Egypt's transition to a cashless economy. CIB's efforts were aligned with national infrastructure projects, job creation priorities, and initiatives aimed at improving investor confidence.



## Read More

2024 Annual Report:  
Our Business Lines (pages 107-80)

2024 Annual Report: How financial inclusion is embedded in our strategy (pages 107-106)

UNEP FI Summary Report:  
Commitment to Financial Health and Inclusion (refer to pages 21-20)

Read about our Principles of Responsible banking in our 2023 PRB Report

CIB Growing Together Academy

CIB Newsroom

## Relevant 2024 Awards

EMEA Finance Best Property Deal

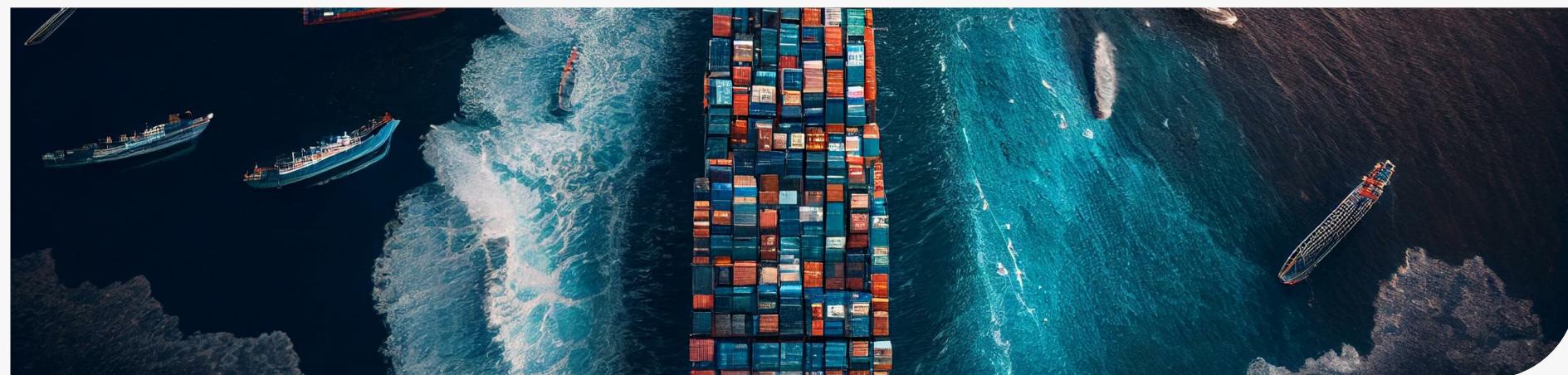
EMEA Finance Best Telecommunications Deal

Euromoney SME Banking Egypt



# Strategic Impact and Performance Metrics

KPI	Units	2023 Performance	2024 Performance
<b>Growth rate of the Microfinance Outstanding Portfolio</b>	% Growth	64%*	14%
<b>Funding provided to SMEs under the Sustainable Finance Loan</b>	EGP million	N/A <sup>14</sup>	6.5
<b>Funding provided to Women-Led SMEs</b>	EGP billion	2.00**	2.49**
<b>Personal Loans</b>	EGP billion	42.5	53.7
<b>Female Customer (Consumer)</b>	%	23%	25%
<b>Female Customers (SMEs Portfolio - Unsecured)</b>	%	17%	14.7%
<b>New-to-Bank Customers</b>	#	450,563	360,202
<b>Branches with Mobility Accessibility Features</b>	#	25	33
<b>Staff Trained in Inclusion Practices</b>	#	1,427	2,200
<b>Partnerships for Financial Inclusion</b>	#	4	5
<b>Number of participants in financial literacy initiatives for unbanked, underbanked, or under-served customers</b>	#	16,206	18,903



\* In alignment with the Central Bank of Egypt's (CBE) directive mandating banks to allocate at least 25% of their total credit facilities to MSMEs by year-end 2023 — including a 2.5% minimum specifically for microfinance — CIB's Non-Banking Financial Institution (NBFI) significantly outperformed expectations.

CIB's microfinance outstanding portfolio surged by an unprecedented 64%, marking a record-high year of growth. This remarkable expansion was achieved through a combination of strategies, including increasing credit limits for existing clients, extending new credit lines such as the cash flow product, and onboarding prime new clients. The total credit facilities extended to microfinance institutions grew both vertically and horizontally, solidifying CIB's leadership in the sector.

\*\* Approved unsecured facility

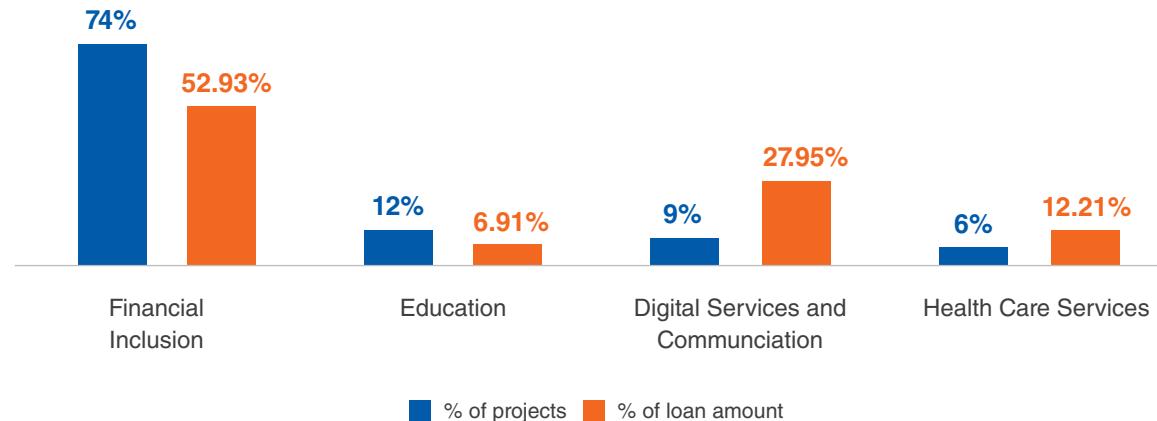
<sup>14</sup> Product has not launched yet.

## Social Finance Portfolio and Exposure

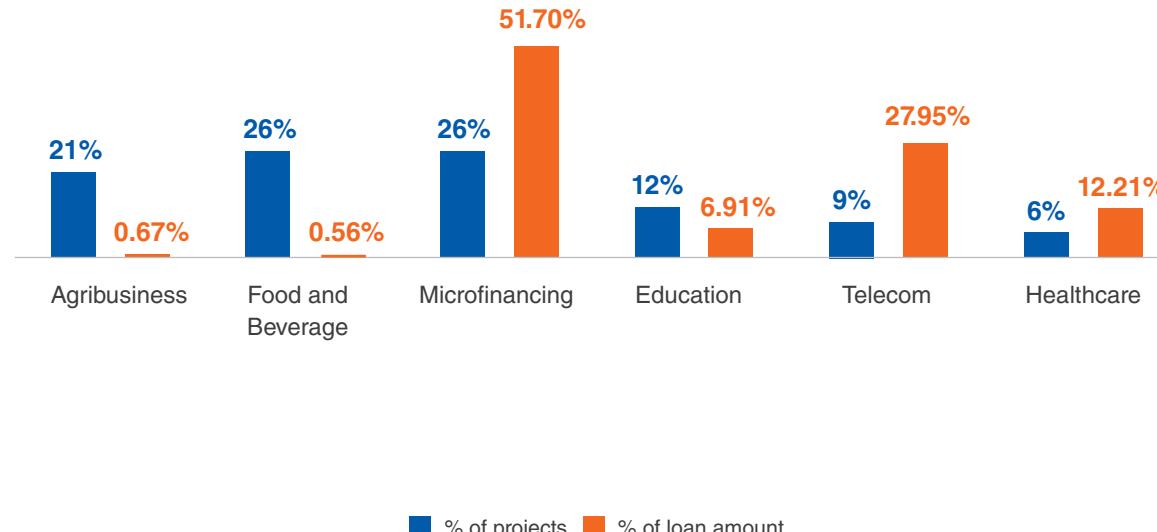
Based on the CBE's classifications and definitions, 5.28% of CIB's total direct lending portfolio in 2024 was allocated to projects with a primary social impact. This forms part of a broader 17.24% exposure to environmental and social projects. These socially focused investments reflect CIB's commitment to inclusive growth by supporting sectors such as microfinance, SME development, affordable housing, and other initiatives that promote financial inclusion and community well-being.



Social Portfolio by Type of Project



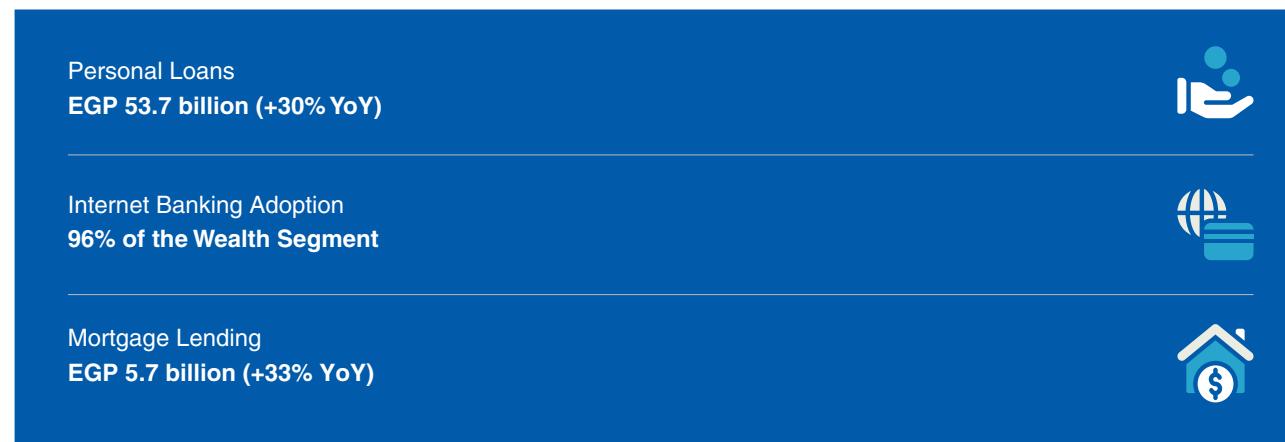
Social Portfolio by Type of Financed Sector



## Retail Banking: Empowering Households and Building Wealth

CIB's Retail Banking division helps maintain economic stability and promotes upward mobility for Egyptian households. In 2024, personal lending rose 30% to EGP 53.7 billion, while mortgage lending increased by 33% to EGP 5.7 billion, enabling access to affordable homeownership. Retail lending also supported sectors like education, healthcare, and renewable energy through expanded end-use loan programs and unsecured credit tailored to specific life stages and customer segments.

Additionally, digital banking played a significant role in this transformation. More than 96% of Wealth and 95% of Plus customers actively use internet banking, while mortgage, credit card, and account opening requests through online platforms continued to grow. These shifts enabled CIB to enhance financial inclusion, reduce operational costs, and support its clients with improved speed and convenience. The launch of concierge and lifestyle management services in the Private segment, alongside new premium offerings like the World Elite Metal credit card, positioned CIB as a leader in personalised retail banking experiences.



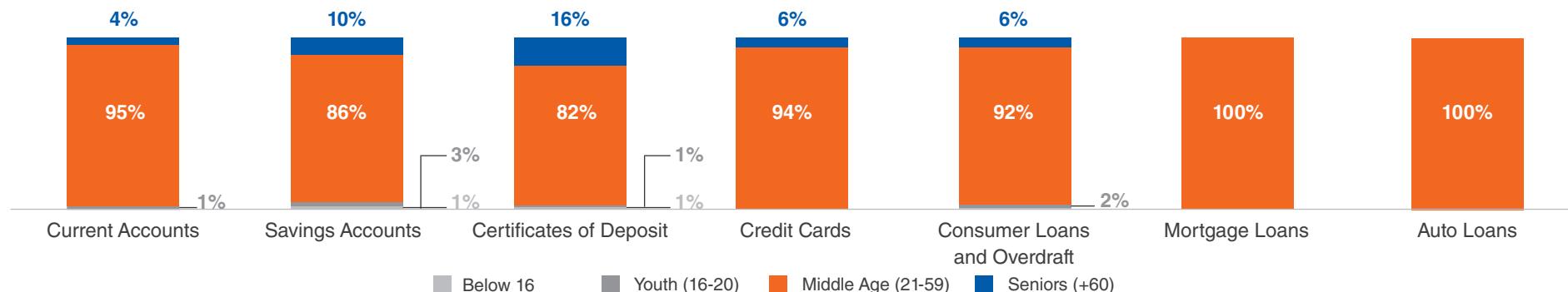
### Advancing Inclusive Banking for All

In 2024, CIB supported over 379,000 microfinance clients, with women representing 52% of the portfolio. The Bank also launched targeted campaigns aligned with the CBE's inclusion calendar, such as Women's Month and Youth Week, and expanded partnerships with NGOs and microfinance institutions (MFIs). Additionally, accessibility efforts were enhanced through the rural expansion of the Bank's Smart Wallet, the introduction of Braille and sign language services in branches, and the continued rollout of inclusive staff training.

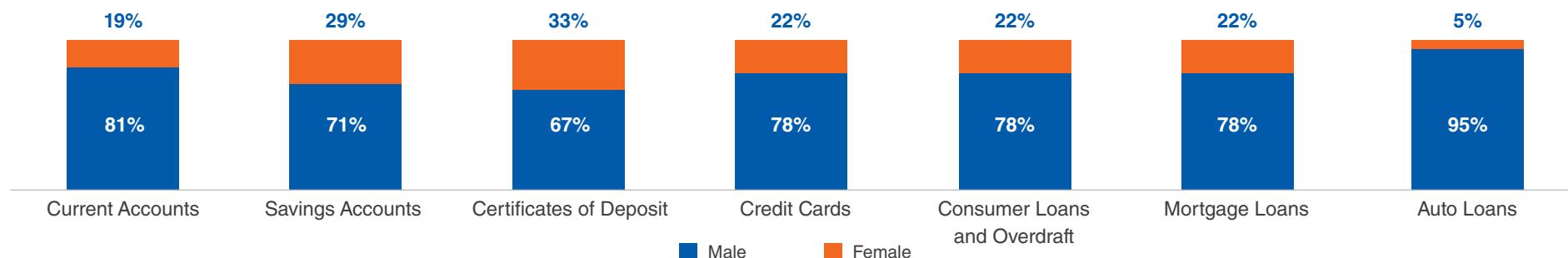
CIB's consumer banking portfolio reached EGP 557.8 billion, serving over 2 million customers. The portfolio reflects balanced inclusion across gender, age, and geography, with middle-aged clients forming the majority, alongside active participation from youth and seniors. Women are well-represented across all product categories, with Greater Cairo leading the customer base, followed by strong representation in the Delta, Upper Egypt, and Alexandria. These initiatives form the foundation of CIB's inclusive banking roadmap.



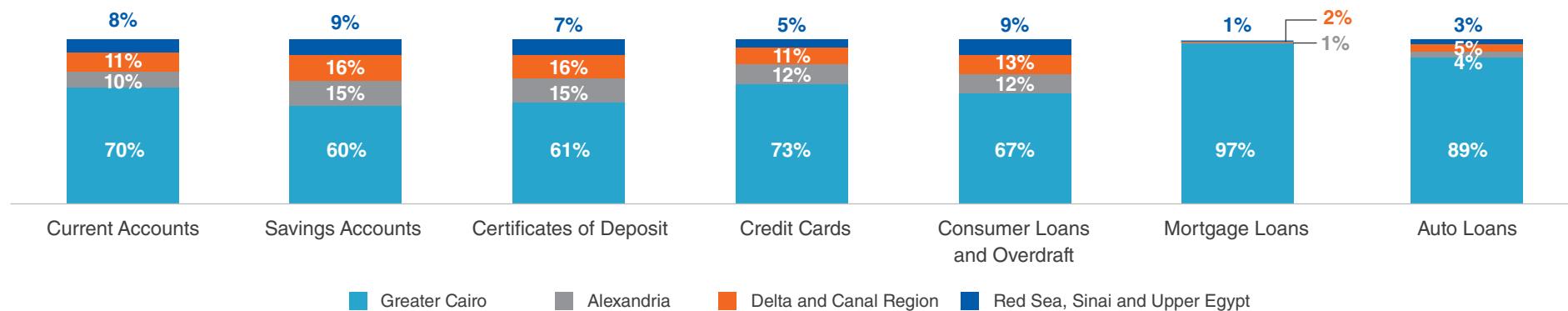
## Consumer Banking Products and Services by Age (% by no of customers)



## Gender Diversity in CIB's Consumer Banking Product Range (% by no of customers)



## Consumer Banking Products and Services by Geographic Location (% by no of customers)



## SME and Business Banking: Strengthening Egypt's Economic Backbone

CIB's SME Banking Strategy is designed to catalyse the growth of Egypt's most critical economic contributors. In 2024, the Bank's Business Banking Loan Portfolio reached EGP 13.6 billion, representing a 59% compound annual growth rate over the past five years. Lending was supported through CIB's advanced digital loan origination workflow and tailored financial solutions for small businesses in priority sectors, including manufacturing, exports, and agribusiness.

Complementing this financial support, CIB enhanced internal capabilities by training over sixty (60) SME-focused bankers on sustainable finance principles and inclusive lending practices. The Bank also launched nationwide marketing campaigns in partnership with Visa to raise awareness and drive engagement. Most notably, CIB introduced Egypt's first sustainable finance loans tailored specifically for SMEs operating in key industrial sectors, reinforcing its commitment to inclusive and climate-aligned economic growth.

In 2024, CIB strengthened its support for key economic sectors through strategic partnerships with industry associations and export councils. A new agreement with the 10<sup>th</sup> of Ramadan Investors Association supports over 5,000 factories in Egypt's largest industrial zone with tailored financial solutions, workshops, and exclusive discounts. Collaborations with the Food Export Council, the Chemical and Fertiliser Export Council, and the Chamber of Food Industries focused on expanding access to trade finance, enhancing export readiness, and boosting the competitiveness of Egyptian products. CIB also participated in global networking efforts, including a meeting with the Export-Import Bank of China during the 2024 Taiwan Trade Mission.

CIB has also partnered with FMO, the Dutch development bank, to sign a USD 50 million credit guarantee agreement aimed at strengthening support for small and medium enterprises (SMEs). The guarantee will enable CIB to expand lending to underserved segments, including women, youth, and migrant entrepreneurs, empowering them to access financing, grow their businesses, and contribute more fully to the economy.

**+80,000**  
SME Clients



**EGP 6.5 Mn**

Value of Sustainable Finance Loans disbursed to  
SMEs in 2024



### Business Solutions Program: Supporting SME Growth Beyond Financing

As part of its SME value proposition, CIB's Business Solutions Program helps businesses grow by offering access to a curated network of third-party service providers across various industries. Through exclusive discounts on essential products and services—ranging from technology and logistics to marketing and HR—SMEs can enhance their operational efficiency and competitiveness. In 2024, the program underwent a revamp, expanding its reach by onboarding new partners and covering additional sectors to better meet the evolving needs of its clients.

 Explore CIB's Partners [here](#).



### The Sustaining SMEs Program: Advancing Sustainable Finance Solutions

In 2024, CIB launched the Sustainable Finance Loan, a tailored financial product designed to meet the evolving needs of small and medium enterprises (SMEs) committed to sustainable practices. The product was developed through a two-year collaboration with Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH and Frankfurt School for Finance and Management, combining targeted product development with a sectoral SME-focused capacity-building program.



**CIB recognises that enduring success is built on a deep understanding of its clients and close collaboration with them. Accordingly, the Bank has established strategic partnerships with key industry bodies to develop tailored solutions that effectively address the distinct needs of each sector it serves.**

### Powering Export-Led Growth for Food Sector SMEs



CIB recognises that food sector SMEs face unique challenges—from meeting international quality standards to keeping pace with shifting global trade dynamics. Understanding these barriers, CIB proactively pursued partnerships with the Food Export Council and the Egyptian Food Industries Chamber to provide more targeted, sector-specific support. These collaborations have enabled the Bank to co-design trade finance solutions, tailored lending products, and advisory services that respond directly to the needs of food producers and exporters. Whether supporting a small business entering international markets or helping a growing enterprise scale up production, CIB works alongside its clients to turn sector challenges into sustainable growth opportunities.

### Partnering with Industrial SMEs for Tailored Support



CIB's collaboration with the 10<sup>th</sup> of Ramadan Investors Association reflects a hands-on approach to supporting manufacturing SMEs in their local areas. With over 5,000 factories in the industrial zone, CIB listened closely to the challenges businesses face—from financing equipment upgrades to navigating market volatility. In response, the Bank introduced tailored financial and non-financial services, including on-ground workshops and exclusive discounts, helping SMEs streamline operations, boost productivity, and scale with confidence. This partnership exemplifies how CIB works directly with SME communities to co-create solutions that fuel long-term growth.



### Helping Chemical and Fertiliser SMEs Compete Globally

CIB's partnership with the Egyptian Chemical and Fertiliser Export Council reflects the Bank's commitment to supporting SMEs as they grow. By understanding the specific pressures faced by chemical exporters, such as fluctuating input costs and compliance with international standards, CIB has developed targeted financial tools and advisory support. This enables SMEs to unlock new markets, invest in innovation, and strengthen their competitive edge. With a clear focus on long-term success, CIB helps clients transform today's challenges into tomorrow's growth opportunities.

## Pioneering Egypt's First Social Sustainable Sukuk

In 2024, CIB supported the successful issuance of Egypt's first non-sovereign social sustainable Sukuk, raising EGP 7 billion for Tasaheel to finance its projects. This transaction, the largest of its kind in Africa, was structured in accordance with the Accounting and Auditing Organisation for Islamic Financial Institutions (AAOIFI) standards and aligned with the International Capital Market Association's (ICMA) Social Bond Principles. CIB served as a financial advisor, lead arranger, manager, promoter, payment agent, and underwriter—cementing its role as a market leader in sustainable finance.

The use of proceeds is dedicated to Micro, Small, and Medium Enterprise (MSME) Loans targeting underbanked populations, specifically low-income individuals, women, rural communities, youth, and older people. The Sukuk aims to promote financial inclusion and support poverty reduction, thereby contributing to broader social and economic development objectives.

Rated 'A' by MERIS and receiving an "excellent" sustainability score from Moody's (SQS1 framework), the Sukuk achieved a 1.2x oversubscription, signalling strong investor interest and confidence in Egypt's growing social finance landscape.



**EGP 7 Bn**

Social Sustainable Sukuk Issuance



**SQS1 "Excellent"**

Sustainability Quality Score by Moody's

**MOODY'S**

**Rated A**

By MERIS (Middle East Rating and Investors Service)

**MERIS**

Middle East Rating & Investors Service

## Financial Inclusion and Equality

CIB believes inclusive finance is a key driver of social and economic progress, and the Bank is committed to breaking down barriers that prevent women, youth, persons with disabilities, and underserved communities from accessing financial services. By expanding financial access, enhancing financial literacy, and fostering capacity building, CIB aims to empower individuals and communities to participate fully in the economic life. In doing so, the Bank helps advance Egypt's national goals of inclusive growth, opportunity, and social equity.

### CIB's Financial Inclusion Target

CIB aims to further develop its products portfolio and issue one\* new product to the market by 2025. The products will be tailored to target CIB priority segments and areas under the national financial inclusion defined umbrella.

**97% of this target was met in 2024**

\*Bedaya WeAman "New Bedaya Saving account bundled with multiple insurance benefits."



## Advancing Women's Financial Empowerment

CIB believes that empowering women financially is essential to achieving inclusive growth. In 2024, women represent 14.7% of the SMEs portfolio (unsecured) and 25% of the Bank's individuals customer base. The Bank offers dedicated products, targeted campaigns, and microfinance services specifically designed to meet the needs of women. CIB also provides a specialised product for women-led businesses with eased eligibility criteria, through which it supported 523 customers representing women led portfolio as per the CBE in 2024. Women also account for 52% of all microfinance beneficiaries. In a further step to expand access, CIB signed a USD 10 million loan agreement with the European Bank for Reconstruction and Development under the Women in Business program, which aims to empower women-led SMEs and promote women's entrepreneurship in Egypt. CIB remains committed to equipping more women with the financial tools and opportunities they need to succeed.

**523**

Participants representing the Women-led Portfolio (as per CBE in 2024)



**USD 10 Mn**

Loan Agreement with EBRD to Support Women in Business



**31,057**

Youth Customers



## Creating Pathways for Youth Inclusion

CIB supports youth as active contributors to Egypt's future economy. As of 2024, the Bank serves 31,057 young customers through youth-focused banking products. Bedaya, a flexible savings account designed for youth and freelance workers, continues to attract first-time account holders. Microfinance support for youth-owned businesses also continues to grow, now accounting for 27% of the Bank's portfolio. By opening up opportunities and building financial capability early, CIB helps the next generation move forward with confidence.

## Making Banking Accessible for People with Disabilities

CIB believes every customer deserves equal access to financial services. In 2024, the Bank enhanced accessibility by upgrading 78 branches with specialised ramps, 23 special needs teller stations, and 22 accessible restrooms (2023: 51 ramps, 18 tellers, 19 toilets). Each CIB branch is equipped with a sign language dictionary and two tellers trained in sign language. Braille product guides are also available at branches nationwide, and digital sign language content supports product understanding online. These efforts reflect CIB's commitment to providing inclusive services and enabling every Egyptian to bank with dignity and independence.

78

Branches Equipped with  
Special Needs Ramps

100%

of Branches had at least Two Staff  
Trained to Support Special Needs  
Customers

16%

of Branches are Accessibility-Enabled  
to Better Serve PWDs

## Promoting Financial Literacy Across Communities

CIB prioritises financial literacy as a key pillar for advancing financial inclusion and long-term empowerment. In 2024, the Bank delivered awareness sessions that reached 18,903 participants across Egypt, up from 16,206 in 2023. These initiatives targeted key underserved segments, including women, youth, farmers, individuals with disabilities, and low-income communities. Approximately 48% of participants were women, reflecting the Bank's strong commitment to gender inclusion. Delivered both independently and in collaboration with national stakeholders, these campaigns aimed to enhance financial awareness, promote banking accessibility, and support inclusion through the provision of tailored products, services, and educational content on budgeting, saving, digital banking, and responsible borrowing.

CIB also partnered with VISA and the Almentor platform to launch the [Growing Together Academy](#), offering Business Banking customers free access to business video courses and motivational talks in Arabic and English. Campaigns like the Women's Initiative and the Youth Initiative also help unbanked and underserved groups gain the confidence and knowledge to access and use financial services effectively.

18,903

People Trained in Financial Literacy of which 48% were Women



## Expanding Access for Low-Income Families

CIB is committed to making homeownership a reality for Egypt's low- and middle-income families. In 2024, the Bank expanded its participation in the "Housing for All Egyptians" initiative, offering subsidised mortgage loans at rates as low as 3%. Building on a 2023 portfolio that supported over 26,000 clients with EGP 4.3 billion in financing, CIB grew by 33% this year. These efforts directly contribute to improving quality of life, reducing housing inequality, and integrating more citizens into the formal financial system.

+30,000

Families Supported



## Expanding Impact through Microfinance Institutions

The Bank continues to expand partnerships with high-performing NGOs and microfinance institutions while maintaining strict oversight of portfolio quality. These efforts help unlock entrepreneurship and create opportunities nationwide.

CIB plays a key role in empowering the microfinance ecosystem by offering a wide range of banking and financial services to eligible credit and non-credit microfinance institutions (MFIs). These services include direct credit financing, bonds securitisation, sukuk issuance, digital banking solutions, and operational support services. The Bank's strategic engagement with MFIs also contributes to job creation and local economic development across Egypt.

A robust risk management and monitoring framework drives CIB's microfinance growth strategy. This includes comprehensive credit risk assessments, diversified portfolio expansion across sectors, early warning systems to detect potential non-performing loans, and periodic reviews of clients and the overall portfolio.

Looking ahead, the Bank supports the microfinance sector's collective goal of achieving 16% asset portfolio growth by 2025 while maintaining key portfolio inclusivity targets. These include ensuring that women microentrepreneurs represent approximately 50% of the total number of MFI clients and that agriculture-sector microentrepreneurs continue to comprise around 3-5% of the total MFI portfolio.

### Segmentation of Microentrepreneurs Reached (by No. of Customers)

**27%**  
Youth (under 30 years)



**91%**  
In Rural Areas



**4%**  
In the Agricultural Sector



**17%**  
In the Services Sector



**52%**  
Women



**7%**  
In the Industrial Sector



**72%**  
In the Trade (Commercial) Sector



**EGP 30.89 Bn**  
Total Disbursed Amounts  
Since the Initiation of  
MFIs in CIB



**1.7 Mn**  
Total End Customers  
Reached Through MFIs  
Since its Inception in CIB



# Employee Well-Being, Diversity, Inclusion, Engagement, and Development

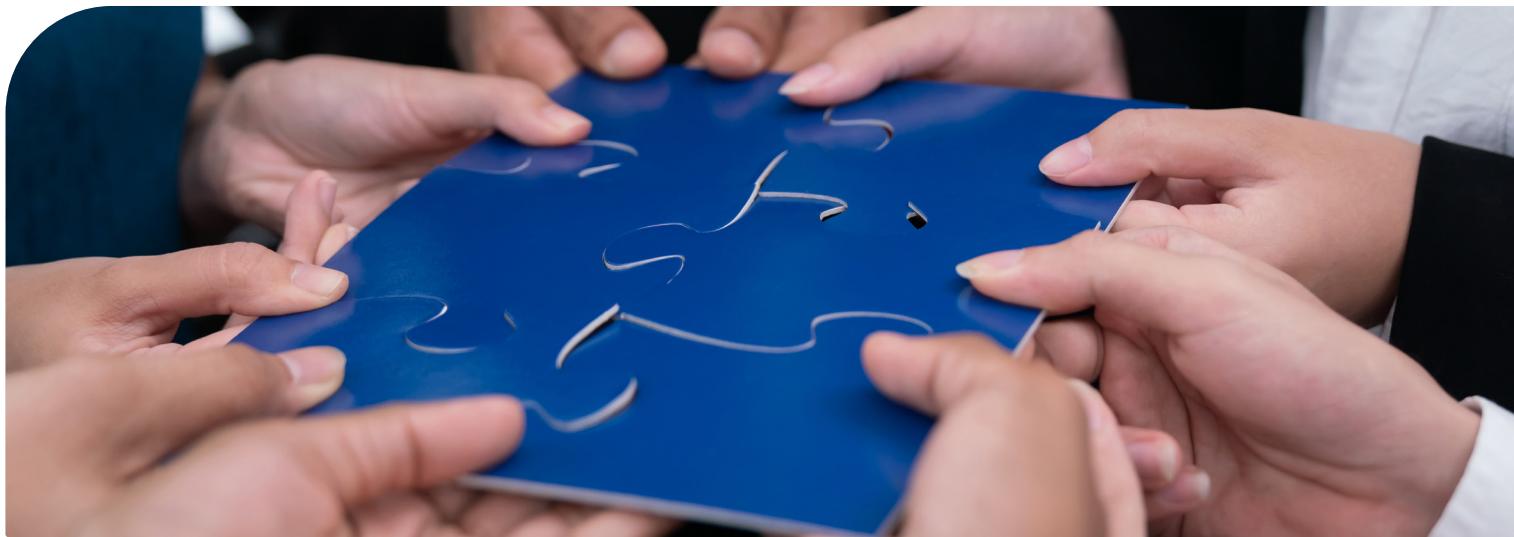
## CIB's Commitment

CIB believes that the well-being, engagement, and development of its employees is not only a strategic priority but a critical driver of long-term business performance. In 2024, the Bank further strengthened its investment in holistic employee well-being, recognising it as essential to cultivating a resilient, agile, and purpose-driven workforce. CIB strives to maintain a workplace culture rooted in fairness, inclusivity, and continuous growth, where every individual has access to meaningful work, psychological safety, and opportunities to thrive.



## CIB's Progress

CIB continues to foster an environment where employees feel valued and supported. This includes flexible work models, mental health resources, career advancement pathways, parental leave policies, and an open feedback culture. The Bank's initiatives directly enhance productivity and support employee well-being, creating positive impacts that extend to customers, stakeholders, and the broader community.



## Read More

[2024 Code of Conduct](#)

[CIB Parental Leave Policy](#)

[Explore Careers with CIB here](#)

Read more about CIB's Employee, Well-Being, and Development in its [2024 Annual Report](#), pages 115-118.

## Relevant 2024 Awards

[Fortune: Top 10 of Fortune's 2024](#)

[Bloomberg Gender-Equality Index](#)



**10,054**

Employees in 2024

**65%**

Male

**35%**

Female

**949**New Hires of which  
41% were Women**988**Employee  
Promotions (12%  
increase from 2023)

## Strategic Impact and Performance Metrics

KPI	Units	2023 Performance	2024 Performance
Employee Turnover	%	5.2%	6.97%
Gender Diversity	% (Male-Female)	67 – 33	65 – 35
Employees with Disabilities	%	1.0%	1.6%
Age Diversity	% (Under 30: 30-50: Over 50)	37 – 58 – 5	38 – 56 – 5
Training Hours per Employee	Hours	M: 91 F: 90	M: 81 F: 88



## Investing in Skills through Continuous Learning

In 2024, CIB employees completed a total of 688,548 training hours. Training topics included digital transformation, sustainability in banking, and customer service excellence, delivered via the CIB Academy and in partnership with institutions such as INSEAD, LIBF, and IMD.

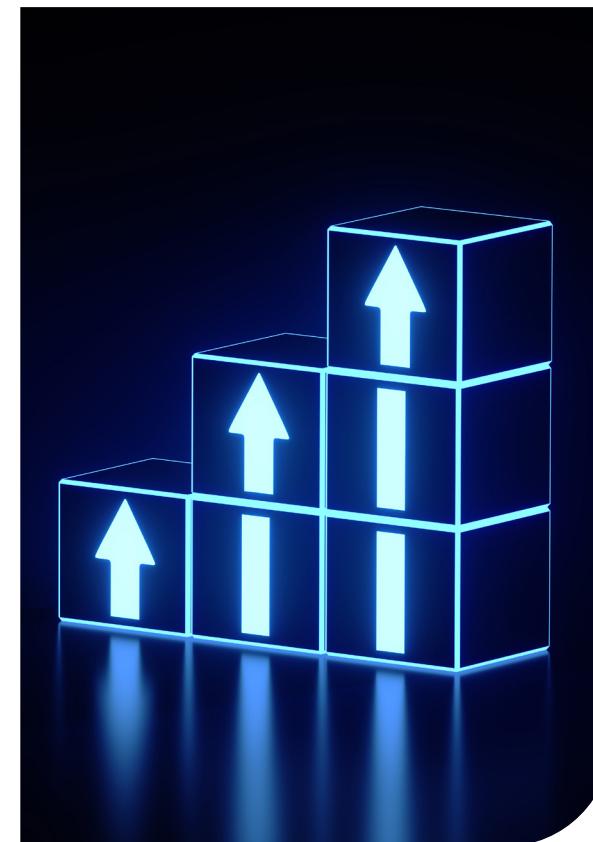
In 2024, CIB earned the prestigious ISO 29993 certification for Learning Services Outside Formal Education and received the Continuing Professional Development (CPD) membership. This recognition was granted for the development of its first internally created "Unconscious Bias" training program, highlighting HR's ongoing commitment to delivering world-class learning and development opportunities.

**688,548**  
Hours of Staff Training in 2024



## Fostering Disability Inclusion and Bias Awareness

CIB continued to embed inclusive practices across its operations, with a particular focus on supporting employees with disabilities. In 2024, the Bank ensured that all managers with team members who have disabilities were enrolled in LinkedIn Learning's "Supporting People with Disabilities" course, equipping them with the knowledge and tools needed to lead inclusively. In addition, the Bank conducted an organisation-wide webinar on unconscious bias, reinforcing its ongoing efforts to cultivate an equitable workplace where all employees feel respected and supported.



## Boosting Mental Health through 24/7 Support

In 2024, CIB enhanced its mental health support services by partnering with a reputable mental health service provider to conduct the Employee Assistance Program (EAP), providing employees with 24/7 access to confidential counselling, stress management tools, and wellness coaching. Additionally, CIB delivered ten webinars on mental wellness.

As part of CIB's broader commitment to holistic employee well-being, the Bank launched a series of initiatives aimed at promoting healthier lifestyles and fostering a sense of community. Employees were also given free access to the "El Coach" fitness app, which offers personalised wellness plans, and participated in virtual runs through the Racemate platform.

**10**

Mental Wellness Webinars  
Delivered by the Bank in  
Partnership with EAP Providers



## Building Financial Resilience through Compensation Reviews

Amid continued economic pressures, CIB conducted a comprehensive review of its salary scales in 2024. Additionally, CIB maintained sector-leading benefits, including pension contributions and staff loans. These measures helped the Bank maintain a voluntary turnover rate of 5.37%, which is well below the industry average.

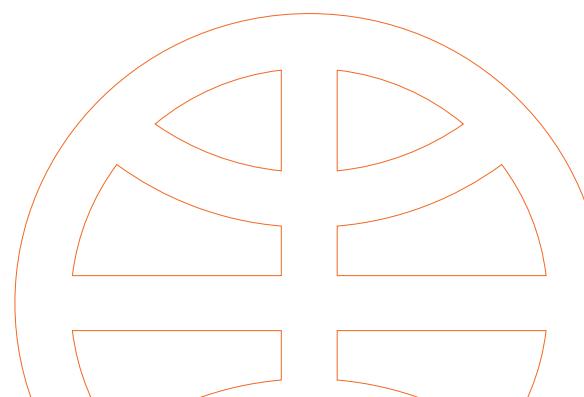
**6.97%**

The Low Turnover Rate is Attributed to Positive Workplace Culture and Competitive Renumeration



## Developing Future Talent and Youth Empowerment

Reinforcing its role as a leading talent incubator in the region, CIB Egypt achieved significant milestones in youth development throughout 2024. The Bank successfully ran its Summer Internship Program under the theme “Emerging Talent for the Future Workplace”, training more than 18,000 undergraduates across Egypt through a hybrid learning experience that combined in-person modules and online content. In recognition of its impactful partnerships with top learning institutions, CIB received accolades from SAS for its role in workforce transformation. The program’s success was



celebrated in a formal closing ceremony to honour top-performing interns and their contributions. Additionally, in early 2024, CIB was selected by LinkedIn Learning as the first Egyptian bank to share its success story on building a solid digital foundation, highlighting its 2023 summer internship program which reached over 16,000 undergraduates across Egypt.

**18,000**

Undergraduates Trained as Part of CIB's 2024 Summer Internship



## Recognising Talent and Inspiring Development

Recognising employee contributions remained a priority, with eleven rounds of employee recognition “Star Awards” held throughout the year, culminating in a major celebratory event that honoured over 2,000 “Star Award” winners. Furthermore, CIB’s “Meet the Expert” series provided valuable knowledge-sharing sessions featuring international speakers and thought leaders, reaching more than 1,000 workers and fostering a culture of continuous learning and a global perspective.

**2,000**

Employee “Star Award Winners” Recognised



**1,000**

Employee Attended “Meet the Expert” Sessions



## Advancing Gender Equality and Inclusion

As part of its broader diversity and inclusion strategy, CIB continued to expand its commitment to empowering women, both within the organisation and across the wider community, through a series of impactful initiatives in 2024.

Internally, the **She's Back Program** supported mothers returning to work after maternity leave, helping them reintegrate into the workplace with confidence. The one-day session provided updates on HR policies, performance management, Bank developments, and employee benefits and included a dedicated segment on parenting. In 2024, 13 returning mothers participated in the program as part of CIB's commitment to supporting career continuity for working mothers.

CIB also launched the fifth round of its **Helmek Yehemena Program**, designed to empower young women in regions where female representation, particularly in branch networks, is limited. The program provides brief training sessions to help participants develop the professional skills and confidence necessary to pursue a career in banking. This year's outreach included Galala University in Suez and Port Said University, engaging over 150 female students, with plans to expand to South Sinai through the Suez University.

In parallel, CIB delivered the fourth round of its **Women in Tech Program**, first introduced in 2019 to address the gender gap in the Bank's technology functions. Conducted in partnership with the German University in Cairo (GUC), Banha University, and Ain Shams University, the program targeted senior female students in their final semester, focusing on preparing them for roles in IT, Security, and Resilience Management. The program concluded with a strong employment outcome, as 8 out of 11 participants were hired immediately.

Externally, CIB reinforced its role in promoting women's career growth by participating in "**Shaghali - Momken for Her**", a female-focused career event attended by over 3,000 participants, and by sponsoring the **Carerha**

**Women's Career Summit**, the first women's career summit in the MENA region, which welcomed over 5,000 attendees. Internally, CIB also celebrated Women's Week through a dedicated campaign featuring inspirational webinars and highlighting the journeys of several female leaders, including a CIB Board member.

13

Returning Mothers Participated in She's Back Program in 2024



150

Female Students Engaged Through the Helmek Yehemena Program



8

Out of 11 Participants were Hired when Women in Tech Program Concluded



## Fostering an Environmentally Conscious Culture at CIB

CIB continues to foster an environmentally conscious culture by actively engaging employees in its sustainability journey. In 2024, the Bank recognised the Business Banking Credit Administration Department through the Amal Al Araby Sustainability Award for their voluntary efforts to reduce CIB's carbon footprint through improved operational efficiency.

To further raise awareness, a two-month internal campaign featured sustainability-themed pop-up messages on employee desktops, sharing practical tips and insights on sustainable finance. Together, these efforts reflect CIB's commitment to embedding environmental consciousness into its workplace culture, encouraging every employee to be an active participant in driving positive change.

## Managing Occupational Health and Safety (OHS) at the Workplace

CIB remains committed to ensuring a safe and healthy work environment for all employees by implementing a comprehensive Occupational Health and Safety (OHS) management system that aligns with national labour regulations and internal health standards. In 2024, the Bank built on its structured approach, which includes regular medical checkups, formal OHS committee operations, compliance with government mandates, staff training, and proactive inspections across all CIB premises.

During 2024, primary medical checkups were conducted for 1,222 employees, supporting early detection and promoting employee wellness. The Bank also conducted OHS training sessions for twenty committee staff members across its buildings to raise awareness of workplace safety and regulatory compliance. Additionally, nine external OHS authority inspections were successfully closed with no findings. To ensure continuous improvement, the OHS team also conducted random internal inspections on CIB premises to identify any potential safety violations. Furthermore, monthly committee meetings were conducted, along with timely follow-up on reported issues, and regular updates were provided on key risk indicators (KRIs) and risk control self-assessments (RCSAs).

1,222

Employees Received Primary Medical Checkups in 2024



9

External Audit Inspections Successfully Closed with No Findings



# Social and Community Investment

## CIB's Commitment

CIB is dedicated to driving positive social change by investing in the well-being and development of underprivileged communities across Egypt. Through the Bank's internal social responsibility initiatives and its charity, the CIB Foundation, CIB channels a portion of its annual net profits into impactful programs that address critical social needs, particularly in healthcare and education. This commitment is grounded in the conviction that inclusive growth and shared prosperity are crucial to Egypt's sustainable development. By supporting vulnerable groups, CIB strives to create opportunities, alleviate hardship, and contribute to a stronger, healthier society.



### Read More

Learn more about CIB's community investment initiatives in its annual report, on its website, and on the CIB Foundation's social media pages.

2024 Annual Report, pages 154-160

CIB Foundation 2024 Activity Report

CIB Principles for  
Responsible Banking 2024  
Self-Assessment Report

CIB Foundation webpage

## CIB's Progress

In 2024, CIB expanded its social investments across a wide range of high-impact initiatives. In healthcare, the CIB Foundation funded life-saving treatments, including open-heart surgeries, burn care, and cancer therapy, while also equipping paediatric units in public hospitals and deploying over 3,000 medical convoys to underserved areas. The Foundation also launched the L'MISR initiative to advance children's physical and mental health and continued its longstanding support for seasonal and emergency relief. In education, CIB directly provided full university scholarships, supported school renovations, developed digital learning content, and improved access for students in rural areas. Employee engagement remained strong, with hundreds of staff volunteering in financial literacy programs and community outreach, reflecting a shared culture of service and care.



### Relevant 2024 Awards

Net Profits Allocated to CSR  
(implied alignment)

New CIB Foundation CSR Projects  
(implied alignment)

Euromoney Corporate Social  
Responsibility (CSR) Egypt

## Strategic Impact and Performance Metrics

KPI	Units	2023 Performance	2024 Performance
Net Profits allocated to CSR	%	1.5%	1.5%
New CIB Foundation Projects	#	16	19
Allocations for new CIB Foundation Projects	EGP Million	202.8	431.5

## Corporate Social Responsibility Initiatives

CIB's social investment strategy is designed to deliver a meaningful and lasting impact across key areas that support national development and community well-being. Guided by a commitment to inclusivity and sustainability, the Bank's CSR efforts are channelled into strategic pillars such as healthcare, education, community development, sports, and emergency relief.

### Expanding Access to Cardiac Care with Magdi Yacoub Heart Foundation

CIB continued its support for the Adult Outpatient Department at the Magdi Yacoub Global Heart Centre in Cairo, building on the Bank's partnership that began in 2021. This centre expands on the legacy of the Aswan Heart Centre, aiming to triple its capacity and reach. Through this collaboration, CIB is helping improve access to world-class cardiac care for patients across Egypt, especially those who need it most.

In 2024, CIB sponsored the 15<sup>th</sup> Anniversary Dinner of the Magdi Yacoub Heart Foundation, joining distinguished leaders and philanthropists in celebrating the foundation's impactful service. Funds raised during the event supported the completion of the Magdi Yacoub Global Health Centre and facilitated free, world-class cardiac care at the Aswan Heart Centre. Additionally, proceeds contributed to lifesaving surgeries, research advancements, and specialised training for future cardiac specialists, aligning with CIB's strategic focus on healthcare access, medical excellence, and supporting underserved populations.

### Promoting Inclusion through Autism Acceptance Month

CIB renewed its long-standing partnership with the ADVANCE Society in 2024 to support "April is the Autism Acceptance Month," a national campaign that fosters awareness, inclusion, and community support. In 2024, over sixty-five (65) NGOs from across Egypt joined the initiative. Highlights included a hybrid conference on Autism and the Sustainable Development Goals at the Ministry of Social Solidarity, a regional autism conference in Aswan, and a collaborative art exhibition with the Ministry of Culture at the Cairo Opera House. Together, CIB continues to advocate for greater understanding and support for children with autism and their families.



## Employee Volunteering in Financial Literacy

In 2024, CIB employees delivered financial literacy sessions to students and small business owners in underserved communities. Over two hundred (200) staff members volunteered approximately 1,500 hours, sharing practical knowledge on budgeting, saving, and responsible borrowing. This initiative not only empowered community members with essential life skills but also strengthened employee engagement and reinforced CIB's culture of social responsibility.

**1,500**

Hours of Staff Volunteering in 2024



## University Scholarships for Future Leaders

CIB continued to invest in the next generation of talent by funding full university scholarships for outstanding yet financially disadvantaged students. In 2024, students were supported in high-demand fields such as finance, IT, and engineering through partnerships with leading Egyptian universities. This initiative not only enhances individual opportunities but also contributes to workforce readiness and national economic development.

## Sha3'alny Program

In 2024, CIB launched a strategic partnership with Sha3'alny, a dedicated platform catering to medium and large enterprises, by facilitating the recruitment of blue-collar and grey-collar employees, including technicians, production workers, sales representatives, call centre agents, and drivers. Sha3'alny emphasises quality employment by exclusively featuring job postings that exceed the minimum wage, effectively integrating both digital and offline channels. The initiative uniquely prioritises comprehensive offline screening processes, enhancing the overall quality and reliability of candidate selection. CIB's support underscores the Bank's commitment to workforce empowerment and economic inclusion, directly addressing employment challenges, and raising standards for job quality across Egypt.

## The Butterfly Light Charity Gala Dinner

As part of its ongoing community responsibility, CIB supported the Butterfly Light Charity Gala Dinner held on April 27, 2024, at the Grand Egyptian Museum. Organised by the Yasmin Al-Samra Foundation (Debra Egypt), this event raised crucial funds to support individuals living with Epidermolysis Bullosa (EB), a rare genetic skin disorder characterised by the absence of the COL7A1 protein. The elegant event heightened awareness and generated significant financial contributions towards essential care and research, demonstrating CIB's commitment to social welfare and healthcare advocacy within Egypt.



## Egyptian Society for Mercy to Animals (ESMA)

Since 2022, CIB has maintained steadfast support for the Egyptian Society for Mercy to Animals (ESMA), significantly enhancing animal welfare across Egypt. ESMA actively protects and cares for various animal populations, including street dogs and cats, working animals, wildlife, and animals in markets and zoos. Through operating no-kill shelters and promoting adoption, ESMA provides essential medical care, food, and shelter to animals suffering from injury, abuse, and neglect. CIB's continued support has reinforced these critical services, demonstrating a commitment to enhancing the well-being of Egypt's animals and advocating broadly for humane treatment and animal welfare.

## World Art for Development Foundation (WAFDF)

In alignment with sustainable urban development goals, CIB supported the World Art for Development Foundation's (WAFDF) Sustainable Art Exhibition at the 2024 World Urban Summit. The exhibition, titled "The Role of Sustainable Art Supporting Sustainable Cities and Communities," showcased the transformative power of art in addressing climate change and waste management issues. This initiative featured WAFDF's trained sustainable art ambassadors, leveraging creativity as a significant tool for promoting environmental stewardship and community resilience, reflecting CIB's commitment to sustainability and cultural advocacy.

## Reviving Egypt's Cultural Excellence

During 2024, CIB supported the Reviving Egypt's Cultural Excellence initiative, celebrating Egypt's rich artistic heritage through refined performances. The initiative featured concerts honouring legendary artists such as Um Kulthum, Omar Khairat, Abdel Halim Hafez, and Fatma Said. These cultural events drew a significant local and international audience, promoting Egypt's historical prominence in the arts while boosting national pride and tourism. CIB's engagement in this cultural revival underscores its commitment to preserving Egypt's artistic heritage and enhancing its position as a cultural leader in the region.

## Supporting Squash: Best Bank – Best Players

CIB continued its pivotal role in promoting Egyptian squash talent through extensive support in 2024. Recognising the international achievements and potential of Egyptian squash athletes, the Bank provided tailored sponsorships to fourteen (14) prominent players, significantly enhancing their global competitiveness and rankings. Notably, CIB sponsored major international tournaments, including the El Gouna Squash Open, the CIB Egyptian Squash Open at O-West, and the prestigious CIB PSA World Championships, held at the Egyptian Museum of Civilisation. These initiatives reinforced Egypt's global squash leadership and emphasised CIB's strategic commitment to nurturing athletic excellence and promoting national pride through sports.

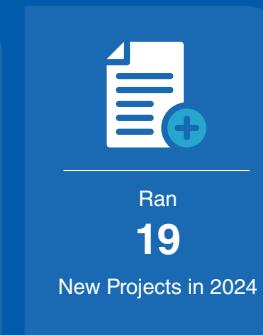


## CIB Foundation



Since 2010, CIB has proudly operated the CIB Foundation, a nonprofit organisation dedicated to alleviating the burden on families in need of healthcare services.

Each year, CIB allocates 1.5% of its net profits to the Foundation, enabling a wide range of initiatives that deliver critical support to underprivileged communities. Through these efforts, CIB has:



Read more in the [CIB Foundation 2024 Annual Report](#).

### Supporting the Health of the Next Generation through the CIB Foundation

CIB believes that investing in children's health is one of the most powerful ways to shape a stronger, more equitable future for Egypt. The Bank's focus on paediatric healthcare through the CIB Foundation reflects its commitment to supporting the next generation—especially those who face barriers to accessing quality care. By moving beyond traditional charity, CIB aims to create sustainable, high-impact initiatives that improve health outcomes and align with Egypt's Vision 2030 and the UN Sustainable Development Goals. Below are four case studies that highlight the impact of CIB's work.

### A Warmer Winter: Supporting Children in Harsh Conditions

In partnership with the Egyptian Clothing Bank, the Foundation funded the manufacture and distribution of 120,000 winter training suits for underprivileged children. With an investment of EGP 23.76 million, the project protected children in colder regions from seasonal health risks. It complemented ongoing medical outreach by revisiting L'MISR beneficiaries in rural schools across Qena, Beni Suef, and El Behira.

### Enhancing Pediatric Oncology Care in Upper Egypt

Through a partnership with the Shefaa Al-Orman Hospital in Luxor, the CIB Foundation allocated EGP 25.22 million to establish an emergency department in the hospital's children's wing. The facility was equipped with advanced medical devices and stocked with cancer medication for four months, enabling care for over 10,000 children annually and significantly reducing the need for travel to Cairo for oncology services.

### L'MISR: A National Health Initiative for Children

Launched in alignment with the Presidential Hayah Karima initiative, L'MISR is the CIB Foundation's first nationwide program dedicated to supporting the physical and mental health of children. In 2024, the initiative served more than 374,000 children through over 2,200 medical convoys across Egypt's governorates, providing essential healthcare services, including check-ups, vaccinations and treatments. By localising the Sustainable Development Goals, L'MISR represents a scalable model for long-term impact.

### Pediatric Cardiology Access at Mabara Masr Al Kadima Hospital

To improve access to specialised cardiac care, the CIB Foundation allocated EGP 15 million to equip the Paediatric Cardiology Unit at the Mabara Masr Al Kadima Hospital. This enabled the hospital to provide interventions for 2,150 children with suspected cardiac anomalies and rheumatic heart disease. The funding covered advanced equipment and supported procedures such as cardiac catheterisations, addressing critical gaps in paediatric heart care.

# 9.

## Pillar 4: Data and Digitisation

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Innovation In Digital Banking	133
Data Privacy and Cybersecurity	137



# Pillar 4:

## Data and Digitisation

Technology is one of the most powerful tools to drive progress.

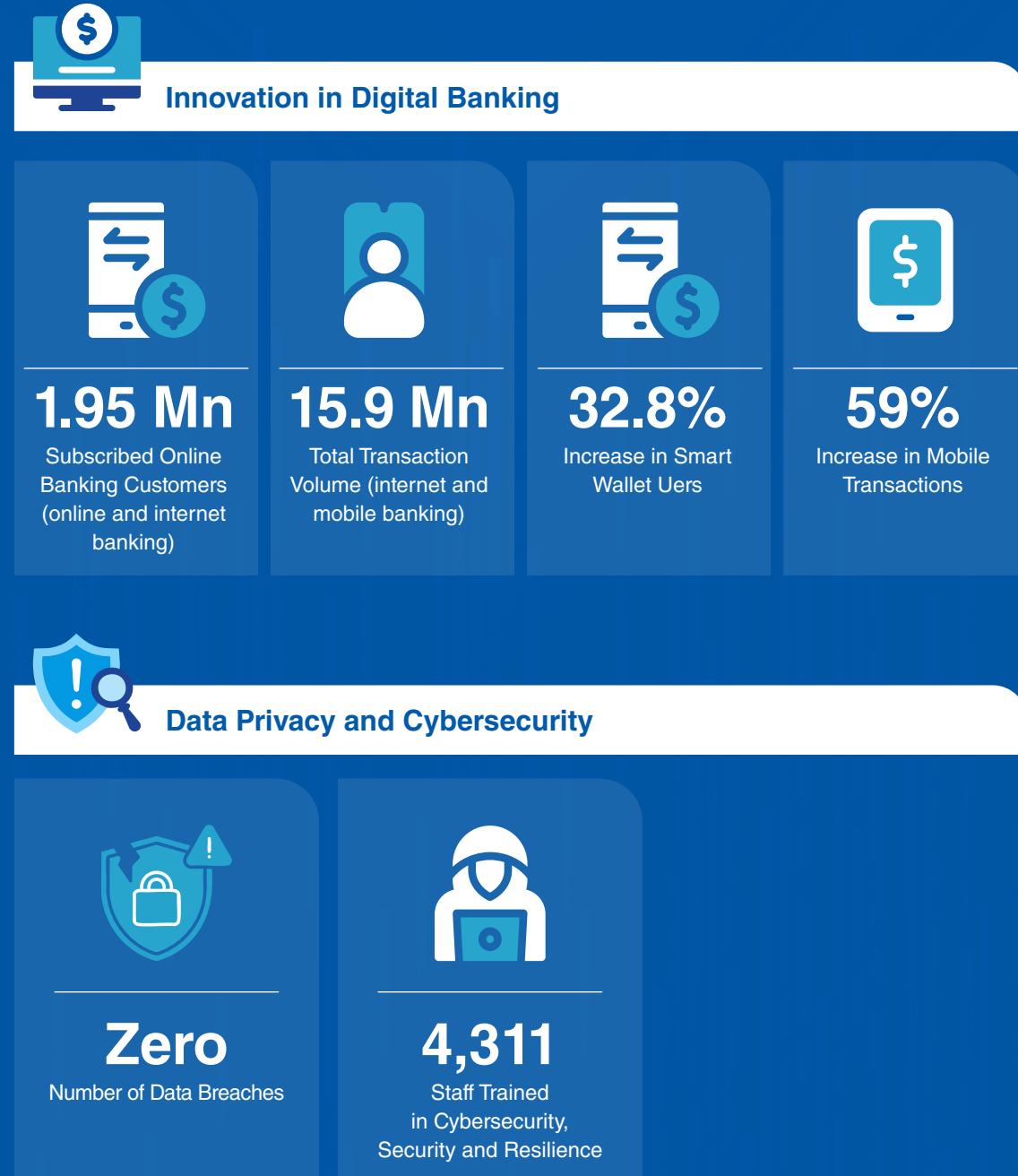
When applied responsibly, technology can expand access, simplify banking, and strengthen trust in the financial system. Digital innovation and cybersecurity reflect CIB's commitment to delivering smarter, more inclusive services while protecting customer data and maintaining system integrity.

This pillar combines two key material topics: digital leadership and data privacy and security. It defines how innovation supports the customer experience and operational efficiency, while ensuring that strong safeguards are in place. CIB's digital strategy is aligned with its long-term vision, utilising customer-focused platforms, automation, and advanced analytics to enhance service, minimise environmental impacts, and reach underserved communities. Recognising the growing importance of ESG data in decision-making and sustainable performance management, CIB is developing an "ESG Data Pack" a dedicated monitoring tool and centralised data hub designed to consolidate, track, and report ESG-related information across the organisation, forming the basis for future ESG data-driven solutions and platforms.

Innovation must also be matched by responsibility. As the Bank's services become more digital, CIB is strengthening controls to protect personal information and critical systems. The Bank maintains round-the-clock cyber monitoring, complies with international security standards, and embeds protection features into the design of its services. CIB also trained staff in cybersecurity awareness and implemented multifactor authentication for all sensitive digital transactions.

Digital innovation supports more than growth it enables positive social change. CIB is building a future where technology drives both financial inclusion and security. Through this pillar, the Bank continues to modernise its infrastructure, strengthen governance, and deliver digital services that are safe, simple, and equitable.

 For more details, refer to the sections [Innovation in Digital Banking](#) and [Data Privacy and Cybersecurity](#).



# Innovation In Digital Banking

## CIB's Commitment

CIB's mission is to transform traditional financial services into simple, accessible solutions by investing in people, data, and digitalisation. In 2024, the Bank accelerated this journey by prioritising a customer-centric, digitally enabled approach, embedding technology across its operations. From launching new platforms to streamlining internal systems, CIB advanced its strategy to become Egypt's digital leader in customer service, sales, and operations. As part of this transformation, CIB recognises the current gaps within the sustainability data landscape and is working proactively to accelerate ESG data digitisation and integration. This step is essential to enabling the Bank to accurately measure and monitor its operational and financed emissions, while also strengthening its capacity to assess environmental and climate-related risks. The Bank's digital transformation enhances access, reduces costs, and promotes financial inclusion, ultimately enabling a more resilient and inclusive economy. These efforts earned CIB significant industry recognition, including Euromoney's Best Digital Bank in Egypt 2024.



## Read More

[CIB's Privacy Policy](#)

[2024 Annual Report: CIB's Operations and IT \(pages 110-112\)](#)

## Relevant 2024 Awards

[Euromoney: Digital Solutions](#)

[MEED: Best Digital Bank Egypt](#)

[Euromoney: Best Digital Bank in Egypt 2024](#)

## CIB's Progress



CIB remains committed to advancing its digital capabilities to enhance the customer experience and reduce reliance on frontline services while ensuring a secure banking environment powered by cutting-edge technology. Through its "Bank of the Future" program, the Bank has transitioned in-branch services for Business Banking customers exclusively to the CIB Business Online platform, streamlining operations and enhancing service efficiency. In parallel, CIB has made significant progress in developing its Ecological Footprint (EFP) Module a centralised digital platform that will enable real-time monitoring and data-driven management of the Bank's operational environmental impact across its premises, set for launch in 2025.

In 2024, CIB also expanded its digital wallet footprint and piloted new small and medium-sized enterprise (SME) lending tools. These innovations reflect CIB's broader digital strategy, which combines behavioural insights, customer data, and new technologies to deliver seamless service. The Bank recorded 1.95 million subscribed online banking customers (internet and mobile banking) and achieved a total transaction volume of 15.9 million across these digital channels, further strengthening its position as Egypt's leading digital financial services provider.

## Strategic Impact and Performance Metrics

KPI	Units	2023 Performance	2024 Performance
<b>CIB Smart Wallet Users</b>	Number	1,059,295	1,407,036
<b>CIB Smart Wallet Users by Gender</b>	% (Male – Female)	81% – 19%	77% – 23%
<b>Subscribed Online Banking Customers (Internet Banking)</b>	Number	1,497,959	1,672,812
<b>Subscribed Online Banking Customers (Online Banking)</b>	Number	238,658	276,537
<b>Total Transactions Volume (Internet Banking) – Retail banking</b>	Number/ Million	1.9	2.3
<b>Total Transactions Volume (Mobile Banking) Retail banking</b>	Number/ Million	13.3	13.6

### Ecological Footprint Module (EFP): Digitising Operational Environmental Data

As part of its digital transformation and growing focus on operational sustainability, CIB is in the process of developing an Ecological Footprint (EFP) Module to be launched in 2025. This platform will act as a centralised data hub for tracking the Bank's internal operations in terms of consumption patterns and carbon footprint, providing an integrated view of its environmental performance across all premises.

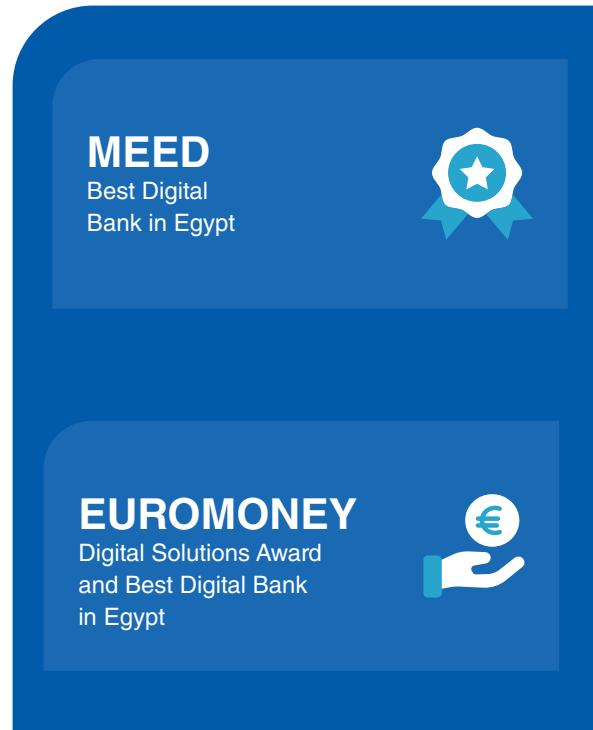
The EFP Module is designed to enhance monitoring through a management dashboard, offering insights into the performance of branches and facilities. By enabling live tracking of resource consumption and emissions, the system will support smarter, data-driven decision-making for internal programmes and project initiation. Its flexibility to generate reports not only annually but also quarterly and biannually ensures timely access to operational sustainability data, helping the Bank respond proactively to performance trends.

This reflects CIB's recognition of the importance of digitising ESG data management, closing existing data gaps, and laying the groundwork for a future ESG data platform. By improving visibility and control over its ecological footprint, CIB continues to strengthen its environmental accountability while supporting its broader climate and sustainability ambitions.



## Awards and Recognition

In 2024, CIB was recognised with multiple industry accolades for its digital leadership, including the MEED Best Digital Bank in Egypt, Euromoney's Digital Solutions Award, and Euromoney's Best Digital Bank in Egypt. These awards underscore CIB's innovation and service excellence across channels. Looking forward, the Bank's digital roadmap includes AI-driven customer insights, ESG data automation, and expanded API services. CIB is committed to maintaining its leadership by scaling inclusive technology, improving access, and delivering secure, intelligent financial services that meet the evolving needs of the Bank's customers and society.



## Mobile Banking

CIB's upgraded mobile banking app was a major step in 2024, offering new features such as bill payment, improved user interface tailored to specific customer segments. This resulted in a 59% year-over-year growth in mobile transactions, which reached EGP 552 billion. The app's intuitive experience encouraged customers to shift daily banking online, boosting usage across the Wealth, Prime, and Plus segments. The platform also became a key sales channel, with average monthly digital bookings exceeding EGP 2.3 billion and 75,000 CD/TD transactions completed digitally. These digital sales accounted for 94% year-on-year growth in volume and a 167% rise in value.

[Read more about how CIB support Youth and Microbusinesses in Responsible Business Growth](#)

**59%**  
Increase in  
Mobile Transactions



## Automation and Internal Efficiency

CIB's digital transformation extends well beyond customer-facing services, driving operational efficiency across internal functions. As part of our internal digitalization efforts, the Internal Audit Group (IAG) transitioned to a dedicated Audit Management Software, streamlining audit workflows, improving engagement monitoring, and establishing a centralized, paperless documentation cycle.

As part of CIB's internal digitalisation efforts, the Internal Audit Group (IAG) transitioned to dedicated Audit Management Software, streamlining audit workflows, enhancing engagement monitoring, and establishing a centralised, paperless documentation cycle. Additionally, enhancements to internal systems—such as digital HR workflows and automated document approvals—have improved the employee experience and significantly reduced turnaround times.

**60%**  
Reduction in Trade Finance  
Processing Time Through Automation



## Smart Wallet and Financial Inclusion

CIB enhanced its Smart Wallet platform to better meet the needs of customers, with a focus on underserved populations. In 2024, the Bank expanded wallet features to include bill payments, donation options, and new agent stores across all governorates. These improvements helped increase customer acquisition and usage, with the total number of Smart Wallet users rising from 1.06 million in 2023 to 1.41 million in 2024, reflecting a notable increase in digital adoption. Additionally, the proportion of female Smart Wallet users grew from 19% in 2023 to 23% in 2024, supporting CIB's ongoing efforts to expand access to financial services for women and promote inclusive digitalisation. The wallet continues to play a key role in serving blue-collar workers, young people, and individuals with disabilities.

**32.8%**  
Increase in  
Smart Wallet Users



## ATM Network

CIB's ATM network grew to 1,387 machines in 2024, processing over 86 million transactions—an increase of 9% year-on-year, with a total transaction value of EGP 250 billion, up 28%. On average, EGP 13.5 billion was dispensed monthly, while deposits averaged EGP 7.9 billion. The Bank achieved a high migration rate from branches to ATMs, with 98.04% of eligible cash deposit transactions and 99.3% of withdrawals conducted via ATMs, generating cost savings of EGP 653 million.

Enhancing convenience and accessibility, CIB introduced Drive-Thru ATMs at select locations, allowing customers to access services from their vehicles. The rollout of contactless capabilities across the ATM network further improved customer experience and transaction speed.

**1,387**  
ATM Machines in 2024



## Global Transaction Banking

CIB's Global Transaction Banking (GTB) division plays a critical role in driving innovation, enhancing customer experience, and supporting the Bank's strategic growth. In December 2023, GTB was integrated into Institutional Banking, marking a pivotal shift that empowered the division to take full ownership of its product suite, financial performance, and end-to-end customer delivery. The transformation enables GTB to serve as a strategic business unit focused on product excellence, customer-centricity, and competitive differentiation.

GTB is structured around six core functions: Product Management and Development, Strategic Partnerships and Innovation, Channel Management, Business Development and Implementation, Post-Sales Support, and Governance and Support. Its product offerings span Cash Management, Trade Finance, Supply Chain Finance, and Global Securities Services.

In 2024, CIB's GTB division delivered a strong performance, generating EGP 2.9 billion in revenue, a 54% year-over-year increase, and achieving EGP 3.3 billion in cost synergies, a 40% increase from the previous year. This growth reflects the success of CIB's integrated, digitally enabled Global Transaction Banking (GTB) strategy. Within cash management, revenue increased by 74% year-over-year to EGP 611 million, with over 11 million transactions processed, totalling EGP 2.1 trillion. CIB also maintained its leading position in government e-payments via the CPS platform, holding a 39% market share. In trade finance, revenue increased by 41% to EGP 971 million, while online trade transaction volumes rose 37% to EGP 146 billion, showcasing progress in digitising corporate services. The Supply Chain Finance (SCF) portfolio nearly doubled, increasing 99% year-over-year to EGP 2.5 billion, further cementing CIB's position as Egypt's first bank to offer a digital SCF solution. Meanwhile, Global Securities Services (GSS) revenue climbed 48% to EGP 755 million, managing EGP 1.1 billion in assets under custody and launching a new cash settlement service to enhance liquidity for brokerage firms operating in the money market. GTB's Channel Management unit continued to optimise digital delivery, enhancing customer engagement, while governance and support ensured regulatory alignment, operational efficiency, and strategic collaboration across stakeholders. Through these achievements, GTB continues to position CIB as a leading innovator in digital and transaction banking, contributing to financial inclusion, operational sustainability, and long-term value creation.



# Data Privacy and Cybersecurity

## CIB's Commitment



At CIB, safeguarding customer data is fundamental to maintaining trust and delivering secure, reliable banking experiences. The Bank is committed to upholding robust cybersecurity and data privacy practices aligned with international standards, including ISO 27001. In an environment where cyber threats continue to evolve, CIB takes a proactive approach to ensure the confidentiality, integrity, and availability of all systems and information. In 2024, CIB strengthened its Information Security Framework by enhancing real-time threat detection, advancing system resilience, and embedding privacy-by-design principles into product development. These efforts reflect the Bank's conviction that security is not merely a compliance requirement—it is a fundamental component of responsible banking and customer care.

## Read More

Read more in CIB's [2024 Annual Report](#), pages 110-112 and 171.

## CIB's Progress



CIB operates a 24/7 Security Operations Centre (SOC) to monitor, detect, and respond to potential threats in real time. Mobile application shielding protects the Bank's digital channels from tampering and reverse engineering, while regular penetration testing helps identify vulnerabilities before they can be exploited. In 2024, CIB introduced stricter endpoint protections. Multiple security awareness activities and phishing simulation campaigns were launched targeting all employees to foster their cybersecurity awareness and promote a secure organisational culture within the Bank.

## Strategic Impact and Performance Metrics

KPI	Units	2023 Performance	2024 Performance
<b>Number of Data Breaches</b>	Count	Zero	Zero
<b>Staff Cybersecurity, Security and Resilience Training</b>	# of Staff Trained	600	4,311



## 2FA

### Customer Protection and Two-Factor Authentication

Two-factor authentication was rolled out across all high-risk digital transactions, supported by customer alerts and a refreshed Fraud Awareness Portal.



## ISO 27001, ISO 22301 and PCI-DSS

### Certification and Governance Enhancements

CIB renewed its certifications in 2024 and strengthened its Business Continuity Management (BCM) and information security governance in the same year.



## Zero

### Data Privacy Breaches in 2024

CIB recorded zero data breaches in 2024, marking its fifth consecutive year without any incidents and reinforcing its reputation for secure and trusted banking.



## 24/7

### Threat Monitoring and Application Shielding

The Bank expanded its Security Operations Centre to 24/7 coverage and implemented mobile app shielding to prevent malware and tampering.



## 24/7 Security Operations Centre



In 2024, CIB evolved its SOC into a continuously active monitoring hub, operating 24/7 to safeguard against cyber threats. The SOC is responsible for real-time detection, triage, and incident response. In 2024, the Bank enhanced this capability with advanced automation and orchestration tools, significantly improving threat visibility, response consistency, and intelligence sharing. Specialist teams were also formed to focus on cyber threat hunting and engineering of the monitoring stack, maintaining a vigilant defence posture against increasingly sophisticated attacks.

## Employee Awareness and Phishing Readiness



Recognising the human element in cybersecurity, CIB conducted mandatory cybersecurity training and phishing simulations for all staff in 2024. These initiatives increased awareness of emerging threats and built a culture of cyber vigilance. The training programme aligned with global best practices, equipping employees with practical skills to recognise and mitigate risks, significantly reducing the likelihood of social engineering attacks. In addition, CIB holds an annual, Bank-wide security and business continuity management training to ensure ongoing preparedness.

## Digital Transformation with Secure Infrastructure



The Bank rolled out a new mobile banking app and tokenised payment features in 2024, underpinned by secure architecture and faster infrastructure. These initiatives played a critical role in CIB's digital transformation, enabling secure contactless transactions and a mobile-first banking experience. Back-end stability enhancements and the simplification of the technology environment ensured robust service delivery without compromising on security.

## Vulnerability Management and ISO Certification



To strengthen cyber hygiene, CIB scaled its Vulnerability Management Framework by conducting penetration testing, continuous vulnerability scans, and endpoint protection upgrades. These measures helped proactively identify and remediate risks across systems. Governance structures also ensured that identified issues were promptly addressed, aligning with CIB's renewed ISO 27001 certification and compliance with PCI-DSS and ISO22301. This affirmed the Bank's commitment to maintaining an internationally recognised standard of cybersecurity.

## Information Governance and Access Controls



The Bank's Information Security Management function led governance enhancements, focusing on securing data flows and access rights. The team implemented classification-based controls across internal and external information exchanges. Access to systems was governed by strict role-based principles, with data leakage prevention integrated across operations. These improvements ensured that sensitive data remained protected across its entire lifecycle.

## Governance Oversight and Risk Management



Oversight by the Operations and Technology Committee ensured that cybersecurity remained a top strategic priority. In 2024, the committee oversaw security audits, mitigation action plans, and a review of critical risks. Their leadership helped validate the effectiveness of controls, promote accountability, and guide continuous improvement in cybersecurity governance across the organisation.

## Security Tools and Automation



In 2024, CIB invested in advanced security tools to improve visibility and enable automated incident response. This increased the efficiency of detection and management processes while maintaining high standards of cyber threat intelligence. These tools marked a shift towards more predictive and responsive cybersecurity, ensuring CIB remains resilient in the face of evolving threats.

## Mobile App Shielding and Digital Security



To secure customer-facing platforms, CIB implemented mobile application shielding, protecting banking apps from reverse engineering, malware, and tampering. These protections were integrated with privacy-by-design principles in product development, ensuring security measures were embedded from the outset. Combined with fraud detection and secure infrastructure upgrades, these actions reinforced CIB's leadership in digital banking safety.

## Crisis Preparedness and Business Continuity



CIB's Crisis Management and Business Continuity units played a key role in operational resilience. In 2024, they conducted cross-functional drills and simulations, maintained alternate sites, and coordinated disaster recovery with IT. The units also ran customer and staff awareness campaigns, integrating resilience into daily workflows. These efforts ensured preparedness across critical operations in the event of potential disruptions.



# 10.

## Looking Ahead



50  
YEARS

# Looking Ahead

As CIB looks ahead, the Bank reaffirms its commitment to aligning growth with a meaningful and measurable impact. The Bank's integrated approach, encompassing financial performance, environmental stewardship, social responsibility, digital innovation, and robust governance, continues to enhance its ability to navigate change and deliver long-term value to all stakeholders. In 2025, CIB will build on the momentum of 2024 by taking several targeted actions across its ESG and digitisation priorities.

Regarding climate, CIB plans to expand its financed emissions assessments to cover new high-impact sectors beyond real estate and power generation, with updated disclosures aligned with the national and global ESG frameworks. To support transition finance, CIB will introduce new sustainable lending products tailored for key industries while deepening support for SMEs through technical assistance and capacity building. On the technology front, the Bank is preparing to roll out open banking features and expand its ESG data digitisation platform, enhancing internal decision-making. CIB also aims to grow its use of monetised impact indicators, further strengthening its ESGDD Dashboard and enabling more robust measurement of environmental and social value.

CIB's people remain at the centre of this journey. CIB will continue to strengthen internal ESG capacity through new training initiatives and plans to enhance diversity in leadership. Governance structures will also evolve: ESG metrics will be internally integrated, and stakeholder engagement will be expanded to inform strategic decision-making.

Continuous improvement remains a core principle. CIB is committed to enhancing the quality and granularity of its data, aligning with international frameworks, and increasing transparency through the Bank's future ESG disclosures. CIB recognises that trust is built over time—and it thanks its stakeholders for their partnership, valuable insights, and ongoing support. With clarity of vision and discipline in execution, CIB will continue to lead responsibly, delivering lasting value for its customers, communities, and economy.



# 11.

## Appendices

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# Performance Data Tables

Explore CIB's full set of ESG performance data on its website, including detailed tables covering the Bank's ESG metrics. These data points offer a transparent view of the Bank's progress, covering environmental impact, social inclusion, governance practices, and sustainable finance. CIB invites you to review the metrics that guide its decision-making and reflect the Bank's ongoing commitment to accountability and impact.

## 2024 ESGDD Data Pack

# Glossary and Acronyms

<b>AUM</b>	Assets Under Management	<b>GEFF</b>	Green Economy Financing Facility	<b>mtCO<sub>2</sub>e</b>	Metric Tonnes of Carbon Dioxide Equivalent
<b>BREEAM</b>	Building Research Establishment Environmental Assessment Method	<b>GHG</b>	Greenhouse Gas	<b>NGFS</b>	Network for Greening the Financial System
<b>BSC</b>	Board sustainability committee	<b>GIZ</b>	Deutsche Gesellschaft für Internationale Zusammenarbeit	<b>NPS</b>	Net Promoter Score
<b>CIB</b>	Commercial International Bank	<b>GRI</b>	Global Reporting Initiative	<b>NZBA</b>	Net-Zero Banking Alliance
<b>CPD</b>	Continuing Professional Development	<b>ICMA</b>	International Capital Market Association	<b>PCAF</b>	Partnership for Carbon Accounting Financials
<b>DIG</b>	Direct Investment Group	<b>IFC</b>	International Finance Corporation	<b>SASB</b>	Sustainability Accounting Standards Board
<b>EBRD</b>	European Bank for Reconstruction and Development	<b>IFRS</b>	International Financial Reporting Standards	<b>SF</b>	Sustainable Finance
<b>EDGE</b>	Excellence in Design for Greater Efficiencies	<b>IR</b>	Integrated Reporting	<b>SME</b>	Small and Medium Enterprise
<b>ESG</b>	Environmental, Social and Governance	<b>IROs</b>	Impacts, Risks, and Opportunities.	<b>SOC</b>	Security Operations Center
<b>ESGDD</b>	ESG and Data and Digitization	<b>KPI</b>	Key performance Indicator	<b>TCFD</b>	Taskforce on Climate-related Financial Disclosures
<b>ESRM</b>	Environmental and Social Risk Management	<b>KYC</b>	Know Your Customer	<b>UNEP</b>	United Nations Environment Programme
<b>FI</b>	Financial Inclusion	<b>LEED</b>	Leadership in Energy and Environmental Design	<b>UNFCCC</b>	United Nations Framework Convention on Climate Change
<b>FMO</b>	FMO is the Dutch entrepreneurial development bank	<b>MSME</b>	Micro, Small and Medium Enterprises	<b>UN PRB</b>	United Nations Principles for Responsible Banking

# GRI Content Index

GRI Standard	Disclosure	Direct Response/Section in this Report (pg.)	Omissions			SDGs Mapping			
			Requirement(s) Omitted	Reason	Explanation				
<b>GRI 2: General Disclosures 2021</b>									
<b>The organisation and its reporting practices</b>									
GRI 2: General Disclosures 2021	2-1 Organisational details	Fifty Years of Sustainable Growth (p. 14-24)							
	2-2 Entities included in the organisation's sustainability reporting	Preface (p. 4)							
	2-3 Reporting period, frequency, and contact point	Preface (p. 4)							
	2-4 Restatement of information	No restatements from previous period.							
	2-5 External assurance	Limited Assurance Statement (p. 169)							
<b>Activities and workers</b>									
	2-6 Activities, value chain, and other business relationships	Fifty Years of Sustainable Growth (p. 14-24)							
	2-7 Employees	2024 ESGDD Data Pack Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 122)				SDG 8.5, 10.3			
	2-8 Workers who are not employees	2024 ESGDD Data Pack 1,630 outsourced employees.				SDG 8.5			
<b>Governance</b>									
	2-9 Governance structure and composition	Governance Structure and Oversight (p. 66-70) <a href="#">2024 Annual Report</a> (pg. 146-152)				SDG 5.5, 16.7			
	2-10 Nomination and selection of the highest governance body	Governance Structure and Oversight (p. 66-70) <a href="#">2024 Annual Report</a> (pg. 146-152)				SDG 5.5, 16.7			
	2-11 Chair of the highest governance body	Governance Structure and Oversight (p. 66-70) <a href="#">2024 Annual Report</a> (pg. 146-152)				SDG 16.6			

GRI Standard	Disclosure	Direct Response/Section in this Report (pg.)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	Governance Structure and Oversight (p. 66-70) <a href="#">2024 Annual Report</a> (pg. 146-152)				SDG 16.7
	2-13 Delegation of responsibility for managing impacts	Governance Structure and Oversight (p. 66-70) <a href="#">2024 Annual Report</a> (pg. 146-152)				PRB 5.1
	2-14 Role of the highest governance body in sustainability reporting	Governance Structure and Oversight (p. 66-70) <a href="#">2024 Annual Report</a> (pg. 146-152)				
	2-15 Conflicts of interest	Compliance, Ethics, and Corporate Resilience (p. 73) <a href="#">2024 Annual Report</a> (pg. 146-152)				SDG 16.6
	2-16 Communication of critical concerns	Compliance, Ethics, and Corporate Resilience (p. 71-75)				
	2-17 Collective knowledge of the highest governance body	Governance Structure and Oversight (p. 66-70) <a href="#">2024 Annual Report</a> (pg. 146-152)				
	2-18 Evaluation of the performance of the highest governance body	Governance Structure and Oversight (p. 66-70) <a href="#">2024 Annual Report</a> (pg. 146-152)				
	2-19 Remuneration policies	<a href="#">2024 Annual Report</a> (pg. 146-152)	a (i,ii,iii,iv,v), b	Partial disclosures	Considered sensitive information	
	2-20 Process to determine remuneration	<a href="#">2024 Annual Report</a> (pg. 146-152)	a(ii, iii), b	Partial disclosures	Considered sensitive information	SDG 16.7
	2-21 Annual total compensation ratio	Not disclosed	NA	Confidential	Considered confidential information	
<b>Strategy, policy, and practices</b>						
	2-22 Statement on sustainable development strategy	Messages From Leadership (p. 9-12)				
	2-23 Policy commitments	Compliance, Ethics, and Corporate Resilience (p. 72-73) Contained throughout report in relevant sections. See "Read More" headings.				SDG 16.3 UNGC 7, 10

GRI Standard	Disclosure	Direct Response/Section in this Report (pg.)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-24 Embedding policy commitments	Fifty Years of Sustainable Growth (p. 14-16, 26-43) and (p. 72-73)				
	2-25 Processes to remediate negative impacts	Compliance, Ethics, and Corporate Resilience (p. 71-75)				
	2-26 Mechanisms for seeking advice and raising concerns	Compliance, Ethics, and Corporate Resilience (p. 71-75)				SDG 16.3
	2-27 Compliance with laws and regulations	Compliance, Ethics, and Corporate Resilience (p. 71-75) <a href="#">2024 Annual Report</a> (pg. 132-134)				
	2-28 Membership associations	Fifty Years of Sustainable Growth (p. 35) <a href="#">2024 Annual Report</a> (pg. 180-183)				
	<b>Stakeholder engagement</b>					
	2-29 Approach to stakeholder engagement	Stakeholder Engagement and Materiality (p. 58-59)				
	2-30 Collective bargaining agreements	Not disclosed	a, b	Not applicable	Not applicable	SDG 8.8
<b>GRI 3: Material Topics 2021</b>						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Stakeholder Engagement and Materiality (p. 60-63)				
	3-2 List of material topics	Stakeholder Engagement and Materiality (p. 61-63)				
<b>Business Ethics and Integrity</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	Compliance, Ethics, and Corporate Resilience (p. 71-75) <a href="#">2024 Annual Report</a> (pg. 180-183) <a href="#">CIB 2024 Code of Conduct</a>				

GRI Standard	Disclosure	Direct Response/Section in this Report (pg.)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	100% of operations assessed for risks to corruption. Compliance, Ethics, and Corporate Resilience (p. 71-75)				SDG 16.5
	205-2 Communication and training about anti-corruption policies and procedures	Compliance, Ethics, and Corporate Resilience (p. 71-75) 2024 ESGDD Data Pack	c	Not calculated	Partial disclosures for a, b, d, e (no regional disaggregation) as data is not calculated,	SDG 16.5
	205-3 Confirmed incidents of corruption and actions taken	Confidential, not disclosed.	a, b, c, d	Confidentiality constraints	NA	SDG 16.5
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, antitrust, and monopoly practices	Confidential, not disclosed.	a, b	Confidentiality constraints	NA	SDG 16.3
<b>Financial Performance</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	2024 Annual Report (pg. 48-81) Fifty Years of Sustainable Growth (p. 17-24)				
	201-1 Direct economic value generated and distributed	2024 Annual Report (pg. 184-194) Fifty Years of Sustainable Growth (p. 22)				
	201-2 Financial implications and other risks and opportunities due to climate change	Environmental and Climate Risk (p. 78-89) Sustainable Finance (p. 90-96)				
	201-3 Defined benefit plan obligations and other retirement plans	CIB's Sustainability Report 2021 (pg. 72)	a, b, c, d, e	Partial disclosures	Qualitative description included. Quantitative metrics not disclosed	
	201-4 Financial assistance received from government	None				
<b>Healthy Economy</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	Responsible Business Growth (p. 110-120)				

GRI Standard	Disclosure	Direct Response/Section in this Report (pg.)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
<b>Sustainable Finance</b>						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Sustainable Finance (p. 90-96)				
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	Sustainable Finance (p. 90-96)				SDG 5.4, 9.1, 9.4, 11.2
	203-2 Significant indirect economic impacts	Sustainable Finance (p. 90-96)				SDG 1.2, 1.4, 3.8, 8.2, 8.3, 8.5
<b>Digital Leadership</b>						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Innovation In Digital Banking (p. 133-136)				
<b>Data Privacy and Security</b>						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Data Privacy and Cybersecurity (p. 137-140)				
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy and Cybersecurity (p. 137-140)				SDG 16.3, 16.10
<b>Employee Wellbeing, Diversity, Engagement, and Development</b>						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 121-125)				
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	2024 ESGDD Data Pack Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 121-125)				SDG 5.1, 8.5, 8.6, 10.3
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 121-125)				SDG 3.2, 5.4, 8.5

GRI Standard	Disclosure	Direct Response/Section in this Report (pg.)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
<b>GRI 401: Employment 2016</b>	401-3 Parental leave	2024 ESGDD Data Pack				SDG 5.1, 5.4, 8.5
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 123-125)				
	403-2 Hazard identification, risk assessment, and incident investigation	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 123-125)				
	403-3 Occupational health services	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 123-125)				
	403-4 Worker participation, consultation, and communication on occupational health and safety	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 123-125)				
	403-5 Worker training on occupational health and safety	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 123-125)				
	403-6 Promotion of worker health	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 123-125)				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 123-125)				
	403-8 Workers covered by an occupational health and safety management system	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 123-125)				
	403-9 Work-related injuries	2024 ESGDD Data Pack				
<b>GRI 403: Occupational Health and Safety 2018</b>	403-10 Work-related ill health	2024 ESGDD Data Pack				
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	404-1 Average hours of training per year per employee	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 122-125) 2024 ESGDD Data Pack				SDG 4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3

GRI Standard	Disclosure	Direct Response/Section in this Report (pg.)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Well-Being, Diversity, Inclusion, Engagement, and Development (p. 122-125)				SDG 8.2, 8.5
	404-3 Percentage of employees receiving regular performance and career development reviews	2024 ESGDD Data Pack				SDG 5.1, 8.5, 10.3
	405-1 Diversity of governance bodies and employees	Governance Structure and Oversight (p. 66-70)				SDG 5.1, 5.5, 8.5
	405-2 Ratio of basic salary and remuneration of women to men	Not disclosed	a, b	Confidentiality constraints	NA	SDG 5.1, 8.5, 10.3
<b>Financial Inclusion and Equality</b>						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Responsible Business Growth (p. 110-112, 114, 118-120)				
<b>Social and Community Investment</b>						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Social and Community Investment (p. 126-130)				
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	Social and Community Investment (p. 126-130)	Partial disclosure a (iii, iv, v, vi, vii, viii)	Qualitative disclosure	Number of impact assessments calculated, but not percentage-based exposures	
<b>GRI 413: Local Communities 2016</b>	413-2 Operations with significant actual and potential negative impacts on local communities	No significant impacts were identified.	a (I, ii)	Not calculated	Granularity not calculated	SDG 1.4, 2.3
<b>Customer First</b>						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Customer First (p. 105-109)				

GRI Standard	Disclosure	Direct Response/Section in this Report (pg.)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
<b>Ecological Footprint</b>						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Ecological Footprint (p. 97-102)				
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	2024 ESGDD Data Pack	a(i, ii)	Not calculated	Materials not disaggregated by recycled content	SDG 8.4, 12.2
	301-2 Recycled input materials used	2024 ESGDD Data Pack	a	Not calculated	Materials not disaggregated by recycled content	SDG 8.4, 12.2, 12.5
	301-3 Reclaimed products and their packaging materials	2024 ESGDD Data Pack	a, b	Not calculated	Materials not disaggregated by reclaimed content	SDG 8.4, 12.2, 12.5
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organisation	2024 ESGDD Data Pack				SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-2 Energy consumption outside of the organisation	Not disclosed	a, b, c	Not relevant	Not material to CIB's operations	SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-3 Energy intensity	2024 ESGDD Data Pack				SDG 7.3, 8.4, 12.2, 13.1
	302-4 Reduction of energy consumption	2024 ESGDD Data Pack				SDG 7.3, 8.4, 12.2, 13.1
<b>GRI 303: Water and Effluents 2018</b>	303-1 Interactions with water as a shared resource	Ecological Footprint (p. 97-101)				SDG 6.3, 6.4, 6.A, 6.B, 12.4
	303-2 Management of water discharge-related impacts	Ecological Footprint (p. 97-101)				SDG 6.3
	303-3 Water withdrawal	Ecological Footprint (p. 97-101) 2024 ESGDD Data Pack				SDG 6.4
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Ecological Footprint (p. 97-99) 2024 ESGDD Data Pack				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-2 Energy indirect (Scope 2) GHG emissions	Ecological Footprint (p. 97-99) 2024 ESGDD Data Pack				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-3 Other indirect (Scope 3) GHG emissions	Ecological Footprint (p. 97-99) 2024 ESGDD Data Pack				SDG 3.9, 12.4, 13.1, 14.3, 15.2

GRI Standard	Disclosure	Direct Response/Section in this Report (pg.)	Omissions			SDGs Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 305: Emissions 2016	305-4 GHG emissions intensity	Ecological Footprint (p. 97-99) 2024 ESGDD Data Pack				SDG 13.1, 14.3, 15.2
	305-5 Reduction of GHG emissions	Ecological Footprint (p. 97-99) 2024 ESGDD Data Pack				SDG 13.1, 14.3, 15.2
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Ecological Footprint (p. 97)				SDG 3.9, 6.3, 6.6, 11.6, 12.4, 12.5
	306-2 Management of significant waste-related impacts	Ecological Footprint (p. 97)				SDG 3.9, 6.3, 8.4, 11.6, 12.4, 12.5
	306-3 Waste generated	2024 ESGDD Data Pack				SDG 3.9, 6.6, 11.6, 12.5, 12.4, 15.1
	306-4 Waste diverted from disposal	Not disclosed	a, b, c, d, e	Not calculated	Waste diverted from disposal is not calculated	SDG 3.9, 11.6, 12.4, 12.5
	306-5 Waste directed to disposal	2024 ESGDD Data Pack	b, c, d, e	Not relevant	No hazardous waste. Disposal methods offsite not monitored.	SDG 3.9, 6.6, 11.6, 12.4, 12.5, 15.1
Environmental and Climate Risk						
GRI 3: Material Topics 2021	3-3 Management of material topics	Environmental and Climate Risk (p. 78-89)				

# SASB Content Index

SASB STANDARD – COMMERCIAL BANKS				
Accounting Metric	Category	Units	Code	Report Section(s) or Direct Response
<b>Data Security</b>				
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	Quantitative	Number, %	FN-CB-230a.1	Zero data breaches in 2024
Description of approach to identifying and addressing data security risks	Discussion and Analysis	n/a	FN-CB-230a.2	Data Privacy and Cybersecurity (p. 137-140)
<b>Financial Inclusion and Capacity Building</b>				
(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	Quantitative	EGP	FN-CB-240a.1	2024 ESGDD Data Pack
(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	Quantitative	EGP	FN-CB-240a.2	2024 ESGDD Data Pack
Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Quantitative	Number	FN-CB-240a.3	2024 ESGDD Data Pack
Number of participants in financial literacy initiatives for unbanked, underbanked, or under-served customers	Quantitative	Number	FN-CB-240a.4	2024 ESGDD Data Pack
<b>Financial Inclusion and Capacity Building</b>				
Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	Quantitative	Metric tons (t) CO <sub>2</sub> -e	FN-CB-410b.1	2023 Advancing the transition to Net Zero Report
Gross exposure for each industry by asset class	Quantitative	Presentation currency	FN-CB-410b.2	

SASB STANDARD – COMMERCIAL BANKS				
Accounting Metric	Category	Units	Code	Report Section(s) or Direct Response
Percentage of gross exposure included in the financed emissions calculation	Quantitative	Percentage %	FN-CB-410b.3	2023 Advancing the transition to Net Zero Report
Description of the methodology used to calculate financed emissions	Discussion and Analysis	n/a	FN-CB-410b.4	
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis				
Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	Discussion and Analysis	n/a	FN-CB-410a.2	Environment and Climate Risk (p. 78-80)
Business Ethics				
Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anticompetitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations	Quantitative	EGP	FN-CB-510a.1	Not disclosed - confidential
Description of whistleblower policies and procedures	Discussion and Analysis	n/a	FN-CB-510a.2	Compliance, Ethics, and Corporate Resilience (p. 71)
Systemic Risk Management				
Global Systemically Important Bank (G-SIB) score by category	Quantitative	Basis points (bps)	FN-CB-550a.1	CIB is a Domestically-Systemic Important Bank (D-SIB). According to the recent instructions received from the Central Bank of Egypt (CBE), the bank is required to hold additional capital of 0.25% above the 12.5% regulatory minimum.

SASB STANDARD – COMMERCIAL BANKS				
Accounting Metric	Category	Units	Code	Report Section(s) or Direct Response
Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Discussion and Analysis	n/a	FN-CB-550a.2	CIB's stress testing program remains a core part of capital and liquidity planning, integrated across ICAAP, ILAAP, and the Bank's Recovery Plan. It uses scenario and sensitivity analysis based on Basel standards to assess the impact of adverse market conditions on capital adequacy and liquidity. As of December 2024, CIB's available capital base reached EGP 161.8 bn, and regulatory Capital Adequacy Ratio (CAR) recorded 24.12% with excess capital buffer of EGP 76.29 Bn (11.37%) over minimum regulatory requirement of 12.75%. On the liquidity side, CIB has an ample level of High-Quality Liquid Assets (HQLA), which is positively reflected on the Bank's liquidity ratios that maintain a large buffer above regulatory ratio. As of end of Q4 2024, the LCY liquidity ratio recorded 45.9% against CBE limit of 20%, while the FCY liquidity ratio reached 74.4%, against CBE limit of 25%. The Net Stable Funding Ratio (NSFR) was 239% for local currency and 236% for foreign currency. The Liquidity Coverage Ratio (LCR) was 1709% for local currency and 403% for foreign currency, all above the 100% Basel III requirement. The results of the ILAAP stress testing show no deviation in the Bank's LCR and NSFR and maintained above the regulatory requirement of 100%. In addition, the ICAAP stress scenarios were simulated for liquidity risk (liquidity ratios, LCR and NSFR) reflecting the budget projections from 2025 to 2027, where the ratios indicated no deviations even in the extreme scenarios.
Systemic Risk Management				
(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	Quantitative	EGP	FN-CB-000.A	2024 ESGDD Data Pack
(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	Quantitative	EGP	FN-CB-000.B	2024 ESGDD Data Pack

# TCFD Content Index

TCFD Recommendation	Report Section(s)
<b>Governance</b>	
a. Describe the board's oversight of climate-related risks and opportunities.  b. Describe management's role in assessing and managing climate-related risks and opportunities.	Governance Structure and Oversight (p. 66-70) Environmental and Climate Risk (p. 78-89)
<b>Strategy</b>	
a. Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.  b. Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.  c. Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Environmental and Climate Risk (p. 78-89)
<b>Risk Management</b>	
a. Describe the organisation's processes for identifying and assessing climate-related risks.  b. Describe the organisation's processes for managing climate-related risks.  c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	Environmental and Climate Risk (p. 78-89)
<b>Metrics and Targets</b>	
a. Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.  b. Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.  c. Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Environmental and Climate Risk (p. 78-89) Ecological Footprint (p. 97-101)

# Equator Principles Index

The following table outlines CIB's transactions completed for projects that reached financial close under Equator Principles in the period from 1 January 2024 to 31 December 2024.

	Project Finance	Project-related Refinance and Project-related Acquisition for Project Finance	Project-Related Corporate Loans
<b>By Category</b>			
Category A	2	-	0
Category B	3	-	1
Category C	0	-	0
<b>Total number that reached financial close in the reporting period</b>	<b>4</b>	<b>-</b>	<b>1</b>
<b>By Sector</b>			
Infrastructure	4	1	1
Mining	0	0	0
Oil and Gas	0	0	0
Power	0	0	0
Others	1	0	0
<b>By Region</b>			
Americas	0	0	0
Asia Pacific	0	0	0
Europe, Middle-East and Africa	5	1	1
<b>By Country Designation</b>			
Designated	0	0	0
Non-designated	5	1	1
<b>Independent Review<sup>1</sup></b>			
Yes	2	-	0

<sup>1</sup> The independent reviews were conducted on the Category A projects. The E&S team at CIB has the internal capacity to conduct the reviewing process and we are now in the hiring process of an independent reviewer for all future projects.

<b>Project Finance (PF) and Project-Related Refinance and Project-Related Acquisition Finance for PF</b>	
Total number of transactions that reached financial close.	2
Number of transactions for which project names can be disclosed (for which client consent was received)	3
Number of transactions for which project names could not be disclosed as per the disclosure conditions specified in Annex B of the Principles	0
Number of transactions for which the EPFI did not receive client consent.	4
Number of transactions that could not be disclosed due to applicable local laws and regulations.	0
Number of transactions that could not be disclosed due to increased liability for the EPFI in a certain jurisdiction.	0
<b>Project-Related Corporate Loans (PRCL) and Project-Related Refinance and Project-Related Acquisition Finance for PRCL</b>	
Total number of transactions that reached financial close.	1
Number of transactions for which project names can be disclosed (for which client consent was received)	0
Number of transactions for which project names could not be disclosed as per the disclosure conditions specified in Annex B of the Principles	1
Number of transactions for which the EPFI did not receive client consent.	1
Number of transactions that could not be disclosed due to applicable local laws and regulations.	1
Number of transactions that could not be disclosed due to increased liability for the EPFI in a certain jurisdiction.	1

# UNEP-FI PRB Index

In 2024, CIB published a detailed Principles for Responsible Banking Self-Assessment Report. The table below summarizes our assessment. Please view the report to find detailed responses to the PRB principles and see links for further reading.

## Principle 1 Alignment



We align our strategy with the UN Sustainable Development Goals, the Paris Climate Agreement, and Egypt's Vision 2030, recognizing that long-term business success depends on sustainable and inclusive growth. With over 2 million clients, we serve a diverse range of corporate, SME, and retail customers across 212 branches in Egypt. In parallel, CIB maintains Representative offices in Dubai and Ethiopia, enabling the Bank to deepen market intelligence, strengthen client relationships, and explore cross-border opportunities across the Gulf and East Africa. Our business model is rooted in responsible banking, with sustainability integrated across all customer segments. We embed environmental and social considerations into lending, investment, and operational decisions. We comply with national sustainability regulations, including those issued by the Central Bank of Egypt and the FRA, and participate in global ESG frameworks. Through these efforts, we support climate resilience, inclusive finance, and transparency, driving positive change across our value chain.

## Principle 4 Stakeholders



CIB actively engages stakeholders to shape our responsible banking journey. In 2024, we collaborated with ministries, MDBs, DFIs, and development partners to scale transition finance and deepen ESG integration. We hosted industry roundtables and contributed to regional climate finance dialogues through GFANZ and MENA Climate Week. Our role in the NZBA and PRB governance bodies positions us to influence sustainable finance at the global level. Domestically, we promoted inclusive finance and career access through job fairs, women's leadership events, and partnerships with universities. These engagements directly inform our impact strategies and ensure alignment with national and global sustainability goals.

## Principle 2 Impact and Target Setting



We identified climate change as one of our most significant impact areas, based on a comprehensive portfolio impact analysis using the UNEP FI tool. In 2022, we set interim targets for two high-emission sectors: a 49% reduction in emissions intensity for power generation (targeting 0.165 tCO2e/MWh by 2030) and a 44% absolute reduction in commercial and residential real estate emissions. These sectors represent 3.5% and 5.2% of our corporate loan portfolio, respectively. In 2024, we maintained our baseline and continued portfolio monitoring. Progress includes technical client support through our Sustaining Sectors initiative and an upcoming IFC partnership to develop a transition finance plan. Financed emissions remain on track, and we have enhanced green lending options through our bond programs and sector-specific products.

## Principle 5 Governance and Culture



Our Board Sustainability Committee (BSC) and Sustainable Finance Steering Committee (SFSC) oversee ESG governance and strategy execution. In 2024, the BSC met quarterly to guide sustainability integration across the bank. The SFSC, with Board and executive representation, steered policy implementation and monitored sustainable finance progress. Internally, we expanded sustainable finance education through tailored training modules, embedded ESG into credit and SME courses, and partnered with LinkedIn Learning to scale ESG capacity. Our governance structures and culture-building initiatives ensure responsible banking principles are embedded across all levels of the bank.

## Principle 3 Clients and Customers



In 2024, we strengthened our approach to working with clients and customers by embedding sustainability considerations into our products, services, and engagement strategies. Across corporate, SME, and retail segments, we offered tailored support to help clients adopt more sustainable business practices, including training, technical assistance, and environmental certifications. We expanded efforts to promote inclusive finance, support women-led enterprises, and increase access to banking for underserved groups. Awareness campaigns and partnerships helped boost financial literacy and accessibility for people with disabilities. By aligning our offerings with client needs and impact goals, we are supporting a just transition and encouraging responsible economic activity throughout our portfolio.

## Principle 6 Transparency and Accountability



We are committed to robust, transparent ESG reporting. In addition to this report, our 2024 Principles for Responsible Banking Self-Assessment Report provides detailed disclosures building on our existing disclosures and supplements our reporting suite. We have also published our 2024 Annual Report, detailing our financial performance. Our reporting covers financed emissions, inclusion targets, sustainable finance KPIs, and governance practices. Relevant ESG metrics in our broader sustainability reporting are subject to internal controls and external assurance. To read more detail, refer to our Limited Assurance Statement on our website. These disclosures reflect our commitment to accountability and continual improvement in line with global ESG standards.

# PRB Commitment to Financial Health and Inclusion (CFHI)

Financial Inclusion KPIs (UNEP-FI)	Indicator Description	Baseline (2022)*	2023	2024
The number of products and services provided by CIB in the portfolio with a focus on financial inclusion.	Based on internal data: Measures how many of the products and services in the portfolio have a financial inclusion focus. We deem a product or service to have this focus when its design facilitates access and use by the prioritized customer. These products and services include, for example, no-fee savings account, low-interest microloan, offline access, or sim-based banking apps, etc.	6	5	5
The percentage of relevant CIB employees supported with effective training on financial inclusion and health	Based on internal data: Measures the percentage of relevant employees supported by effective training on financial inclusion, responsible credit, and/ or financial health, including training on how to attend to the needs of prioritized groups. The Bank measures the effectiveness and success of an initiative according to how far the participants' skills develop, rendering them more capable of achieving the desired results. Relevant employees are the ones the Bank prioritizes in the training program due to their direct impact on customers' financial health.	58%	60.37%	57%
The number of partnerships active to achieve financial inclusion targets	Based on internal data: Measures the number of currently active partnerships that aim to achieve and fulfill financial health and inclusion targets. Active here means currently undergoing actions and generating results. We suggest disclosing the results of the partnerships in the commentary section of the reports.	4	6	5
The Percentage of active CIB customers out of CIB total customer base	Based on transactional data: Measures the percentage of active customers out of the total customer base. 'Active' refers to customers who use banking products or services on an ongoing basis, beyond their initial account setup or first access. This includes regular usage of products such as accounts, credit cards, savings accounts, deposit accounts, among others.	94.45%	92.2%	76%
The number of subscribed online banking customers over the total number of customers in CIB	Based on internal data: Measures the proportion of customers who have subscribed to CIB's online banking services out of the total customer base. Subscribed customers are those who have successfully enrolled in digital banking platforms such as internet and mobile banking, enabling them to access core banking services online (e.g., account management, fund transfers, bill payments).	66.28%	69.43%	78%
The percentage of non-performing loans and advances across the Bank	Based on transactional data: Measures the percentage of customers with past-due loans (past due defined by policies at each bank) compared to the total amount of customers with loans in the bank's lending portfolio.	4.82%	3.57%	3.28%

\*Some figures have been restated to reflect changes in indicator definitions and/or the Bank's measurement criteria.

# Double Materiality Assessment of CIB's Material ESG Topics: Sustainability Impacts, Risks and Opportunities (IRO)

CIB applies a double materiality approach, integrating GRI (impact materiality) and IFRS (financial materiality) perspectives in its assessment. This means identifying both the organisation's significant positive and negative impacts on the economy, environment, and people (outward impact materiality), and the sustainability-related risks and opportunities that could affect CIB's enterprise value (e.g. cash flows, access to finance, or cost of capital) (financial materiality). The table below outlines CIB's 13 material ESG topics, each with a clear description, its materiality classification, the key impact implications, and the related financial risks and opportunities. This approach captures both the broader societal/environmental impacts and the financial implications of each topic.

Topic	Materiality Type	Impact Description (+Positive and -Negative)	Financial Risk/Opportunity Description
<b>Governance</b>	Both (Impact and Financial)	<p><b>+Positive</b></p> <p>Solid governance promotes accountability, fairness, and transparency, which bolsters stakeholder trust and ethical business conduct across the industry. This contributes to market integrity and stability, benefiting society and the economy (e.g. preventing corporate collapses or scandals).</p> <p><b>-Negative</b></p> <p>Poor governance can lead to mismanagement or unethical decisions, resulting in scandals or even financial crises that harm employees, customers, and the broader economy. A governance failure undermines public trust and can have systemic societal impacts (as seen when bank misconduct erodes confidence in the financial system).</p>	<p><b>Risk</b></p> <p>Weak governance heightens the risk of regulatory breaches, fraud, or strategic missteps, leading to legal penalties and loss of investor confidence. For example, governance lapses have caused banks to incur massive fines and reputational damage, with long-term hits to stock value.</p> <p><b>Opportunity</b></p> <p>Strong governance reduces risk and can improve financial performance – investors and rating agencies reward well-governed banks with improved valuations and credit ratings. Effective oversight and risk management lower the cost of capital and ensure stable long-term growth.</p>
<b>Business Ethics and Integrity</b>	Both (Impact and Financial)	<p><b>+Positive</b></p> <p>A culture of integrity and zero tolerance for corruption builds trust with customers, regulators, and the community. Ethical business practices help create a fairer economy and prevent societal harm (e.g. avoiding predatory lending or money laundering means communities are safer and markets are more equitable).</p> <p><b>-Negative</b></p> <p>Unethical behavior (such as bribery, fraud, or money laundering) can seriously harm society – it diverts resources, undermines the rule of law, and can devastate customers and communities (for instance, fraud can wipe out individuals' savings). Corruption and misconduct also erode public trust in financial institutions and have broad economic costs.</p>	<p><b>Risk</b></p> <p>Lapses in ethics can result in severe legal penalties and financial losses – for example, banks involved in money laundering or sanction violations have faced multi-billion dollar fines. Such incidents also drive away customers and investors, and scandals can cause enormous reputational damage that far outweighs any immediate financial gain.</p> <p><b>Opportunity</b></p> <p>A strong reputation for integrity differentiates CIB in the market, attracting customers and business partners who seek a trustworthy bank. By proactively preventing fraud and corruption, CIB avoids costly incidents and insurance claims. Ethical conduct also strengthens stakeholder relationships (regulators, investors), potentially leading to easier approvals and lower compliance costs in the long run.</p>

Topic	Materiality Type	Impact Description (+Positive and -Negative)	Financial Risk/Opportunity Description
Environmental and Climate Risks	Both (Impact and Financial)	<p><b>+Positive</b></p> <p>By managing environmental and climate risks, CIB can support positive outcomes such as financing clients' transition to low-carbon practices and enhancing resilience. Proactively addressing climate risks means the bank's activities are less likely to contribute to environmental harm; for example, steering capital toward greener projects helps reduce greenhouse gas emissions and climate impacts over time.</p> <p><b>-Negative</b></p> <p>If not managed, financing of carbon-intensive projects or companies with poor environmental practices can exacerbate climate change and ecological damage. Indirectly, this means more pollution, extreme weather, and environmental degradation affecting society. Inaction on climate risk also leaves communities and economies more vulnerable to climate shocks. (Continued financing of high-carbon industries without transition plans exacerbates climate risks and undermines global climate goals.)</p>	<p><b>Risk</b></p> <p>Climate change poses material financial risks. Physical risks (e.g. extreme weather, floods) can lead to defaults in the loan portfolio and impair asset values, while transition risks (new climate regulations, carbon pricing, or clean technology disruption) can strand assets and reduce revenues or increase operating costs (for instance, higher carbon prices directly raise business costs).</p> <p><b>Opportunity</b></p> <p>Proactively managing and mitigating climate risks positions CIB ahead of regulatory requirements and market shifts. There is growing demand for green finance – by developing products for renewable energy, climate adaptation, etc., CIB can capture new revenue streams. Supporting clients' transition also protects CIB's portfolio and strengthens client relationships, and the bank's climate leadership can enhance its reputation among sustainability-focused investors (potentially improving access to capital).</p>
Ecological Footprint	Impact (primarily)	<p><b>+Positive</b></p> <p>Reducing CIB's operational footprint directly benefits the environment by cutting greenhouse gas emissions and conserving natural resources. For example, CIB's recent efficiency initiatives (solar energy installations, HVAC upgrades, paperless workflows) have lowered its Scope 1 and 2 carbon emissions and water usage, which contributes to climate change mitigation and less strain on local utilities. These improvements also set a positive example in the community and among employees.</p> <p><b>-Negative</b></p> <p>If CIB operates without regard to its footprint, its offices and branches would consume more energy and water and produce more waste and emissions than necessary, contributing to pollution and climate change. While banks are not as carbon-intensive as some industries, an unchecked footprint (e.g. inefficient buildings, excessive air travel) still adds avoidable carbon emissions and waste to the environment. Neglecting these impacts would undermine CIB's responsibility to environmental stewardship and could slightly aggravate local environmental quality (e.g. higher air conditioning emissions contributing to urban GHG levels).</p>	<p><b>Risk</b></p> <p>An unnecessarily large ecological footprint can lead to higher operating costs (e.g. wasted energy raises utility bills). There is reputational risk stakeholders expect CIB to "walk the talk" on sustainability; failing to manage its own footprint could damage credibility with investors and customers who prioritize climate action.</p> <p><b>Opportunity</b></p> <p>Improving operational eco-efficiency (through green buildings, renewable energy, recycling programs, etc.) often yields cost savings. These savings flow straight to the bottom line over time. Additionally, a low operational footprint can earn CIB green certifications or government incentives, and enhance employee pride and engagement. It also appeals to environmentally conscious investors and clients, potentially giving CIB a competitive edge as a sustainable bank.</p>

Topic	Materiality Type	Impact Description (+Positive and -Negative)	Financial Risk/Opportunity Description
Sustainable Finance	Both (Impact and Financial)	<p><b>+Positive</b></p> <p>By directing capital toward sustainable activities, CIB enables projects that benefit the environment and society. For instance, financing renewable energy, clean technology, SMEs, or affordable housing contributes to job creation, emissions reductions, and community development. Redirecting capital towards low-carbon sectors accelerates the global transition to a sustainable economy, magnifying CIB's positive impact beyond its own operations.</p> <p><b>-Negative</b></p> <p>If sustainable finance is not prioritized, financial flows may continue to support high-carbon or socially harmful activities. A lack of action (or "business as usual" financing of high-carbon industries without transition plans) can exacerbate climate and social risks, undermining development goals. Additionally, there's a risk of "greenwashing" – if products are marketed as sustainable without real impact, it could misallocate capital and breed stakeholder cynicism, dampening overall positive impact.</p>	<p><b>Risk</b></p> <p>Banks that ignore sustainable finance may face transition risks as the economy and regulations shift towards sustainability. Institutional investors and lenders increasingly scrutinize banks' ESG profiles – a lack of sustainable financing initiative could make it harder or more expensive for banks to raise capital in the future.</p> <p><b>Opportunity</b></p> <p>The sustainable finance market is growing exponentially, presenting a major business opportunity. Banks that move early recognize massive business opportunities from the growing demand for low-carbon products and services. Expanding green and social financing can open new revenue streams (e.g. green bonds, sustainability-linked loans) and attract clients in emerging sectors. It also aligns with Egypt's Vision 2030 and global climate goals, potentially giving it access to international climate funds or partnerships. Overall, excelling in sustainable finance enhances organisational value by future-proofing its portfolio and strengthening its brand with stakeholders.</p>
Financial Performance	Financial (primarily)	<p><b>+Positive</b></p> <p>A comprehensive financial performance enables CIB to continuously support the economy: a profitable, well-capitalized bank can lend more to businesses and individuals, catalyzing growth and development. Stable financial results also mean job security for employees and reliable returns for investors, contributing to economic stability (a strong bank instills confidence in the financial system). In effect, CIB's financial success has an indirect positive impact by underpinning the prosperity of its stakeholders and by paying taxes that fund public services.</p> <p><b>-Negative</b></p> <p>Poor financial performance, on the other hand, can have negative ripple effects. A struggling bank can heighten uncertainty in the market and potentially destabilise the local economy (for example, the failure of a significant bank can cause credit contraction and require government or central bank intervention). Thus, while "financial performance" is an internal metric, its decline can negatively affect society at large through constrained economic activity or confidence.</p>	<p><b>Risk</b></p> <p>Financial underperformance (declining profits or weak balance sheet ratios) poses a direct threat to business continuity. It can lead to a higher cost of capital (as creditors and investors perceive more risk), pressure on liquidity, or credit rating downgrades. Weaker earnings also limit the ability to invest in new opportunities or absorb shocks. In the context of sustainability, if CIB does not adapt its business model to evolving ESG trends (e.g. climate transition or digital disruption), its financial results could suffer over the medium term.</p> <p><b>Opportunity</b></p> <p>Strong financial performance creates a virtuous cycle for CIB's sustainability efforts. Healthy profits and capital reserves allow CIB to invest in innovation (e.g. digital infrastructure, new sustainable finance products) and to withstand economic downturns. A track record of stable performance improves investor confidence – for example, consistent results and prudent risk management contributed to an S&amp;P credit rating upgrade for a regional peer, which lowers funding costs. Moreover, by integrating ESG considerations into its strategy, CIB can potentially unlock new revenue (such as green finance described above) and avoid material losses, thereby bolstering long-term financial performance.</p>

Topic	Materiality Type	Impact Description (+Positive and -Negative)	Financial Risk/Opportunity Description
Healthy Economy	Impact (primarily)	<p><b>+Positive</b></p> <p>CIB's lending and investment decisions have a significant indirect impact on economic development. By extending financing to SMEs and microenterprises through its Business Banking and Microfinance segments, CIB plays a vital role in stimulating economic activity, supporting job creation, and empowering underserved communities. In 2024, the Bank expanded its microfinance portfolio and tailored lending products to support small-scale manufacturers, agri-businesses, and service providers across Egypt. These efforts enabled hundreds of entrepreneurs to scale their operations, formalise their businesses, and contribute to local value chains driving inclusive economic growth and enhancing household resilience. Such contributions demonstrate how the bank's activities stimulate a healthier, more diversified economy.</p> <p><b>-Negative</b></p> <p>If a Bank were to neglect certain sectors or regions in its lending, or if it focused only on short-term financial gains, it might fail to support broad-based economic growth. For instance, an over-concentration of lending in low-impact areas (or an urban bias that ignores rural communities and SMEs) could mean that many entrepreneurs and social needs go unfunded, slowing development. In a broader sense, any practices that contribute to economic instability – such as lending booms that inflate asset bubbles or insufficient support during downturns – can have negative impacts on society (e.g. financial crises leading to recessions). Therefore, not actively engaging in fostering a healthy economy (or inadvertently harming it) can exacerbate inequality and unemployment, affecting overall societal well-being.</p>	<p><b>Risk</b></p> <p>A bank's success are closely tied to the health of the economy. An economic downturn, or an unhealthy economy (characterized by high unemployment, inflation, or sector crises), poses credit risk to a Bank – borrowers may default and demand for loans/services may decline. If CIB's portfolio isn't aligned with the real economy's needs, the bank could face higher non-performing loans and slower growth. Also, failing to support priority sectors might invite regulatory scrutiny or lost business if competitors or government institutions fill the gap.</p> <p><b>Opportunity</b></p> <p>By aligning its strategy with Egypt's development goals and focusing on high-impact sectors, a Bank can grow with the economy. Financing infrastructure, SMEs, and green industries today can secure CIB a strong market position in those areas as they expand. A thriving, healthy economy increases the pool of viable customers for CIB across all segments (retail and corporate), boosting revenue. Moreover, demonstrating that CIB is a partner in national economic development strengthens its brand and relationships with policymakers – potentially leading to partnerships or incentives (such as government guarantees or development bank funding lines) that further reduce risk and expand opportunity for CIB.</p>

Topic	Materiality Type	Impact Description (+Positive and -Negative)	Financial Risk/Opportunity Description
Financial Inclusion and Equality	Both (Impact and Financial)	<p><b>+Positive</b></p> <p>Improving financial inclusion has a profound social impact. By bringing underserved groups into the formal financial system, CIB helps individuals and small businesses safeguard their money, access credit, and build wealth. This reduces poverty and inequality – for example, providing micro-loans and accounts to women or rural entrepreneurs empowers them economically, which can uplift entire communities. Efforts by banks in emerging markets directly contribute to inclusive growth and the UN Sustainable Development Goals.</p> <p><b>-Negative</b></p> <p>If large segments of society remain excluded from banking, it perpetuates cycles of poverty and inequality. Those excluded may resort to predatory informal lending or be unable to start businesses due to lack of access to credit. From a societal perspective, failure to advance inclusion means missed opportunities for development and a deepening digital divide (especially as banking becomes more digital). Additionally, if lending or services are provided in a discriminatory manner (intentionally or unintentionally), certain groups might face unfair outcomes – for instance, SMEs or minority communities might not get equal access to capital, reinforcing social disparities.</p>	<p><b>Risk</b></p> <p>Not actively pursuing financial inclusion could invite regulatory or public criticism, since inclusion is often a mandate of central banks and governments (in Egypt, regulators emphasize financial inclusion as a policy goal). A bank that neglects underserved markets might face stricter regulations or miss out on public sector initiatives. Furthermore, ignoring this large potential customer base is a lost growth opportunity.</p> <p><b>Opportunity</b></p> <p>Expanding inclusion opens vast new markets for banks. By tailoring products for micro-entrepreneurs, farmers, unbanked individuals, etc., A Bank can acquire loyal customers in segments with high growth potential. Many of today's small borrowers can become the mainstream clients of tomorrow. There are also often government or international support programs (loan guarantees, cheap refinancing lines, etc.) for banks that lend to priority groups, which can reduce risk and cost. In the long term, a more financially inclusive society means a larger middle class and broader economy for CIB to service. Finally, demonstrating leadership in inclusion enhances CIB's reputation and ESG profile, which investors and multilateral institutions value (potentially improving access to capital or sustainability-linked finance for CIB).</p>
Employee Wellbeing, Diversity, Engagement and Development	Both (Impact and Financial)	<p><b>+Positive</b></p> <p>Prioritizing employees' wellbeing and growth has significant positive impacts on people and their families. A healthy work-life balance, mental health support, and opportunities to develop skills improve employees' quality of life. CIB's long-standing commitment to diversity and inclusion reflects its ongoing efforts to promote equal opportunity and reduce societal inequalities, such as advancing women in leadership and integrating people with disabilities into the workforce. A diverse, engaged workforce is also more innovative and better at serving a diverse customer base, indirectly benefiting customers and communities with improved service and products.</p> <p><b>-Negative</b></p> <p>If employee conditions are poor – for instance, high stress, lack of development, or discriminatory practices – the impact on people is directly negative. A non-inclusive culture that tolerates bias or harassment would harm individuals and undermine social progress on equality. Such an environment also tends to have higher turnover, which can create economic insecurity for employees and their families.</p>	<p><b>Risk</b></p> <p>Ignoring employee wellbeing and diversity creates internal risks: low morale and engagement can reduce productivity and increase error rates. High turnover due to dissatisfaction leads to increased recruiting and training costs. There's also legal and reputational risk; for example, incidents of discrimination or unfair labor practices can result in lawsuits or regulatory penalties, and damage a Bank's public image. In a competitive talent market, a poor workplace reputation makes it harder to attract top talent, affecting long-term performance.</p> <p><b>Opportunity</b></p> <p>Investing in employees pays off financially. Engaged and happy employees are more productive and provide better customer service, which boosts profitability. A diverse leadership team can bring varied perspectives, driving innovation and better decision-making. By being known as an employer of choice (through its wellbeing programs, training, and inclusive culture), a Bank can attract and retain skilled employees, reducing recruitment costs and building a strong human capital base that ultimately improves financial results.</p>

Topic	Materiality Type	Impact Description (+Positive and -Negative)	Financial Risk/Opportunity Description
Social and Community Investment	Impact (primarily)	<p><b>+Positive</b></p> <p>CIB's social investment programs create direct positive impacts on society. For example, the CIB Foundation focuses on children's healthcare and education; in 2024 it supported over 500,000 children with medical treatments and schooling, and funded medical convoys and infrastructure upgrades in underserved communities. Such efforts improve quality of life, education levels, and health outcomes for vulnerable groups. Community investments also strengthen civil society and can catalyze further development (a healthier, better-educated population is more economically productive and socially stable).</p> <p><b>-Negative</b></p> <p>While community investment is widely valued, limited support beyond core commercial activities may leave important local needs unmet, charity without community engagement can create dependency or overshadow the need for systemic solutions. However, these negatives are usually risks of approach; the main "negative impact" to note is simply the opportunity cost to society if banks do not contribute to community well-being.</p>	<p><b>Risk</b></p> <p>From a pure financial standpoint, community donations and CSR spending are a cost to the bank, but relatively small. The greater risk is reputational: if banks are perceived as not giving back to society or ignoring social needs, it could lose goodwill. Banks operate on public trust and having a positive community presence contributes to a social license to operate. In extreme cases, lack of community trust can lead to public backlash or stricter government scrutiny.</p> <p><b>Opportunity</b></p> <p>Effective community investment can enhance CIB's brand and stakeholder relationships. It differentiates CIB as a socially responsible institution, which can attract customers who value corporate citizenship and even appeal to socially responsible investors. Additionally, community projects can indirectly benefit CIB in the long run – for instance, improving financial literacy through community programs can create more informed customers; supporting education can enlarge the pool of skilled future employees. There are also morale benefits, as CIB's own employees often take pride in working for a company that cares about society (which loops back into employee engagement). Overall, while not undertaken for profit, CIB's community investments build goodwill that supports long-term business sustainability.</p>
Customer First	Both (Impact and Financial)	<p><b>+Positive</b></p> <p>A strong customer-centric approach ensures that individuals and businesses receive financial services that truly meet their needs and are delivered ethically. This has a positive social impact: when customers are treated fairly and given suitable products (with clear terms, no hidden fees, etc.), they are more likely to achieve their financial goals – whether that's saving for education, buying a home, or growing a small business. Good banking practices thus contribute to customers' financial well-being and security. Moreover, by educating customers and being responsive, the bank can improve financial literacy and confidence in the community.</p> <p><b>-Negative</b></p> <p>If a bank fails to prioritize customers, the impacts can be harmful – for example, mis-selling of products or irresponsible lending can lead to customers facing unmanageable debt or losing money. Inadequate customer service or opaque fees disproportionately affect vulnerable customers who may not have alternatives, potentially causing stress and distrust. In short, neglecting the "customer first" principle can harm individuals' finances and undermine public trust in banking as a service industry.</p>	<p><b>Risk</b></p> <p>Customer dissatisfaction or mistreatment quickly translates into business risk for a Bank. Dissatisfied customers are likely to switch to competitors, and in the age of social media, bad experiences can be amplified, deterring potential clients. In more serious cases, abusive practices trigger regulatory fines and lawsuits (consumer protection is a keen focus for regulators). Losing customers also means losing deposits and loans – directly hitting revenues.</p> <p><b>Opportunity:</b></p> <p>Prioritizing customers pays off significantly. High customer satisfaction drives loyalty and retention, which boosts profitability. By continuously improving service quality (through feedback, training, and innovation), a Bank can distinguish itself in a competitive market, allowing it to grow market share.</p>

Topic	Materiality Type	Impact Description (+Positive and -Negative)	Financial Risk/Opportunity Description
Digital Leadership	Both (Impact and Financial)	<p><b>+Positive</b></p> <p>CIB's digital transformation has positive impacts on society by enhancing access to banking. Digital channels allow customers to conveniently transact anytime, which is especially beneficial for those in remote areas or with mobility challenges – effectively, digital banking can extend financial inclusion. It also reduces the need for paper and travel, yielding environmental benefits (less paper waste, fewer car trips to branches). Moreover, by pioneering digital services, CIB helps drive the modernization of the broader economy (e.g. promoting a cashless society, which can reduce crime and improve efficiency).</p> <p><b>-Negative</b></p> <p>The push for digitalization can have some adverse social impacts if not managed inclusively. There is a risk of a digital divide – customers who are not tech-savvy, lack internet access, or simply prefer traditional banking could be left behind or receive less attention. This can particularly affect elderly customers or low-income groups without smartphones. Additionally, heavy reliance on technology comes with the risk of outages or cyber incidents that could disrupt customers' ability to access their money, causing trust issues. Automation of services might also reduce interpersonal interactions, which some customers value, and could potentially lead to workforce reductions, impacting employment.</p>	<p><b>Risk</b></p> <p>On the business side, failure to innovate digitally is a major risk. The banking industry faces intense competition from fintech startups and tech giants; a bank that does not keep up with technology risks becoming obsolete as customers migrate to more tech-forward solutions. This could result in lost market share and revenue. Additionally, insufficient investment in cybersecurity can lead to breaches (addressed below under Data Privacy and Security) which directly threaten operations and trust.</p> <p><b>Opportunity</b></p> <p>Digital leadership offers substantial financial upsides. Efficiency gains from automation and digital processes can cut operating costs and improve the cost-to-income ratio – for example, digitization drives cost savings and productivity gains by streamlining operations. CIB's own digital enhancements (such as automating processes and expanding mobile app features) have enabled millions of low-cost digital transactions and generated significant digital revenue growth. Furthermore, digital channels open avenues for new products (like personalized financial management tools) and allow scaling up services without commensurate branch expansion. Being a digital leader also means CIB can attract the younger demographic of customers who are fueling future growth. Investors increasingly value banks with strong fintech capabilities, seeing them as more competitive and resilient. In summary, by excelling in digital innovation, CIB reduces long-term costs, expands its customer base, and creates new revenue opportunities, all while strengthening its competitive moat.</p>
Data Privacy and Security	Both (Impact and Financial)	<p><b>+Positive</b></p> <p>Ensuring data privacy and security is crucial for protecting individuals in today's digital economy. For customers, CIB's strong data security means their personal and financial information is safe from identity theft, fraud, or unauthorized exposure. This protects people from financial loss and the emotional distress that comes with privacy violations. On a societal level, each institution's cyber vigilance contributes to overall stability – a secure banking system maintains public confidence and supports smooth economic activity (people are more willing to engage digitally if they trust that their data is safe).</p> <p><b>-Negative</b></p> <p>A failure in data security (such as a major breach) can have severe negative impacts. Such breaches also undermine trust in digital services, customers may become hesitant to use online banking or digital payments, which can slow the progress of financial inclusion and innovation. In the worst case, cyber incidents could even have national economic implications (consider if a major bank's systems were disrupted for an extended period, many consumers and businesses would be unable to transact). Thus, poor data security not only harms individual privacy but can erode societal trust in the financial system.</p>	<p><b>Risk</b></p> <p>Cybersecurity and data privacy are among the most direct financial risks for banks today. A significant data breach can result in high costs. Regulatory penalties can be very steep. Beyond fines, a bank would likely face lawsuits from affected customers and have to invest heavily in remediation if a breach occurred. There's also a massive reputation and trust risk.</p> <p><b>Opportunity</b></p> <p>CIB's commitment to strong data security and privacy can be a market differentiator. In an era of frequent cyber attacks, consumers gravitate towards institutions with a reputation for security. By investing in advanced cybersecurity, CIB reduces the likelihood of costly incidents (protecting its financial performance from those tail risks) and can potentially negotiate lower cyber insurance premiums. Moreover, demonstrating excellence in data protection can strengthen regulator and partner relationships, enabling CIB to engage in digital innovations (such as open banking or fintech collaborations) with more ease. Trust is a currency in banking; by safeguarding data diligently, CIB builds deeper trust – which translates into customer loyalty, sustained usage of digital channels, and willingness of clients to share data for personalized services (knowing it will be protected). All of these factors support CIB's ongoing growth and stability in the digital age.</p>

# Limited Assurance Statement

## Introduction and Objectives of the Engagement

Masader Environmental and Energy Services S.A.E (the 'Assurance Provider') has been engaged by Commercial International Bank Egypt (CIB) (the 'Reporting Organization') to provide Moderate Assurance Type 1 (the 'Assurance') regarding adherence to the AA1000AS v3 (2020) over the CIB's 2024 Environmental, Social, Governance, and Data and Digitisation (ESGDD) Annual Report (the 'Report').

## Scope, Subject Matter and Limitations

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

- CIB's ESG Management
- Stakeholder Engagement
- Materiality Assessment
- Ecological Footprint Assessment

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

- Verifying the data or information provided by CIB stated in the Introduction section, CIB's Top Management Letters.
- Appropriateness of definitions and any internal reporting criteria adopted by CIB for its disclosures.
- Appropriateness of any new commitments and objectives established and communicated by CIB.
- Content of external websites or documents linked from the Report and CIB.

### We have not been engaged to:

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

## Intended Users

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

## Reporting Criteria

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

## Responsibilities of the Reporting Organization

The provision of the Selected Information in the Report is the sole responsibility of the Management of CIB. The Reporting Organization is responsible for preparing the Report in line with the reporting criteria and in accordance with the GRI 2021 Universal Standards and for calculating the selected KPIs in accordance with CIB's "Basis of Reporting".

## Responsibilities of the Assurance Provider

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

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

## Methodology

To form our conclusion, we undertook the following procedures:

- Interviewed management and other persons responsible for the Reporting Organization's ESG performance to assess the application of the GRI 2021 Universal Standards in the preparation of the Report;
- Analyzed and assessed the key structures, processes, procedures and controls relating to the preparation of the Report;
- Evaluated whether the management approach for the material topics presented in the Report is consistent with the overall sustainability management and performance at CIB;
- Assessed the completeness and accuracy of the ESG reporting frameworks' content indexes concerning the disclosures and their omissions;
- Interviewed management and data owners regarding the process of identification, data collection, consolidation and reporting for the selected KPIs;
- Reviewed and evaluated CIB's GHG Metrics for the selected KPIs against the actual calculation performed to support the figures disclosed in the Report;
- Reviewed the selected KPIs to CIB's internal calculations and supporting documentation;
- Compared the content of the Report against the findings of the outlined procedures.

## Statement of Independence and Impartiality

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

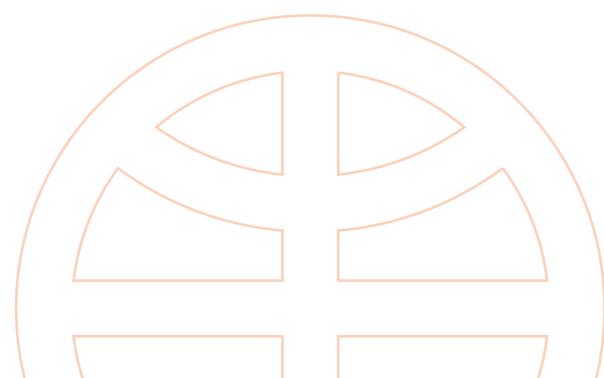
## Statement of Competence

Masader Environmental and Energy Services S.A.E is an AA1000AS v3- Licensed Assurance Provider as per the license agreement (ID: 000-882) with Accountability AA1000 CIC. The assurance team has extensive experience in the assurance of ESG data, systems, and procedures.

## Recommendations

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

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



## Conclusion

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

<b>Inclusivity</b>	The Reporting Organization has provided evidence of the inclusivity regarding its stakeholder relations, including understanding and representation of stakeholder interests in the Report.
<b>Materiality</b>	The Reporting Organization has described its material topics and the materiality assessment process. Based on the conducted engagement, we believe the material topics accurately reflect the Reporting Organization's ESG impacts and disclosures. The disclosures presented in the Report have been organized to present performance on each material topic. The Report would benefit from a more straightforward representation of the connection between the Reporting Organization's targets and reported disclosures.
<b>Responsiveness</b>	The obtained evidence has been sufficient to conclude that the Reporting Organization is responsive to the issues raised by its stakeholder groups by collecting regular feedback via tailored communication channels and appropriate procedures to handle grievances, feedback, and other types of stakeholder input.
<b>Impact</b>	The Reporting Organization has provided evidence of the applied procedures and systems to monitor and measure its impacts on the environment and actions to ensure accountability for those impacts.

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

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

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

**Dr. Abdelhamid Beshara,**

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



# Quality Assurance Statement

## To the CIB's Board of Directors'

We have been appointed by CIB to conduct ecological footprint calculations and assurance pertaining to the CIB's operational activities in Egypt for the period from 1st of January 2024 to the 31st of December 2024. The scope covered CIB's operations in its 220 branches and head offices across Egypt.

### Auditors' Independence And Quality Control

We adhere to integrity, objectivity, competence, due diligence, confidentiality, and professional behavior. We maintain a quality control system that includes policies and procedures regarding compliance with ethical requirements, professional standards, and applicable laws and regulations.

### Auditors' Responsibility

In conducting the ecological footprint calculations and assurance, we have adopted the Greenhouse Gas Protocol Guidelines, IPCC Guidelines for Greenhouse Gas Inventories, the global footprint network, the water footprint network, and finally ISO 14064-3:2019 Specification with guidance for the verification and validation of greenhouse gas statements as meeting the requirements of ISO 14064-2018.

Scope 1 (Direct Emissions): **4,577 metric tons carbon dioxide equivalent (mtCO<sub>2</sub>e)**

Scope 2 (Indirect Emissions): **29,110 mtCO<sub>2</sub>e**

Scope 3: (Indirect Emissions: C1, C3, C4, C5, C6, C7): **35,445 mtCO<sub>2</sub>e**

Total Emissions: **69,131 mtCO<sub>2</sub>e**

It is our responsibility to express a conclusion about the quality and completeness of the primary data collected/provided by CIB. We have performed the following quality assurance/ quality control tasks:

- Several rounds of data requests were performed whenever the information received was not clear;

- All data presented in this report were provided by the reporting entity and revised and completed by our technical teams;
- For data outliers, meetings were held to investigate the accuracy of the data and new data was provided when requested;
- Any gaps, exclusions and/or assumptions have been clearly stated in the report.

## Conclusion

Based on the aforementioned procedures, nothing has come to our attention that would cause us to believe that CIB's raw data used in the ecological footprint calculations have not been thoroughly collected, verified and truly represent CIB's resource consumption in the reporting period related to all categories/aspects identified in this report. We do not assume and will not accept responsibility to anyone other than CIB for the provided assurance and conclusion.

**Dr. Abdelhamid Beshara, Founder and Chief Executive Officer**



MASADER, ENVIRONMENTAL & ENERGY SERVICES S.A.E CAIRO,  
COMMERCIAL INTERNATIONAL BANK | ECOLOGICAL FOOTPRINT REPORT 2024



## ABOUT MASADER

Masader is an innovative interdisciplinary consulting, design and engineering sustainability firm based in Cairo, aiming at leveraging positive impact across the MENA region and globally. It specializes in Resource Efficiency, Sustainable Management of Natural Resources and Integrated Sustainability Solutions. Since 2015, Masader has led 100+ projects across the areas of energy, environment, climate change & carbon footprint, circular economy, green building (LEED), as well as corporate sustainability strategies, reporting and certification.

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