بنك القاهرة
Banque du Caire

UN Global
Compact Report 2020 - 2021

COMMUNICATION ON PROGRESS

United Nations
Global Compact

Table Of Content

About Banque du Caire 03

Quick Highlights 04

Letter from the Chairman 06

Commitment to the Global Compact Principles 10

Human Rights 11

Labour 18

Environment 21

Anti-Corruption 25

Contact Us 29

2021 Awards

The European Awards

- Best Treasury Management Bank - Egypt
- Best Foreign Exchange Banking provider - Egypt
- Best Fixed Income Banking Provider - Egypt
- Best Liquidity Management Provider - Egypt

International Business

- Best Treasury Management Bank - Egypt
- Best Foreign Exchange Banking provider - Egypt
- Best Fixed Income Banking Provider - Egypt
- Best Liquidity Management Provider - Egypt

International Finance

- Best Foreign Exchange Bank - Egypt
- Best Global Transaction Banking - Egypt

International Business

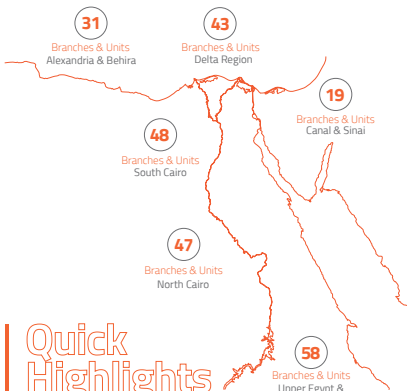
- Fastest growing Forex Bank - Egypt

About Banque du Caire

About Banque du Caire

With a successful track record of operations spanning seven decades, Banque du Caire offers its individual and corporate clients a comprehensive range of banking solutions to meet their financial goals

With a successful track record of operations spanning seven decades, Banque du Caire offers its individual and corporate clients a comprehensive range of banking solutions to meet their financial goals Established in 1952, Banque du Caire is one of Egypt's longest-standing banks, with multiple awards under its belt for its full range of services and products across the corporate and retail segments. The bank has grown to become a leader in the Egyptian banking market by capitalizing on its expansive network across the country, talented individuals, and deep knowledge of the local and regional banking sector. Banque du Caire is a pioneer in the banking industry, having spurred the institutionalization of microfinance across banks in order to promote financial inclusion, community development, and entrepreneurial empowerment. The bank has played an integral role in the country's economic growth since its establishment, having extended financing to corporations across key sectors of the economy. As the bank has grown and evolved to meet dynamic market needs, it has adapted its service offering accordingly. Further to its leading products and services, the bank launched a corporate leasing venture in 2018, Cairo Leasing Corporation (CLC), which has grown to become a leader in Egypt's leasing sector. Banque du Caire also offers access to COMESA markets through Cairo International Bank, its Ugandan subsidiary. With a network spanning 246 branches, including a brand new digital branch, and 1452 ATMs across Egypt, the bank has an expansive and rapidly growing network, serving more than three million clients, including leading corporations, high-net-worth individuals, and retail clients. The bank offers some of the Egyptian market's leading banking products and services. The bank has sought to reposition itself as the bank of choice for all stakeholders through an overhaul of its service offerings, including expanded digital products, upgraded systems and infrastructure, and revamped governance frameworks, in line with global standards.



Quick Highlights

Region	Branches	FX Offices	Work Permit Offices	Total
North Cairo	42	4	1	47
South Cairo	45	1	2	48
Alexandria & Behira	27	2	3	31
Delta	39	0	4	43
Canal & Sinai	19	0	0	19
Upper Egypt and Red Sea	51	2	5	58
Total	223	9	14	246

Letter from the Chairman

Letter from the Chairman

I proudly present our latest Communication on Progress (CoP). Covering a diverse variety of material topics that signify the powerful position Banque du Caire has taken to enhance its position as changemakers and a pillar of economic change within the Egyptian socio-economic ecosystem. The United Nations Global Compact four principles (Human Rights, Labour, Environment and Anti-Corruption) are the key measurements used to assess our performance throughout 2021, yet another year that continued to test the global community and its perseverance.

Since its foundation in 1952, Banque du Caire has continued to play an integral role in the lives of millions of Egyptians. Since then, times has changed, and we continued to change and adapt to redefine ourselves through the various stages of transformation we have gone through. Utilizing the latest of what technology has to offer, we develop our infrastructure, modernize our capacity building and create new opportunities for growth, all while maintaining the same level of dedication to our customers and to Egypt as a whole.

Throughout 2021, the global community faced a multitude of challenges that forced all of us to rethink our priorities and how we operate, how our footprint affects those around us.

Our commitment toward Egypt 2030 remain strong and we are continuously working on reaching our key target goals annually. Our work is in alignment with the highest levels of international industry goals and in compliance with the industry's professional standards. Linking our business models with our sustainability goals remains a key priority for Banque du Caire, helping us reach the United Nation's Sustainable Development Goals (SDGs).

Through this report, we want to present the highlights of our various projects and initiatives that have taken place throughout 2021 reflecting our commitment to the UNGC's goals and how Banque du Caire continues to break barriers in our mission to help create a better future for the generations to come. Whether it is through our initiatives internally and how we develop our organization, or externally through our community projects.

Tarek Fayed
Chairman & CEO of Banque du Caire

COMMUNICATION
ON PROGRESS

BdC commitment to the 10 UN principles

BdC commitment to the 10 UN principles:

Annually, Banque du Caire strives to put in place an effective Corporate Social Responsibility plan aligning it with our business and sustainability goals. Determined to empower the Green Economy, management continues to push for change in that department. As per our strategy, under the umbrella of the bGreen initiative, a massive undertaking to align the Banque du Caire Brand with Egypt's 2030 SDGs agenda. Work has been accomplished to create a more sustainable environment in-house or providing more sustainable products through a greener framework, Banque du Caire continues to work on establishing a new model that reflects management's goals in that regard.
BdC strives to raise awareness and promote a sustainable environment where the 10 principles become a universal belief, essentially making Banque du Caire an example of leadership.

BdC strives to raise awareness and promote a sustainable environment where the 10 principles become a universal belief, essentially making Banque du Caire an example of leadership.

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: Make sure that they are not complicit in human rights abuses.

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: The elimination of all forms of forced and compulsory labour

Principle 5: The effective abolition of child labour;

Principle 6: The elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges

Principle 8: Undertake initiatives to promote greater environmental responsibility

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Anti- Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

بنك القاهرة
Banque du Caire
VOLUNTEER
Human Rights
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights
Principle 2: Make sure that they are not complicit in human rights abuses.

Human Rights

There is no doubt that Banque du Caire's employees play an integral role in the development of the Bank. The bank takes all the necessary measures to protect employee rights and freedom whilst ensuring employees' safety, health and welfare. The ongoing CSR initiatives extends its support to human rights towards the society through continuous social responsibility initiatives aiming at providing a better life to the people of Egypt.

A) Our employees

a. Hours, wages and Leave

- BdC provides monthly wages for employees with an annual profit share and salary increase as an incentive and appreciation for their hard work throughout the year.
- The bank has developed fringe benefit programs introducing different types of allowances to suit BDC employees' needs (Example: medical and life insurance, pension program, special rates on bank products, etc..), in addition to developing competitive compensation and benefits for employees in return for their contribution to the bank
- Working hours are set as per the Egyptian Labour Law where the workweek is limited to 40 hours and overtime is infrequent and remunerated.
- BdC complies with the Egyptian Labour Law to ensure that all employees are paid holiday leave, sick leave, and maternity leave for females.

The bank ensures that all employees have an official employment status.

b. Fair treatment

- BdC condemns all types of workplace harassment (e.g. physical, verbal, sexual, and psychological). The bank has an HR committee designated for receiving all types of employees' grievances & complaints, which investigates each case and takes the necessary actions accordingly as per

the bank's regulations.
- BdC respects the privacy of its employees whenever it gathers private information or monitors the workplace

c. Employees wellbeing

- Banque du Caire provides healthy working environment for staff wellbeing and productivity; all buildings are daily monitored in terms of suitable temperature and air conditioning, ventilation, electricity & lighting, sanitary facilities, cleanliness with access to clean food and drinking water. Maintenance companies to ensure they are safe and working efficiently regularly monitor all devices and equipment.
- Smoking is prohibited inside offices and corridors to provide healthy working environment with certain designated places for smoking; smoke detectors are set up in all offices throughout the bank's branches and units. Frequent email circulars regarding the non-smoking regulations were sent to staff backed by monitoring measures taking place to ensure the non-smoking regulations are enacted.
- Employees and their dependents are provided with free & discounted medical services with access to a wide variety of hospitals, clinics and medicines in various medical specialties. The bank continuously works on developing the medical services provided to the staff by updating the medical network on an ongoing basis and working on the simplification of procedures in order to provide the best possible services for BdC employees and their families; expanded the medical network across the whole country.
- The bank has collaborated with medical centers providing assistive devices for the employees with disabilities.
- There is current work on an advanced wellbeing program for 2021

d. Employees safety

Banque du Caire has always been taking care of all necessary measures and procedures needed to ensure employee, customer and visitor safety when visiting our buildings and branches nationwide. The necessary arrangements and procedures have bene put in place to respond to any issues.

- Protective Equipment are readily available in all the bank's 246 branches and units spread nationwide; fire alarm systems, first aid kits, fire extinguishers and hoses, anti-theft and security systems, cameras, etc. In 2021, all branches were transformed to meet the conditions at hand.

- Regular monitoring by the Security team is held throughout the bank's branches to ensure the security equipment are available and working efficiently while fixing any problems that are detected. In addition, monitoring rooms are working 24/7 to detect any security related incidents and act immediately
- Regular security training, sessions and workshops are provided to the security personnel and guards; in 2021, technical and practical security training courses have continued to security personnel from all the bank's branches nationwide.
- The training involved assessments to measure what people learned, monitor the best performers, and conduct open discussions with the security management regarding the security personnel complaints or & problems they face and fix them.
- Trial Evacuation Awareness campaigns were conducted targeting all staff members including the security team regarding their roles and instructions to be considered to safely evacuate the bank's buildings during an emergency. The trial fire evacuation is undertaken on an annual basis at the bank's head office building, in addition to a bi-annual trial fire evacuation that is held in all branches. The concerned departments evaluate any concerns that arise during the fire drill and finding solutions to prevent them from happening in future monitor the evacuation process and results.
- BDC Health and Safety Committee includes members from the bank's management and staff to improve health and safety measures in the workplace. The committee meets on a monthly-basis and works closely with the bank's concerned departments to regularly monitor the workplace to ensure health, and safety arrangements are made available in line with the international standards.

e. Employees' performance and motivation

Banque du Caire takes all the necessary measures and arrangements to provide a safe environment for its employees, customers and visitors all over its branches and buildings spread nationwide in order to prevent any accidents or emergencies from happening and to be able to respond

- Banque du Caire's Core Values aims to guide all staff members through a positive and successful conduct internally and externally guided by the bank's vision, culture and values.
- BdC provides best in class training programs to enhance employees' skills and performance and meet the bank's strategic objectives; specialized technical training as well as interpersonal skills training courses are provided to help employees develop their personal experiences and improve their work productivity. Throughout 2021, E-learning has become a priority, providing over 6820 employees with a revamped and more wholesome training experience.

- A performance management system was developed applying the latest global standards in employee performance measurement; a balanced scorecard system has been developed aligning individual goals, teamwork, and the objectives of the department / branch of each employee in order to end up achieving BDC's strategic objectives.

- Detailed user guides and video demonstration materials are availed to all employees and managers in order to efficiently apply a balanced scorecard system that has been developed with latest global standards in employee performance management.

B. Our Community

Corporate Social Responsibility is at the forefront of the bank's priorities, and we are always keen to take into account the social dimension in all policies and procedures that we adopt. Banque du Caire's business strategy in the field of community work is based on several pillars related to the economic empowerment of various segments of society. This includes Egypt's youth and breadwinning women in various governorates of the Republic, with special interest in Upper Egypt, accounting for a large majority of these initiatives.

a. Job creation and professional development

As a believer in equity and inclusion, we have incorporated an integrated approach to cultivating a more inclusive environment. To complement our wide range of products and services, we implement initiatives to simultaneously achieve these aims. We seek to ensure that no one is excluded from basic financial capabilities and skills. We place a priority on empowering women and youth. Our initiatives include the completion of the second phase of the skills development project in cooperation with the Nidaa Foundation, the microfinance loan project in cooperation with the Orman Foundation to finance 2000 small projects for the groups of youth and women in the form of loans. In addition to sponsoring and supporting traditional crafts in cooperation with the Small and Medium Enterprises Development Authority through sponsoring the Bazaar Exhibition and Turathna Exhibition. Through collaborations with

the Ministry of Youth and Sports, initiatives such as Daragtak Sehetak was started to help foster a healthier community. Also, we sponsored the Orphan's day ceremony. A 5 years mega project with Azza Fahmy Academy to train people on heritage handcrafts.

b. Support to the medical sector

Egypt's health sector has been going through a modernization phase to help provide medical service of the highest standards to those in need, and BdC was in support of every initiative. BdC proudly stands side-by-side by all stakeholders.

A large portion of BdC's CSR budget is spent on health initiatives. This was accomplished through equipping private and public hospitals with the needed equipment, raising the capacity of hospitals, and aiding them in providing quality treatment for their patients. These hospitals include Al Qasr Al Einy, Banha and Mansoura University Hospital and Ayady Al Mostaqbal Hospital for Cancer by developing their facilities and equipping them with medical devices. The bank also donated to multiple large-scale entities that include Ahl Masr Hospital for burn victims. Additionally, in partnership with the Magdi Yaacoub Heart Foundation, BdC established the Cardiology whole extension including 31 patient rooms and a nursing area to provide care for patients, the latest specialized medical tools and devices have been provided, including follow-up monitors and cardiac care equipment, in order to provide the highest medical standards and care for patients. At 57357 children's cancer treatment hospital, BdC's role didn't only stop at the pathology unit, but we were keen to support in establishing the ART MEDICAL Center. Egypt Air Hospital- we donated with Gulf Cars to transfer the patients internally, Al Nas Hospital- operations for around 100 cases, Women were among the categories provided with special attention to ensure that their health is well kept. Among the health initiatives dedicated to women is the financial support provided to Baheya for Breast Cancer Hospital- Zayed through donating for special programs for women and the 100M EGP donation to build the hospital that serves half a million women yearly and the Red Crescent Foundation.

Other initiatives include organizing medical convoys to perform eye operations in cooperation with Rotary Egypt, the treatment of primary care cases in cooperation with the Orman Association.

c. Education

At BdC, we understand that education is the main tool for success. We believe that if individuals have access to quality education at their early years of life, they will acquire the needed skills and knowledge to

lead a bright future. Our support to the educational sector has been imperative for its growth and development. We proudly sponsored outstanding students at Nile University, the Arab Academy for Science and Technology, King Salman International Universities, Zweil University, El Alamein International University, El Galala University and New Mansoura University; In collaboration with Misr El-kheir, a scholarship for an outstanding student was provided to encourage their continuous success.

d. Sustainable Cities

Sustainable cities projects in 4 ultra-poor villages with Sonaa El Kheir over 2000 beneficiaries.

e. Community Development

Contribution to national development has never been more important, and so Banque du Caire donated to various funds such as Tahya Masr and Osar el Shohadaa. Another initiative we are proud of was donating apartments to those in need.

On the cultural preservation front, we support the I Speak Arabic initiative to help support Egyptian identity to Egypt's diaspora abroad in collaboration with the Ministry of Immigration. As well as we worked with the University of Fine Arts on the sustainable development awareness campaign.

بنك القاهرة
Banque du Caire

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: The elimination of all forms of forced and compulsory labour

Principle 5: The effective abolition of child labour;

Principle 6: The elimination of discrimination in respect of employment and occupation.

Labour

Banque du Caire is governed by rules and regulations that are in line with the Egyptian labor laws

a. Freedom of association: Banque du Caire recognizes the rights of its staff to freedom of association and to bargain collectively

BdC Employees Association: it is comprised of BdC staff members from different job levels representing the interests and needs of employees, discussing them in regular meetings with the top management and engaging in highlighting and/or proposing solutions and benefits to be provided for the staff. It aims at continuously offering the best for BdC employees and protecting their rights through taking part and providing their views in the top management meetings related to: promotions, appraisals, wages, hiring of employees, contracts, profits, etc. In addition, it participates in organizing social and sports activities for the staff.

b. Complaints, grievances and personnel system

It is handled through a committee of staff members nominated from different sectors and departments in the bank and works under the supervision of the HR management. The committee investigates and studies staff complaints and grievances to reach proper solutions to fix them and overcome any recurrences.

c. Forced labour

The bank takes all necessary measures to ensure that it does not participate in any form of forced labour with respect to recruitment, wages, leave, working hours, as it complies with the Egyptian labour law.

d. Child labour

BdC complies with minimum age standards; no child labour. Contractors working on the bank's buildings construction are prohibited from using child labour. In case a contractor uses child labour within its workers, the bank warns them in an official letter for the first time, if the contractor does not respond to the bank's warning, the contract is terminated.

e. Non-discrimination

The bank ensures that employment-related decisions are based on relevant and objective criteria. According to the Egyptian Labour Law, employees with disabilities represent 5% of the bank's staff.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges

Principle 8: Undertake initiatives to promote greater environmental responsibility

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Environment

Banque du Caire recognizes the importance of the surrounding environment and the urgency of keeping it safe. This is done meticulously by using the precautionary approach and the environmentally friendly technologies.

A. Devices and equipment

All devices and equipment are assessed carefully before purchases to ensure that they are economical and using lowest emissions. Banque du Caire continues to implement its dedicated strategy to powering the datacenter with the latest technology machines that reduce energy consumption to align with our "going green" mission. Behind the use of the newest and most efficient technology is an automated system that archives documents and reduces the print of paper work. Meanwhile, we successfully got rid of the hard disks in an eco-friendly way to protect the environment. The bank remains to do business with specialized suppliers of ink cartridge printers to help recycling the empty cartridges. It has become clear that electronic waste is a huge issue, to combat it, execution and recycling of electronics and expired ink cartridges is effectively conducted through the specialized suppliers according to safety measures and regulations to protect the environment. While setting up all employees' computers and laptops, we ensure that power saving mode is activated by automatically turning off the display after 5 minutes, reducing energy consumption.

B. Paper consumption

We continue our digital transition of our processes and products while adhering to environmentally sustainable practices as part of our ongoing digitization initiative, preserving paper consumption. All bank departments are required to use double-sided printing as part of our paper saving goal.

C. BdC branches and buildings

Banque du Caire takes the necessary measures to ensure its branches are designed in line with national and international standards through the below:

Building infrastructure

The bank's main building is equipped with double-glassed windows to absorb heat coming from outside the building preventing it from negatively affecting the central air conditioning system inside. In addition, the branches' facades are designed with thermal control to save energy consumed by air conditioners and provide suitable temperature.

- The bank has designed and developed a complete eco-friendly branch in Siwa where all the materials used are environmentally friendly and in line with the international standards.
- Technical studies to use solar energy in the bank's head office building are underway aiming at saving energy consumption and costs.
- Eco-friendly plumbing systems are used in the bank's buildings to save water and energy, provide clean water and decrease chemical effects.

Reporting

Banque du Caire takes all necessary measures that are in line with the United Nations standards. Putting BdC in a leadership position among Egypt's banks in applying these practices within the industry. All while integrating the sustainability model as an essential element within the bank's corporate strategy. One of the most important initiatives reflecting this level of interest is the bank's Global Reporting Initiative report. Banque du Caire's GRI and Principles for Responsible Banking reports will be available for public viewing to see how far Banque du Caire has come.

Anti-corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Anti-corruption

Banque Du Caire is committed to adapting its internal policies and practices with the national and international standards of ethical business practices. The bank has set well-developed anti-corruption principles and policies aiming at reinforcing a well-developed compliance culture commitment among the staff. The bank ensures its compliance with applicable laws, legislations and regulations including anti-corruption laws while maintaining a "Compliance Culture" among all staff members. Clear evidence is present in the bank's Code of Ethics, Whistle Blower Policy, Corporate Governance Manual, Anti-Bribery and Corruption Policy and annual reports as well as Anti-Money Laundering Policy. In addition, the bank keeps developing training programs provided for the employees in the fields of: Compliance, Anti-money laundering and Corporate Governance.

A. Code of ethics

Positive compliance culture is the main goal whereby the employees act responsibly, honestly and with integrity. BdC's code of ethics illustrates values and minimum requirements for ethical business conduct. The Code applies to dealings among colleagues as well as contacts with clients and competitors. The Code of Ethics sets out clear how employees and senior managers must behave in order to comply with applicable laws and regulations. It is understood that any and every type of corrupt behavior on the part of the employees is prohibited. They are not permitted to accept, pay or approve any types of bribes.

B. Whistleblower policy

BdC's policies for the prevention of corruption represent one of the bank's key principles. The measures taken to implement such policies encompass reporting misconduct on an employee or superior within the bank. The purpose is to have a direct and independent channel for staff to report fraud, unethical acts or malpractice, as well as non-compliance with regulations.

• All complaints are handled in strict confidence to protect the whistleblowers' identities and content of the complaints. There will be no action taken against any employee who in good faith reports a concern .

In addition taking disciplinary measures against any person who knowingly submits a false or misleading report that may reach the term of dismissal.

C. Anti-money laundering policy

It applies to all customers/staff members and sets out procedures for the reporting of suspected money laundering activities with the aim to detect and report suspicious activity including the predicate offenses to money laundering or terrorist financing. The policy defines procedures that assist compliance with legal obligations.

- AML Policy requires licensees to establish adequate system and procedures for customer for customer acceptance, customer identification and risk rating, record keeping, Transaction monitoring, Sanctions Lists, Correspondents & money services relationship, staff Anti-money laundering & CFT awareness program & training, internal and external reporting of suspicious or unusual transactions, reporting suspicion transaction and Internal control, Compliance Test & audit review.

- The Central Bank Of Egypt's legislation No.80/2002 and its amendments are designed to prevent money laundering and reflect the Financial Action Task Force (FATF) 40 recommendations. They form together with the CBE Customer due diligence regulations, the MLCU Regulations and the industry guidance, the cornerstone of Anti-Money Laundering (AML) / Combating Financing Terrorism (CFT) obligations for our bank and outline the offences and penalties for failing to comply.

D. Corporate governance

Effective corporate governance in accordance with international standards is a part of Banque du Caire's identity. It is apparently emphasized in the Governance Manual & in the responsible management and Banque Du Caire ensures its adherence with the CBE supervising requirements and in harmony with the international standards that are in agreements with the bank activity. Control of the bank through sound, clear and transparent relationships between the management, board of directors and shareholders and as well in the obviously clear authorities and responsibilities of each of them.

Governance maintains the stability and sustainability of the bank, which guides the day-to-day activities. BdC's annual Governance reports emphasize the importance of the bank's sustainability policies and goals and its strong commitment to credibility.

E. Anti-bribery and Corruption

As Banque Du Caire is keen to conduct all business with transparency, honesty and integrity and to reduce the risks that may affect the bank, whether it is reputational risk or risk related to possible fines. Therefore, the Anti-Bribery and Corruption Policy has been issued.

Policy aimed to combat bribery and corruption in Banque Du Caire ensuring that all the banks' employees, its branches, affiliated entities, as well as outsourcing companies are all complying with anti-bribery and anti-corruption laws while carrying out their duties. Policy applies to all the Bank employees including Board members, senior management, managers, officials, employees, consultants, related parties or other consultants, agents or any other person associated with the Bank or Acting on its behalf.

The policy is considered as part of the Bank's, Corporate Governance Guidelines, and Bank's Code of Ethics. This policy was issued in accordance with the Egyptian laws, Banking regulations and also Egyptian Standards for Combating Bribery ES8245.

بنك القاهرة
Banque du Caire

CONTACT US

Head Office Address : 6 Dr. Mostafa Abo Zahra st., Nasr City, Cairo.
Landline : +202 2264 6401 – +202 2264 8401
PO Box : 9022
ZIP Code : 11371
Email : helnahas@bdc.com.eg
Reem.Khamis@bdc.com.eg
Website : www.bdc.com.eg