Bank Audi

Environment Social Governance

ESG re/port 21/24

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WE SUPPORT

UN GLOBAL COMPACT

Since 2015, Bank Audi sal has been committed to the UN Global Compact corporate responsibility initiative and its principles in the areas of human rights, labour, the environment, and anti-corruption.

BUILT ON GHG PROTOCOL

ISO 26000 SOCIAL RESPONSIBILITY

In support of

WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the UN Global Compact Office

CHIEF EXECUTIVE OFFICER / LETTER

Over the past four years Lebanon has been profoundly marked by unprecedented political, economic challenges and a financial crisis described by the World Bank as one of the three "most severe crisis episodes globally, since the mid-nineteenth century." The absence of a comprehensive government reform program amid prevailing market uncertainties, has forced Lebanese banks to apply restrictive withdrawal measures, complying with the directives of the Central Bank of Lebanon. We deeply value our clients' patience during these exceptional times. Our ability to withstand these disruptions is a testament to our "resilience" and our "readiness" to emerge in the strongest position, with a clear strategic direction. To that end, we reassessed and adjusted our Group business strategy, prioritizing organizational efficiency and optimizing our geographic footprint, through the resize of our foreign entities. On the local front, Summer 2024 witnessed the nationwide launch campaign of neo, our digital bank marking a significant milestone in the evolution of Lebanon's banking sector. neo is transforming the way communities engage with financial services, through accessibility, convenience, affordability and transparency.

Under our Environmental Protection strategy, we continue to monitor our carbon footprint, with our assessments consistently recognized by the Ministry of Environment. Since Q4 2022, we have deployed energy-efficiency and solar solutions across 31 branches, supporting critical operations and reducing emissions. In 2023, these systems avoided around 1.4% of our total electricity-related GHG emissions. In 2024, production increased, as such avoiding around 2% of our electricity-related emissions. Looking ahead, we aim to advance our energy-management practices and explore solar water-heating solutions at our Headquarters, with the potential to reduce annual emissions by approximately 4%, subject to external conditions, such as the availability of government-supplied electricity, fuel supply conditions, and other unforeseen events.

Despite Lebanon's ongoing economic challenges, we have recently launched the third edition of our CSR Policy, a milestone approved by the Board of Directors. We continue to prioritize gender parity within our workforce, with women representing 45% of the employees and 12% of the Board of Directors.

I would like to express my profound gratitude to our employees, whose dedication and resilience have been invaluable, and to our shareholders for their unwavering trust. We remain committed in our ability to navigate adversities by prioritizing the well-being of our employees, providing our clients with tailor-made innovative solutions, and maintaining transparent communication with our shareholders, all of which aiming towards a sustainable future.

Sincerely,

Khalil El Debs
CEO, Bank Audi

TRIBUTE TO MR. RAYMOND AUDI

July 2022 marked a deeply sad moment for the Audi Community with the passing of our Honorary Chairman HE. Mr. Raymond Wadih Audi. As one of Bank Audi's founding members, former Chairman - General Manager, and the visionary behind the bank's commitment to social responsibility, his loss is profoundly felt.

Throughout his personal and professional journey, late Mr. Audi was endowed with courteousness, integrity and dedication to society. His demeanour and leadership were marked by wisdom, foresight, and openness, combined with a deep passion for cultural creativity. He instilled these remarkable values into our banking family, embodying a strong sense of responsibility, commitment and moral excellence.

Mr. Audi assumed chairmanship of the Bank, succeeding his late brother Georges, from 1998 until 2017, stepping down momentarily in 2008 – 2009 when he was appointed Minister of the Displaced in the Lebanese Government.

Under his leadership, Mr. Audi encouraged perseverance, productivity and a strong sense of belonging among employees, nurturing a professional family. His tenure was marked by significant growth and expansion for the Bank, locally and internationally.

Beyond his banking career, Mr. Audi was a lover of art and a great admirer of Lebanon's beautiful nature. His passions were reflected in numerous cherished landmarks, such as the Faqra village, the Soap Museum in Saida, the Villa Audi in Achrafieh and hundreds of oil paintings housed in the Bank's premises. His life was a testament to energy, achievements and ethical leadership.

We are more determined than ever to uphold the values Mr. Audi championed, ensuring that our business practises remain aligned with social and environmental responsibility.

May his legacy continue to inspire us all.

CSR STRATEGIST / LETTER

REVISITING REPORTING: ALIGNING WITH THE PRESENT WITHOUT LOSING SIGHT OF THE PAST

Pausing our reporting for a few years never meant losing our grasp on key principles and best practices. However, it did alter the path we purposefully took towards current trends, where our priority issues became more challenging to uphold especially in the absence of full stakeholder consultations.

Our decision to resume reporting, despite our gap from 2021 to 2023, was intentional. While our activities were fewer, our commitment to tracking progress never wavered.

As we return to reporting, we are aligning with both global ESG (Environmental, Social, and Governance) indicators and the Global Reporting Initiative (GRI) standards. This alignment has prompted a reassessment of our approach with a renewed focus on the pillars of environment, social, and governance. It is a crucial step, particularly as we deepen our understanding of the link between investment performance and social impact, all within the broader framework of the Sustainable Development Goals (SDGs).

Investors increasingly recognize the potential for companies that prioritize social and environmental issues. The current popular belief is that those scoring high on ESG metrics—regardless of immediate financial materiality or competitive strategy—will deliver stronger shareholder returns.

However, despite numerous studies, conclusive evidence linking socially responsible initiatives with financial performance remains elusive. Yet, there's a compelling evidence that businesses addressing social and environmental issues effectively can, over time, generate significant economic impact—not just for their company, but across entire industries.

Over the past few decades, the ESG approach has evolved to become further tied to economic performance, with factors like environmental footprints, labour conditions, and governance increasingly impacting financial results. However, social sector leaders have pressured companies to advance a broad set of social causes, often without considering the economic costs. While this pressure has led to social and environmental progress, it has also strengthened the perception among some investors that certain social initiatives, apart from operational efficiencies like energy savings, can come at the expense of profitability.

As ESG assessments, sustainability reporting, and guidelines (such as those from GRI) grow more rigorous, companies are held to higher standards for their social impacts. However, the problem lies in how companies are often judged on aggregate performance across all indicators, rather than focusing on the most relevant issues to their specific businesses.

In many cases, certain ESG factors are not material to the performance of a particular business, nor do they highlight areas where the business has the greatest impact on society or its broader societal impact. For instance, a bank's carbon footprint is unlikely to have a material impact on its economic performance or affect global emissions. In contrast, unethical lending practises that create financial hardship for clients can lead to devastating social and financial consequences. Yet, ESG reporting gave banks credit for the former while overlooking the latter, partly because the voluntary and reputation-focused nature of sustainability reports tends to focus on the positive aspect.

Such broad optimistic ESG reporting can create a false sense of progress, encouraging corporate window dressing, while detracting from meaningful efforts to drive social impact in areas most relevant to the business.

Bank Audi's CSR journey, which began 15 years ago, as part of its corporate culture, is naturally rooted by its values and aligned de facto to the pledged SDGs. The path is well paved and sustainable, the journey will last beyond turmoil and challenges guaranteed by the ethics which are guiding lights beyond all connotations and their developments.

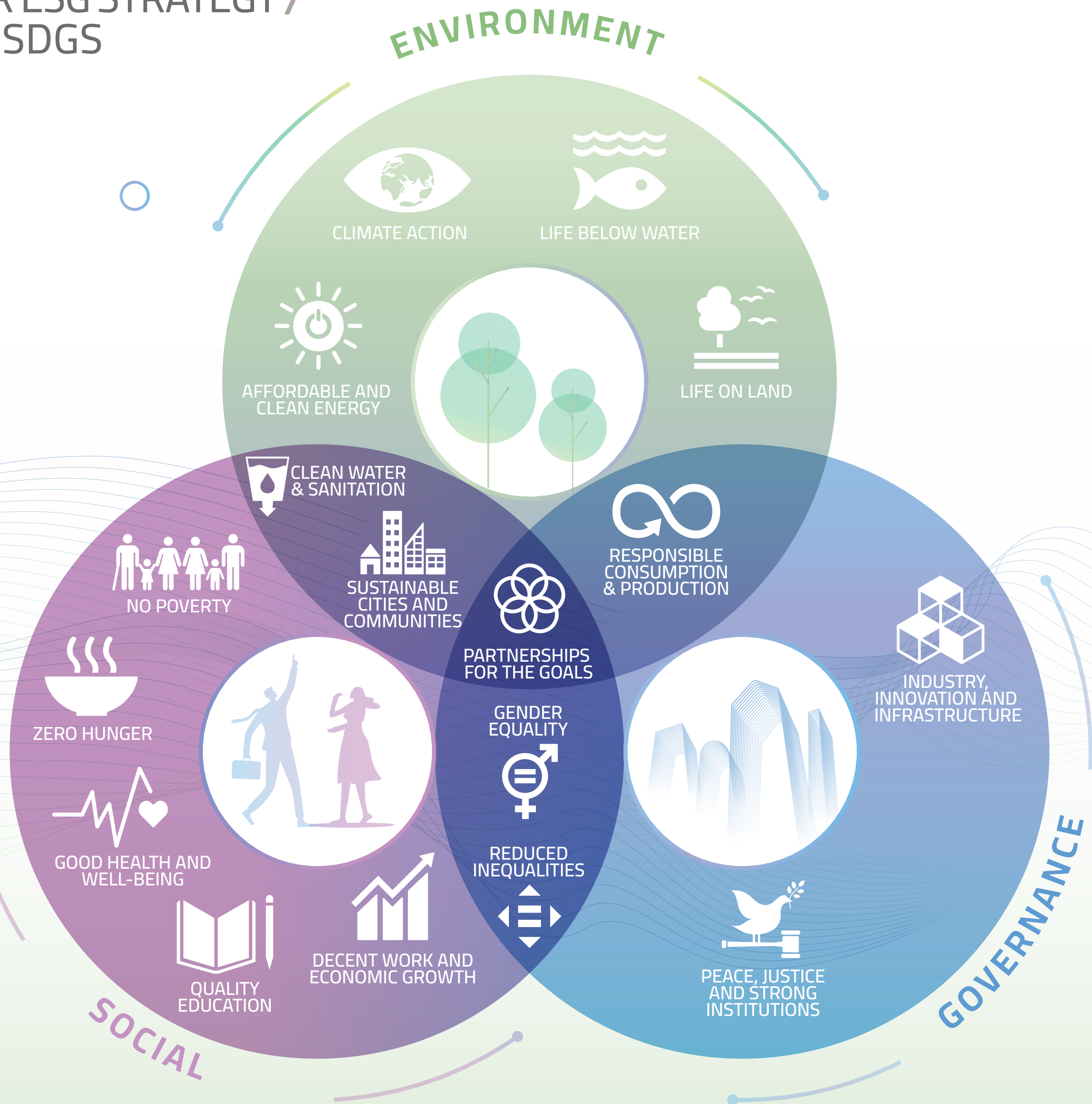
Responsibly,

Hasmig G. Khoury
CSR Strategist

THE PILLARS OF OUR ESG STRATEGY / CONNECTED WITH SDGS

Environment

- Emissions
- Effluents and waste
- Energy Consumption
- Environmental Loans
- Awareness on resources usage



Social

- Diversity, inclusion and equal opportunity
- Training and development
- External Human Development
- Health and safety
- Procurement Practices
- Innovation

Governance

- Ethical Conduct
- Compliance
- Anti-Corruption
- Human Rights
- Environmental and Social Management System

OUR ESG / MILESTONES

2010
- Forming a CSR unit

2011
- Establishing a CSR Committee

2012
- Conceiving a CSR policy
- Crafting a CSR strategy
- Piloting ISO 26000
- Devising 4 CSR pillars

2013
- Adopting GRI G4 Guidelines: Core
- Updating to 5 CSR pillars
- Furthering institutionalisation

2014
- Adopting Environmental & Social Management System (ESMS)
- Adhering to GRI: Organisational Stakeholder (OS)

2015
- Committing to the UN Global Compact
- Founding member in the UNGC National Steering Committee
- Furthering stakeholder inclusiveness
- Furthering Volunteer Program
- Initiating the Global Money Week

2016
- Pledging to 5 of the UN Sustainable Development Goals (SDG)
- Launching "My Carbon Footprint" microsite across schools nationwide
- Updating GRI: Gold Community
- Published as case study by Ivery Publishing (Canada)
- Initial signatory of Lebanon Climate Act
- GRI Standards pioneer

2017
- SME business line as empowerment to the nation's economic infrastructure
- Launching the "Let's Talk Money" quiz
- Accessibility improvements for physically disabled to ATMs and branches
- Lebanon Climate Act - Climate Change Champion
- Pledging Goal leader to SDG 8 at UN GCNL
- Engaging millennials in our Corporate Volunteer Program through "Spring"

2018
- Expanding the delivery of INJAZ "More Than Money" across Lebanon
- Initiating the Water Awareness Stewardship
- Contributing to the Voluntary SDG Country Report
- Winning the SEA Award on the "Social Impact of Financial Inclusion" project
- Partnering with EBRD Green Economy Financing Facility (GEFF) to provide USD 200 million
- Energy Ambassador Award granted by the International Beirut Energy Forum

2019
- Engaging our Spring community in corporate volunteering and need-based workshops
- Expanding the Global Money Week to reach rural areas
- Launching 16 moto ambulances for the benefit of the Civil Defense
- Empowering rural women through SME programs
- Pursuing SDG 8 as Goal Leader
- Participating in the UN Global Compact Young SDG Innovators Program (YSIP)
- Collaborating with the Ministry of Environment in the national beach cleaning campaign with 170 volunteers
- Supporting the Lebanese Ministry of Foreign Affairs and Emigrants through the Lebanese Diaspora Energy events held abroad
- Setting benchmarks in innovation through our digital platforms

2020
- Volunteering in times of need
- Committing to Women Empowerment Principles (WEP)
- Targeting Gender Equality across all levels of Management
- Reducing emissions
- Humanitarian payment solutions
- Safeguarding our human capital during COVID
- Marking Lebanon's Centenary
- Lobbying for a CSR law

2022
- Empowering youth
- Inspiring other institutions by making the case for Social Responsibility
- Board of Directors female representation reaches 25%
- Advancing on Target Gender Equality
- Pledging for International Women's Day
- Transcending our actions to our suppliers though a voluntary pledge
- Maintaining partnerships
- Updating our Risk Management Policy
- Prioritizing the health and safety of our employees
- Reducing emissions and making advances on environmental challenges

2023
- Reviewing CSR Policy to V3
- Empowering youth
- Advancing on Target Gender Equality
- Presenting case study for the UNGCNL
- Advancing on the WEP
- Celebrating International Women's Day
- Making the case for elimination of GBV
- Contributing to World Hunger Month
- Pursuing environment safe-guarding indicators
- Launch of neo Digital Bank

2024
- Empowering youth
- Pursuing internal awareness campaigns
- Innovating through digitalisation with neo Digital Bank

ABOUT / BANK AUDI

Bank Audi sal ("Bank Audi" or "the Bank") is a leading Lebanese banking group, founded in 1830 in Sidon, Southern Lebanon. In 1962, the Bank was incorporated in its present form as a private joint stock company with limited liability ("société anonyme libanaise"). Bank Audi is registered in the Beirut Commercial Registry under number 11347 and in the Lebanese list of banks under number 56. The Bank is licensed and supervised by the Central Bank of Lebanon.

The initial shareholders of the Bank were members of the Audi family, together with Kuwaiti investors. Today, the shareholder base comprises holders of common shares and global depositary receipts (representing common shares), including individual investors, institutional investors and two supranational agencies: the International Finance Corporation ("IFC"), a member of the World Bank Group, and the European Bank for Reconstruction and Development. The Bank's common shares (ordinary shares and global depositary receipts) are listed on the Beirut Stock Exchange.

Bank Audi offers diversified banking products and services covering Corporate, Commercial, Individual and Private Banking services to a multinational client base, mainly from the MENA region. In addition to its historic presence in Lebanon, Switzerland and France, the Bank has, at the date of this report, operations in Saudi Arabia, Qatar, Abu Dhabi (through a representative office) and Turkey.

The Group primarily operates in Lebanon, which has faced a severe fiscal, monetary, and economic crisis since October 2019, leading to an unprecedented recession. This situation has significantly hindered the ability of the Lebanese government and banking sector to borrow internationally. Unofficial capital controls imposed by banks have restricted foreign currency transfers, credit and cash withdrawals, further disrupting economic activity.

Since 2020, the Central Bank of Lebanon has implemented various measures to control inflation, but the ongoing crisis hampers effective recovery. Since early 2025, renewed political will and constructive engagement with the IMF have allowed Lebanon to pivot towards long-overdue economic reforms.

On 1 August 2025, Parliament ratified the long-awaited banking restructuring law- a critical milestone following the earlier amendment of the Banking Secrecy law, and a key step towards fulfilling the IMF's preconditions. We now look forward to the adoption of the Gap Framework soon. Until then, it is still difficult for banks to assess the full impact of the crisis on their financial position. The country continues to face an impaired banking sector, deteriorating infrastructure, worsening poverty, and rising unemployment. The ongoing challenges in Lebanon have further been exacerbated by the global impact of the Ukraine war, the situation in Gaza and the fighting in 2024 at Lebanon's southern border and across different Lebanese regions, which hindered any positive developments over the past years.

Given the aforementioned uncertainties, accurately estimating the crisis's impact on the Bank's financial position and forecasting future business is extremely difficult. On this backdrop, since 2020, Management focused efforts on strengthening the Group's financial stability and its ability to withstand pressures, while positioning Lebanese entities for recovery in a post-restructuring era. Priority has been given to adapt to evolving regulatory requirements, improve earnings quality, protect offshore liquidity, face the heightened non-financial risks in the absence of a Capital Control law and safeguard capital. To that end, the Bank adopted in 2020 a direction revolving around six concern pillars inherent to Asset Quality, Quality of Earnings, Liquidity & ALM, Solvency, Operations & Nonfinancial Risk, and Governance.

In parallel, Management is also assessing key strategic opportunities and challenges for the Bank in both the current environment and post-recovery period. The goal is to position the Bank to emerge from the crisis in the best possible shape, ready to resume growth and expansion once conditions improve.

Enviro/
nment

Our commitment to the environment remains a key pillar of our Corporate Social Responsibility (CSR) Policy and is closely tied to the principles of the United Nations Global Compact, with a particular focus on SDG 13, Climate Action. This commitment is embedded within our Environmental and Social Risk Management (ESRM) Policy Framework, which guides how we translate environmental objectives into concrete actions. Through this integrated approach, we work to responsibly manage and reduce our own emissions.

These efforts are consistently measured, monitored, and transparently reported as part of our annual sustainability performance, ensuring accountability and improvement.

EMISSIONS

Under the scope of Environmental Protection strategy, we continue to monitor our carbon footprint since 2012 (benchmark year) where the assessment of consumed resources has always been favourably recognised by the Ministry of Environment.

Beginning Q4 2022, we implemented energy efficiency solutions across 31 of our branches or premises, generating autonomous power resources through photovoltaic panels, grid system, and inverters. These systems provide continuous power to support security systems and ATMs, particularly during night times and weekends. Such initiatives are currently under review for energy saving, with further results to be included in our 2024 carbon footprint report.

In 2023, the system produced 219,476 KWh avoiding 142.7 metric tons of CO2 equivalent (mtCO2e), out of 8.6% of the total electricity produced from solar panels (2,540,302.4 kWh). These avoided emissions account for approximately 1.4% of our total greenhouse gas (GHG) emissions from power consumption.

The energy efficiency solutions have produced 339,106.3 KWh in 2024; avoiding 224.8 metric tons of CO2 equivalent (mtCO2e) —approximately 2% of our total GHG emissions from power consumption.

To deepen our environmental assessment, Bank Audi partnered with V4 Advisors to conduct a comprehensive GHG audit across 84 facilities in Lebanon, covering 91,257 m² and housing 1,437* employees. The audit recorded total GHG emissions of 11,262.8 $mtCO_2e$ in 2024. Emissions per employee amounted to 7.8 $mtCO_2e$, while emissions per square meter stood at 0.1 $mtCO_2e$ (or 123.4 $kgCO_2e$). Compared to 2023, total emissions increased by 10.0%, with intensity metrics rising by 10.7% ($mtCO_2e/m^2$) and 23.0% ($mtCO_2e$/employee). **The rise in intensity metrics reflects greater reliance on fuel-powered generators, driven by the ongoing shortage of government electricity supply throughout 2024.**

In 2024, scope 1 emissions remained the predominant contributor, comprising 79.6% of total emissions. These include direct sources such as owned generators, lubricant oils, and refrigerant gases. Scope 2 emissions, from electricity supplied by local utilities and shared generators used during power shortages, accounted for 16.4%. Scope 3 emissions—covering paper use, air travel, and outsourced transport—represented 4.0%.

Looking ahead, we plan to advance energy management practices by reducing avoidable energy waste and exploring the installation of solar water heaters at our Headquarters to further decarbonize our operations. Our efforts are expected to reduce our annual emissions by approximately 4%. However, this projection remains subject to external influences, such as the availability of government-supplied electricity, fuel supply conditions, and other unforeseen events.

*This figure is different than HR (later in report) due to Solifac, OJT, SOS, Expat are not assigned to physical locations.

AWARENESS ON RESOURCE USAGE

Launched in 2021, our on-going paper recycling initiative with arcenciel, alongside our broader recycling program, has yielded satisfactory results. **To date, we have recycled over 1,158 tons of paper, 40 tons of PET, cans and plastic, as well as about 11 tons of e-waste with the support of Ecoserv.** Noteworthy, our partnership with arcenciel, carries the added benefit of creating job opportunities for marginalised individuals with special needs, extending our impact beyond environmental sustainability. **Through our internal paper-recycling program alone, we saved 4,532 trees during this reporting period. Nevertheless, we recognise that further efforts are still needed to promote more responsible paper usage across all operations.**

Leveraging our environmental expertise, we contributed as a key stakeholder in a series of focus group meetings that aimed at developing sectoral visions for 2050 across six key sectors: transport, energy, circular economy, tourism, agriculture and sustainable finance. These meetings were part of the "learning by doing project", funded by the international climate initiative (IKI) of Germany and organised by IndyACT, in 2023.

Additionally, in 2022, we participated in the UNGC Global Pilot Climate Ambition Accelerator Program through an awareness campaign on television, featuring information on saving energy, engine efficiency and practical environmental protection tips.

Among other notable initiatives, we continue to donate used furniture to NGOs, ensuring that our efforts contribute not only to environmental sustainability but also to social good.

CERTIFICATE OF ACKNOWLEDGEMENT

THE MINISTRY OF ENVIRONMENT

RECOGNIZES BANQUE AUDI

FOR REPORTING GREENHOUSE GAS EMISSIONS

FOR THE YEAR 2022

MINISTER OF ENVIRONMENT
NASSER YASSIN, PHD

CERTIFICATE OF ACKNOWLEDGEMENT

THE MINISTRY OF ENVIRONMENT

RECOGNIZES BANK AUDI

FOR REPORTING GREENHOUSE GAS EMISSIONS

FOR THE YEAR 2023

MINISTER OF ENVIRONMENT
NASSER YASSIN, PHD

CERTIFICATE OF ACKNOWLEDGEMENT

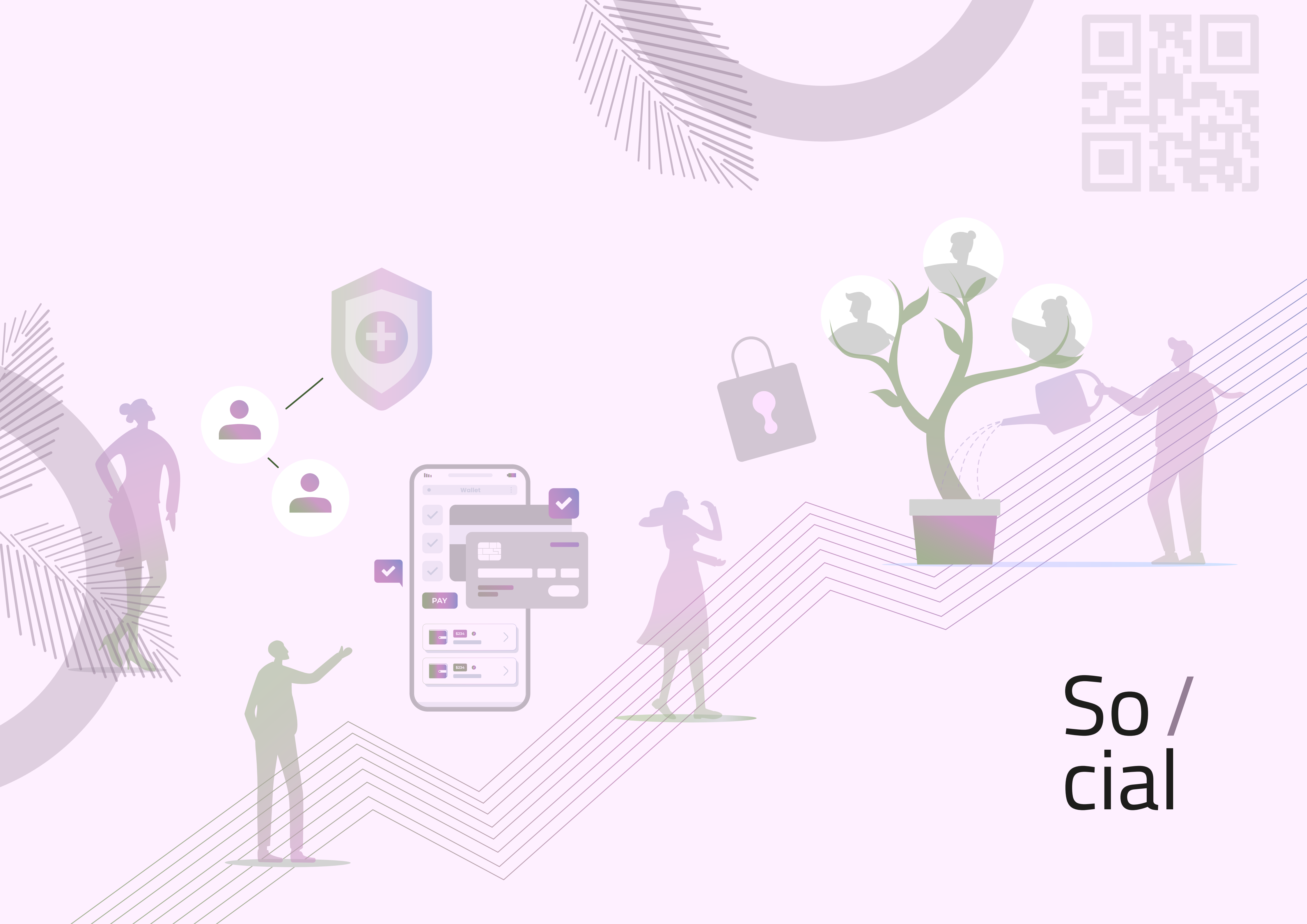
THE MINISTRY OF ENVIRONMENT

RECOGNIZES BANK AUDI

FOR REPORTING GREENHOUSE GAS EMISSIONS

FOR THE YEAR 2024

MINISTER OF ENVIRONMENT
TAMARA ELZEIN, PHD



So / cial

HUMAN / DEVELOPMENT

TRAINING & DEVELOPMENT

Recognizing the importance of continuous learning, we organized a special session for our staff focused on understanding earthquakes, including their origins, tectonic plates, fault lines in our region and relevant safety measures for old and new construction. This training aimed to enhance our teams' understanding of significant seismic movements.

We place strong emphasis on the training and development of our internal staff. During the reporting period, **we conducted 944 hours of training sessions, attended by 1,612 individuals, comprising 45% males and 55% females.**

Additionally, in 2023, we allocated a total of USD 51,396 to assist 23 staff members in their educational endeavours. Whereas in 2024, a total of USD 41,341 was allocated to support 12 staff members in pursuing advanced education.

EMPLOYEES BENEFITS

As part of our standard benefits package, Bank Audi offers employees a wide range of support measures that include medical insurance and coverage, work accident insurance, family allowances, marriage and childbirth allowances, child tuition and travel allowances, banking facilities, and end of service indemnities.

We also provide value-added services such as access to a lactation room, free consultations through our infirmary with on-site physician, and dental treatment facilities in collaboration with Université Saint Joseph (USJ).

Moreover, we maintain competitive and gender-balanced compensation structures. Notably, our entry-level wage, applied equally across male and female employees, stands at 3.1 times the local minimum wage.

In terms of educational support, the Bank has reviewed its contribution in the education allowance in a way to reflect the increasing tuition fees:

SCHOOLING ALLOWANCE

In 2021
12,089,188,500 LBP

In 2022
30,866,145,750 LBP

In 2023
85,764,013,000 LBP

In 2024
378,669,090,000 LBP

DIVERSITY, INCLUSION AND EQUAL OPPORTUNITY

Pursuing the introspection, **our Human Resources Department has established green fencing policies, including a whistle blowing initiative, recognised and commended by the UN Women Lebanon.** Furthermore, we are pleased to report meaningful progress in advancing gender parity across our organization, with **a workforce composition of 45% female and 55% male employees. At the leadership level, female representation on our Board of Directors is currently at 12% of women.**

Of course, we remain steadfast in our commitments to the UN Global Compact (UNGC), adhering to its Ten Business Principles and the Sustainable Development Goals (SDGs). This commitment is exemplified by our ongoing dedication to the 5 SDGs that we pledged to support in 2016.

In a similar context, the UNGCNL invited us to share our expertise on the new Communication On Progress (COP) portal positioning us as best practice speakers during a COP training session, which serves as valuable tool for tracking sustainability. The session of year 2023 attracted over 65 engaging participants from various companies in the region.

As part of our commitment to advancing sustainable development, we participated in the SDG Ambition Accelerator pilot program on a global scale where we identified the priority benchmarks to maximize our impact on the SDGs, while simultaneously creating business value and influencing our ecosystem. Our focus towards advancing include:

- Gender balance across all levels of Management (SDG 5 – Gender Equality).
- Ensure living wage for 100% of employees (SDG8 Descent Work & Economic Growth).
- Implement Science-based emissions reduction (SDG13 – Climate Action).

HUMAN CAPITAL TURNOVER

In 2021
7%
6.86% Male
8.48% Female.

In 2022
3%
3.36% Male
2.76% Female.

In 2023
7%
3.36% Male
3.88% Female.

In 2024
14%
7% Male
6% Female.

Furthermore, in alignment with our dedication to capacity building and stakeholder engagement, our colleagues voluntarily participated in the UNGC Academy, focusing on modules such as Gender Balanced Boardrooms, Target Gender Equality (TGE) and Human Rights modules, reflecting our engagement to fostering a more inclusive and responsible workplace.

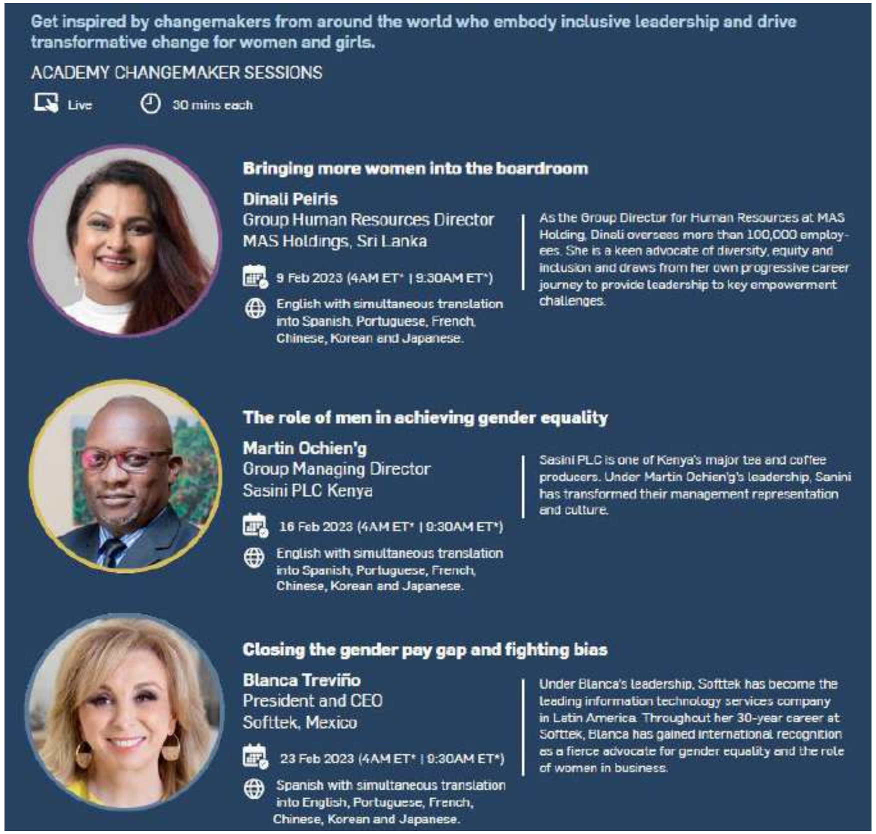
During 2022, our Human Resources team prioritized the Bank's Succession Planning Policy and Procedure, with an emphasis on enhancing inclusivity. In this context, we were invited by the UN Global Compact Network Lebanon (UNGCNL) to share our best practices and initiatives during "Target Gender Equality (TGE) Strategies for Success" at two different cohorts, spread over 2022 and 2023. These presentations showcased Bank Audi's pledge to gender equality, diversity and inclusion practices, with concrete examples of inclusive programs and policies These included equal pay schemes, talent management strategies, providing coaching/mentoring programs and employee networks. The underlying aim further reinforced our alignment to SDG 5 and the WEPs (Women Empowerment Principles).

To solidify this organizational priority, we launched a dedicated internal campaign in the week leading to International Women's Day, on March 8, 2022. Through the "Bank Audi Pledge" we committed to: promote education, training and professional development for women; upholding and supporting non-discrimination policies; implementing enterprise development, supply chain and marketing practices that empower women; and advancing equality through community initiatives and advocacy.

Of course, we maintain our commitment to the UN Global Compact (UNGC), its Ten Business Principles and the 5 SDGs we pledged towards back in 2016. Building on this, we actively engaged in the TGE ME Track, following our participation in the Global Track pilot in 2020, aiming to inspire other participants through mentoring or sharing best practices. Within that same target, we also contributed to the UN Women and ESCWA "Josour" Initiative for WEPS (Women Empowerment Principles) signatories as part of a country focus group report.

Honoring International Women's Day 2023 edition, we offered to the colleagues of our Headquarters access to 3 virtual sessions, beginning on February 10, as part of the UNGC Academy Changemaker Sessions, featuring 3 inspiring global speakers. The line-up included an HR expert from Sri Lanka, a male Managing Director from Kenya, a female CEO from Mexico, each sharing case studies on the unique value women bring to the boardroom, the role of male allies in promoting gender equality, and efforts to close the gender pay gap and fighting bias. This program, endorsed by senior management culminated on March 8, in collaboration with the Lebanese League for Women in Business (LLWB) and with the Konrad Adenauer Stifung (KAS). It featured a special in-person session of the "Women on Board" with a highlight of the latest report on women in leadership within Lebanon.

In 2023, we deepened our engagement to ending gender-based violence by participating in the global 16 days of activism campaign, initiated on November 25th, the international day for the elimination of violence against women. **Our internal "raise your voice" initiative invited colleagues to join in advocating for the prevention and elimination of violence against women and girls, aligning Bank Audi with global organizations addressing gender-based violence.** This commitment echoes the urgent global call to action on an issue that impacts an estimated 1 in 3 women worldwide.



PORTRAITS OF FEMALE / KEY POSITIONS

MRS. MARION E. ABOU-JAOUDE
Head of Marketing & Communications

Marion joined Bank Audi as Head of Branding in 2012. In 2022, she stepped up to lead the Marketing & Communications department.

“

The strength of a woman lies in her capacity to perform multitasks. When such a unique quality is combined with the will to embrace challenge within a supportive team spirit environment, success will be a guarantee not a possibility.

MRS. MARCELLE R. ATTAR
Information Technology (IT) Director – Infostructure sal

Marcelle initially joined the network management and administration over 30 years ago. She was instated Head of Infrastructure & Operations in the IT Team as of 2000 and has led the IT Team since.

“

Through your own action you set a positive example of ownership and commitment to driving change.

MRS. CAROL J. AYAT
Head of Large Corporates & Specialised Lending

Carol joined Bank Audi in 2011 for project driven leading positions. She headed the Specialized Lending Unit as of 2020.

“

As women leaders in Lebanon’s banking sector, we are not only shaping the future of the industry through stronger governance and responsible finance, but also by amplifying the voice of women in creating more inclusive and diverse workplaces. Together, these pillars are essential to fostering sustainable growth and preparing a resilient financial ecosystem for the post-restructuring era.

MRS. PEGGY S. BAZ
Head of Legal

Peggy is among the most recently hired for the position of Head of Legal since 2021.

“

In a field where breaking boundaries is a must, women in the legal profession excel at multitasking, building resilient communities and teams, proving that when they rise, we all rise.

MRS. GHINA M. DANDAN
Chief Customer Officer

Ghina joined Bank Audi in 2003 as Central Beirut Manager. Her journey pursued with the Beirut Management leading her to corporate network management and today, Chief Customer Officer within our Branches Network.

“

I believe that Women are the backbone of society. Given this fact, a woman is born with exceptional characteristics such as perseverance, devotion and resilience. These characteristics make a woman on daily basis turn every challenge into an opportunity for growth and innovation proving that success knows no gender at work place.
My motto:
- Trust yourself and your capabilities
- Keep learning to stay on top of your work
- Turn challenges into opportunities
- Never give up and stay focus
- Keep walking

MRS. GRACE E. EID
Head of Retail Banking

Grace joined Bank Audi 30 years ago as a Customer Service Officer. A few years later, she joined the group retail department and made her way to various products development. After 13 years, she led the marketing and sales team of the retail business and was promoted to the head of retail banking in 2010.

“

Women's role in society and the workplace is integral. We continuously and actively advocate women empowerment by endorsing unbiased professional opportunities, ensuring equal pay and challenging gender stereotypes in education and finance. Together, we will build a brighter future.

MRS. ELISSAR A. HALAWI
Regional Manager

Elissar also joined Bank Audi about 30 years ago as a CSO. Her career journey led her to branch network management and eventually managing branches. Elissar is currently the Regional Manager for our Beirut Network.

“

Kindness in leadership is not a weakness, but a strength that builds trust and empowers those around you.

Lead with empathy, compassion and integrity, and you will rise while lifting others alongside you.

MRS. NAYIRI H. MANOUKIAN
Chief Human Resources Officer

Our current Chief Human Resources Officer joined over 20 years ago as an auditor, switched paths a month after joining and made her way to the different aspects of HR such as compensation and benefits, and reward management, before leading the department since 2015.

“

Financial independence is the key to your existence - freedom and future.

Success comes from perseverance, purpose, and hard work—there are no shortcuts, no easy roads, only the determination to keep pushing forward.

MRS. RANA S. NASSIF

Head of Internal Audit

Rana has been with us since 2005 in the internal audit team, leading it since 2016.

“

You can be a great leader and a great mom, be wise and follow your dreams. God created us strong, believe in yourself.

MS. SANA M. SABRA

Head of Investors Relations and Strategic Projects Management

Sana joined Bank Audi in 2003 as an analyst and climbed the corporate ladder to lead investor relations, as she is now our Head of Investor Relations in the Group CEO's Office.

“

Forge your unique path with passion, determination and creativity, and remember that success and true empowerment is achieved only when we uplift each other regardless of gender or any other consideration.

MRS. HILDA G. SADEK

Regional Manager

Hilda joined as a trainee over 20 years ago and shifted to CSO, branch manager, to regional manager.

“

Push yourself out of your comfort zone! It will develop your emotional resilience, adaptability and will induce further learning and growth.

INTERNAL INITIATIVES & AWARENESS CAMPAIGNS

Although the current crisis has shifted our immediate priorities, we continue to make space for awareness, inclusion, and continuous learning within the organization. Through internal awareness and initiative campaigns, we aim to keep these values present in our culture, supporting social responsibility, and environmental care, even during challenging times.

Gender-Based Violence: We participated in the global "16 Days of Activism" through internal awareness events advocating prevention and support.

Recycling Awareness: We dispatched ongoing internal communications, promoting responsible consumption and disposal practices.

World Water Day & Earth Day: Colleagues from different departments engaged in a testimonial video that endorsed water scarcity as a future challenge and proposed personal solutions for water conservation, sustainable habits, and environmental consciousness.

Road Safety: Best practices for safe commuting were promoted through internal messaging and behavioral prompts.

International Women's Day: We highlighted inspirational stories that reinforced gender equality, and shared themed content across employees' computer screens.

World NGO Day: We honored the efforts of our partners NGOs and encouraged voluntary engagement. Among these, the Lebanese Food Bank, The Lebanese Red Cross, The UNGC Network Lebanon, INJAZ Lebanon, arcenciel, l'Écoute, Oum el Nour, and the Lebanese League for Women in Business.

DIGITAL & OPERATIONAL ENHANCEMENTS

E-Attendance Application: Introduced a modern user-friendly solution to track attendance and boost workplace efficiency.

Induction Day: Welcoming sessions for new hires designed to immerse them in the Bank's values, initiatives, and ESG commitments.

Cyber Awareness: Continuous sharing of tips and educational content to support cybersecurity vigilance and protection against digital threats.

Corporate Information Security: Improved internal protocols and staff communication regarding data security.

In summer 2023, we launched an internal social media competition with the objective to reactivate our social media platforms, and to increase engagement across our online accounts. To incentivize our colleagues, we offered financial prizes to six winners.

HUMAN / RIGHTS

The Bank endorses and supports internationally recognized principles under the Universal Declaration of Human Rights, advocating for global respect for human rights and fundamental freedoms for all, without distinction of race, colour, gender, language, religion, opinion, descent, or national or ethnic origin.

We recognize the importance of human rights as a global concern. The principle of "due diligence" provides a valuable foundation for companies to incorporate respect for human rights into their operations and decision-making. In particular, the right to privacy is paramount. We acknowledge that data management practices including the collection, storage, and use of client information can significantly impact human rights. As such, we remain vigilant in minimizing potential adverse effects, ensuring ethical data stewardship and transparent governance across all functions.

SALIENT HUMAN RIGHTS ISSUES AS ASSESSED FOR 2021/22

Affected stakeholders = Employees and their dependents

- **Adequate standard of living:** measures were implemented to alleviate the impact of the devaluation of the Lebanese Lira on employees' standards of living.
- **Social security and rights to health:** in light of the National Social Security serious shortcomings, the Bank provided full medical coverage to ensure access to appropriate healthcare.
- **Safe work conditions:** in light of the economic crisis and its ramifications on the security of branch employees particularly, the bank took additional safety measures (guards, closure during difficult periods).
- **Rights to education:** given the major deterioration of employees' income, an annual review of the schooling allowance was conducted to support consistent access to quality education for the employees' children.

SAFETY

Amid regional challenges and volatile situation along Lebanon's southern borders, Bank Audi remains focused on maintaining the safety of our employees and the continuity of the banking services. Our priorities include:

1. Staff safety: we assess the situation and implement appropriate measures, advising vigilance and avoiding unnecessary risks.
2. Staff support: we are equally committed to providing assistance to those directly affected by potential escalations.
3. Uninterrupted Banking Services: Comprehensive contingency plans are in place to ensure the uninterrupted delivery of banking services, thereby supporting our community's financial needs.
4. Communication channels and Safety Updates: Communication channels remain open to deliver timely updates; ensuring employees are informed and well prepared.

In February 2023, unfounded rumours circulated on the social media, falsely attributing illegitimate activities to Bank Audi. We responded swiftly to address these inaccuracies through internal awareness emails reminding employees to exercise caution, verify information credibility, and rely on verified sources to counter misinformation effectively.

HEALTH MATTERS

Caring for our employees and their families remains a key priority. During the COVID-19 pandemic, we organized vaccination drives for our immediate community and their families, enabling 2,215 individuals to receive their doses. We also introduced ongoing health awareness sessions led by specialized physicians through our internal platform, providing guidance and personal support to employees who tested positive.

Beyond our organization, we extended our support to the healthcare institutions in their fight against COVID-19, by donating locally produced ventilators to hospitals across Lebanon, helping address equipment shortages. (8) (3)

In support of our employees health, we provided comprehensive medical and dental care at no cost to employees and their dependents. In 2022, we administered the "hemoglucotest" to 350 employees and flu vaccines to 540 staff members. In addition, we conducted various health-related awareness campaigns focusing on breast cancer, cholera and diabetes. (8) (3)

For 2023, we resumed our preventive measures with initiatives such as Body Mass Index (BMI) campaign led by a Certified Dietitian, Reiki Healer and Life Coach. This program shed the light on unhealthy daily habits and provided tips for a healthier lifestyle. Similarly, we promoted breast cancer awareness, prostate cancer alertness during the month of November, and blood sugar testing on World Diabetes Day, complemented by motivational gifts.

To mark World Health Day on April 7, we organized an internal collection of around 1,800 medicinal items, including pills, sprays, ointments, and sachets, which were delivered to the Lebanese Red Cross for fair distribution to individuals in need of essential healthcare.

EXTERNAL HUMAN DEVELOPMENT

YOUTH EMPOWERMENT & MENTORSHIP

Through our volunteer program and our long-standing partnership with Injaz Lebanon, we guide younger generations in financial literacy and career orientation, as such empowering 100 middle school students through initiatives like the SOS Youth CAN program.

Another portal for engaging other institutions, we participated in the CSR Regional Forum in 2021 which served as a platform for sharing best practises and insights. Additionally, our involvement in Berytech's IM Capital and Impact Rise Mentoring program, allowed us to provide valuable mentorship to individuals and organisations alike.

In partnership with various institutions, we supported a 2022 Military Academy pilot program initiated by the Lebanese Army, which welcomed 100 Lebanese underprivileged teenage schoolchildren, ensuring gender parity and diversity, to spend three nights at the Military Academy. This program aimed to familiarize them with the Lebanese Army and enhance their leadership capabilities through boot camps- style training sessions.

Similarly, we upheld our commitment to scholarships, hosting 87 interns within our institution. In collaboration with SOS Children's Villages and their "YouthCan!" program, we facilitated internships for 7 young individuals at partners' organisations, relevant to their career aspirations. These roles included positions such as apprentice cooks, hotel management staff, call center operators, social assistants and human resources management personnel.

Our trust in the younger generation continues to inspire us to provide internship opportunities. **In 2023, we welcomed 157 interns who gained valuable practical experience at Bank Audi. Repeated in 2024, with 240 interns, out of which 145 university students and 95 youth participants.** Similarly, we also launched the Audi Youth Summer program, a one-week training initiative designed exclusively for our staff children, aged 14-16, with 59 youths participants. Such training equipped them with essential skills for future success, focusing on financial literacy, career exploration, personal development, communication and social skills. Similar bearings are reflected by our long-standing partnership with Injaz Lebanon as we serve on the Board of Directors for more than two decades now.

On another note, we allocated part of our television airtime to support DOT (Digital Opportunity Trust), in promoting their "ChouEl7al" campaign which aimed to boost creativity and engage 496,560 youths in creating job opportunities in rural areas of North and Bekaa.

In 2024, we hosted the second edition of the Audi Youth Summer Experience, a five-day program for employees' children aged 13-16. Forty-seven participants took part in interactive sessions on Financial Literacy, Career Development, Technology, and Social Skills including topics such as money management, digital banking, public speaking, and digital marketing. The program also emphasized community engagement with a visit to AFEL (Rifaq El Dareb). This initiative continues to equip young minds with essential skills for the future.

COMMUNITY DEVELOPMENT: LOCAL COMMUNITY SUPPORT

In 2021, recognising the constraints on our financial resources, we offered key non-governmental organisations (NGOs) access to our airtime on the five national TV networks for their communication campaigns. This initiative supported six NGOs, achieving an outreach of approximately 2.7 million persons per campaign.

Internally, we provided financial and social support to 250 employees and their families in need, with particular focus on those impacted by the Beirut Port blast. Other donations are also worth noting: Sacre Coeur Hospital to keep their lights on, Internal Security Forces for the maintenance of law and order during turbulent times, and the refugee assistance program.

Among our continuous humanitarian actions is our close collaboration with the Lebanese Red Cross, in which we pursued biannual blood donations, 2022 – 33 units, 2021 – 26 units. In-kind contributions from colleagues include 73 kilograms of clothing apparel donations to the beneficiaries of FabricAid in 2022 and 54 kilograms in 2023. Similarly, 305 employees donated an amount equivalent to USD 28,724 in 2021 and 208 employees - USD 21,177 during 2022.

In 2023, we actively engaged our human capital in community initiatives during World Hunger Month. In collaboration with the Lebanese Food Bank, we provided diverse food packages to support 15 Lebanese needy families. Fourteen colleagues from our Contact Centre division volunteered at Rifaq el Dareb by cooking and serving meals to almost 300 vulnerable elderlies. By the same token, 42 employees' children participated in a similar volunteer effort at another occasion.

During the 2024 Israeli war on Lebanon, Bank Audi provided financial support to affected employees. Additionally, colleague-to-colleague support witnessed 185 clothing garments for all ages and 75 non-perishable food items, in hardship moments for southern colleagues.

Overall, and thanks to collective action of co-workers, we collected 249.5 kg of clothing apparel during 2024 which was donated to Fabricaid to be redistributed to vulnerable communities.

BLOOD DONATIONS

In 2021	In 2022	In 2024
26 units	33 units	19 units

In 2021	In 2022
305 Employees donated	208 Employees donated
28,724 USD	21,177 USD

CLOTHING APPAREL DONATIONS to the beneficiaries of FabricAid

In 2022	In 2023	In 2024
73Kg	54Kg	250Kg

LOCAL COMMUNITY DEVELOPMENT: CULTURE

As part of our commitment to reviving cultural post-COVID activities, we supported the inaugural evening of the Baalbeck International Festival 2022. This live concert, held on the steps of the Temple of Bacchus, offered audiences an opportunity to reconnect with the richness of traditional Lebanese music.

VILLA AUDI MUSEUM, ASHRAFIEH

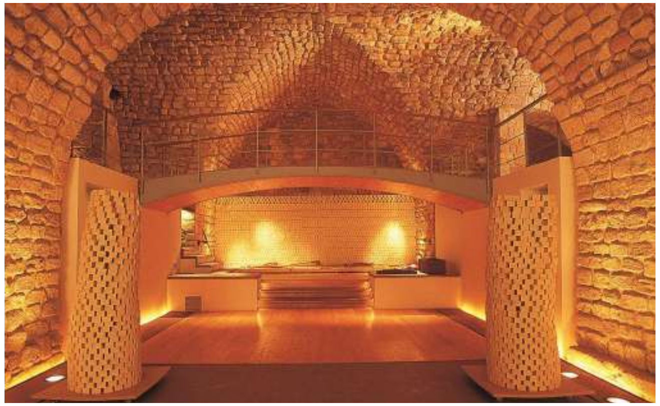
Villa Audi, a landmark cultural venue in Ashrafieh, has long been a space where creativity and community come together.

In 2024, the museum hosted "We Design Beirut" Art Exhibition, which welcomed over 10,000 visitors and offered a platform for emerging artists to share their vision with the public.

Beyond the exhibition, Villa Audi opened its doors to a variety of enriching experiences, including the book signing of "La neutralité officielle du Liban dans le cadre de la Ligue Arabe", and courses in philosophy, literature, and mythology. Each initiative is designed to inspire learning and spark creativity.

SOAP MUSEUM, SAIDA

The Soap Museum in Saida brings Lebanon's rich soap-making heritage to life, offering visitors a journey into traditional craftsmanship and cultural traditions. The museum provides a space where both locals and tourists can connect with history, learn artisanal skills, and experience the creativity and heritage of the community firsthand.



2021 — 9,839 VISITORS: 5,916 Lebanese; 3,923 Foreigners

2022 — 24,956 VISITORS: 14,084 Lebanese; 10,872 Foreigners

2023 — 24,563 VISITORS: 12,905 Lebanese; 11,658 Foreigners

2024 — 5,096 VISITORS: 3,953 Lebanese; 1,143 Foreigners

SOCIAL INITITATIVES

CELEBRATING MOTHER'S DAY WITH FUN & TEAM SPIRIT

In 2024, Bank Audi celebrated Mother's Day with a unique e-competition, bringing together mothers from across our branches and departments for a lighthearted and engaging challenge. Teams worked together to complete a series of fun and interactive tasks, fostering collaboration and joyful moments.

The celebration concluded with a special reception, where participants were honored, winners were announced, and gifts were distributed in a warm atmosphere. This initiative was a modest tribute to the strength and resilience of the mothers in our teams, recognizing their remarkable ability to lead both at work and at home.

SPORTS INITIATIVES

STEPPING INTO WELLNESS: BANK AUDI'S ANNUAL EMPLOYEE WALKATHON

The Audi Walkathon Challenge was an opportunity to embark on a personal wellness journey throughout June 2023. Personal goals were to walk or run a total distance of 100 kilometres. The essence of this challenge extended beyond achieving the distance; it emphasized personal well-being and fostered mutual support among 100 participants, encouraging them to motivate one another throughout their wellness journey. Walkathon returned in its 2nd edition in June 2024, promoting fitness and teamwork competition. Over 75 employees formed teams of four, collectively walking or running the longest distance throughout the month. To ensure fair play, each participant contributed at least 40 km, with no single runner exceeding 50% of the total team score. The initiative, tracked via a dedicated app, encouraged healthy habits and team bonding, proving that small steps lead to big strides in wellness and motivation.

CELEBRATING FOOTBALL & COMMUNITY: EURO 2024 SCREENINGS AT BANK AUDI

Bank Audi brought the hype of Euro 2024 to employees by organising match screenings for employees. Early-stage matches were aired in the Plaza auditorium, while final rounds took place in the open-air Patio garden, creating a relaxed and lively atmosphere. This modest initiative aimed to bring colleagues together and encourage a sense of unity and shared enjoyment.

ECONOMIC CONTRIBUTION

EBRD SUPPORTS TRADE IN LEBANON

In support of trade from and within Lebanon, Bank Audi is benefitting from a USD 75 million trade finance line extended under the European Bank for Reconstruction and Development's (EBRD) Trade Facilitation Program (TFP).

Through this program, Bank Audi is able to access EBRD's trade finance guarantees, which help mitigate political and commercial payment risks associated with trade transactions. The facility contributes to regional trade integration and facilitates greater access to financing for Lebanese importers and exporters, with a particular focus on supporting small and medium-sized enterprises.

Launched in 1999, the EBRD's Trade Facilitation Programme (TFP) aims to promote foreign trade across the EBRD regions. Through the Programme, the EBRD has supported over 34,000 foreign trade transactions for a total of more than €41.3 billion. Currently, over 130 issuing banks in 27 countries participate in the Programme, along with over 800 confirming banks and their subsidiaries around the world.

PROCUREMENT PRACTICES

Bank Audi has strategic partnerships with the European Bank for Development and Reconstruction (EBRD) and the International Finance Corporation (IFC), and is actively engaged with other multi-lateral agencies and export credit agencies, including the European Investment Bank (EIB), the World Bank, SANAD Fund for MSME, and the Green for Growth Fund, among others.

These programs aim to support the availability of long-term financing while helping broaden and diversify funding sources for small and medium-sized projects, especially in areas such as renewable energy and energy efficiency. Other initiatives, like the Arab Trade Financing Program, seek to facilitate trade between Arab countries and support the productivity and competitiveness of regional producers and exporters. Similarly, the Arab Investment & Export Credit Guarantee Corporation offers export credit insurance and investment guarantees to help Arab exporters expand into both regional and global markets, contributing to the growth of inter-Arab trade and exports beyond the region.

Similarly, we released in Q4 of 2021, our Supplier Code of Conduct that serves as a guiding framework for our suppliers, emphasizing responsible business conduct, ethical business and employment practices, environmental stewardship, and record-keeping standards. It references key international standards, including the UN Declaration of Human Rights, ISO 26000 Principles, GRI, UNGC, and WEP guidelines, the EBRD Sustainability Index, Social Accountability International Index, the Ethical Trading Initiative and the ILO's Declaration on Fundamental Principles and Rights at Work.

Consequently, the Code can be seen as a new pivotal milestone in our journey towards establishing a supply chain that upholds the highest standards of ethics.

HUMANITARIAN PAYMENT SOLUTIONS

In the current economic climate, we have continued to work closely with international humanitarian organizations and local NGOs, offering advice and financial solutions, designed to facilitate smooth operations for employees, partners, suppliers, and service providers, while safeguarding the fresh funds and donor trust.

Building on a dedicated humanitarian payment model, Bank Audi works alongside NGOs to help deliver Cash Assistance Programs that aim to preserve the purchasing power of beneficiaries. The model offers:

- Secure fund distribution with built-in measures to reduce the impact of devaluation.
- Safety provisions to help protect beneficiaries when accessing cash.
- A flexible approach that adapts to changing field conditions and operational realities.

EXTERNAL ACCOUNT FOR INDIVIDUALS

Payroll External account

This dedicated account enables customers to receive external transfers from abroad via our international USD correspondent banks or from other External Accounts, while ensuring the preservation of fund freshness.

Payroll Cash LBP Account

This is a current account in LBP allowing clients to benefit from unlimited cash withdrawals. Clients can use it to deposit money or exchange Fresh USD to LBP from their External Account.

Prepaid Card

Is a program that enables us to cater for NGOs beneficiaries. These cards allow the beneficiary either to withdraw cash and get access to their salaries/donations from an ATM machine or to purchase via POS/E-commerce at merchants (open loop, with a flexibility to de designed in close loop as well). The card can be issued in LBP and USD currencies following the needs of the NGOs/INGOs.

The system's backend is based on micro services that integrate with all the different agents needed in a specific solution.

This solution has a civic role since it targets the unbanked population.

Cash Over the Counter

Is a tool used to pay cash over the counter for NGO's beneficiaries, suppliers, Volunteers, partners etc. who do not hold bank accounts. We call this product Telegraphic Transfer (TT).

ACCESSIBILITY (at end 2024)

BRANCH NETWORK OPTIMIZATION AND CLIENT SERVICE CONTINUITY

In response to the severe financial crisis that has been affecting Lebanon since 2019, the bank undertook a strategic review of its operations to ensure long-term sustainability. As such, 26 branches were closed to optimize operational costs and maintain financial resilience during this challenging period.

26 BRANCHES CLOSED →

6	2	15	3
In 2021	In 2022	In 2023	In 2024

To ensure the continuity of essential banking services, 127 offsite ATMs were deployed in strategic locations to complement the streamlined branch network. This initiative allowed clients to perform transactions conveniently and securely, maintaining accessibility despite operational adjustments.

Branches

32% Rural remote areas

82% Made accessible to the disabled

ATMs

15% Rural remote areas

79% Made accessible to the disabled

40% Handicap Friendly *(Chassis were lowered)*

ATM DEPLOYMENT

-26	-7	0	26
In 2021	In 2022	In 2023	In 2024

INNOVATION

To mitigate the risk of an uncontrollable spread of the COVID-19 virus within our branch network, we implemented comprehensive safety measures, including regular sanitation of our premises. Although the pandemic significantly affected our staff, we established a contingency plan whereby our branches pursued their operations with minimal staff capacity, ensuring business continuity. Simultaneously, we streamlined our communications, encouraging clients to shift to our Alternative Delivery Channels for their urgent banking operations. This strategy resulted in a migration of clients to our Mobile Banking application, with an average of 91,000 transactions conducted monthly.

PRODUCTS AND SERVICES

Business Lines:

- Personal Banking
- Business Banking
- Private Banking
- neo – digital bank

Pursuing our commitment to demonstrate resilience during challenging times and to ensuring our readiness for the future, we expanded our digital banking technology with the launch of neo, the convenient and cost-effective banking solution for existing Bank Audi clients and future ones, through:

- Introducing neo Account, a cost-effective current account designed to offer fast and convenient services with reduced account fees.
- Launching neo App that offers premium accessibility through Digital client onboarding, personal information management, automated KYC renewal, cards management, a convenient ecosystem for payments and card-less functionalities for cash transactions.

CALL CENTER / MOBILE BANKING

DONATIONS / TOTAL DONATIONS MADE TO NGOs

299 — USD 44,205

287 — USD 23,239

98 — USD 22,559

32 — USD 6,486

MONTHLY AVERAGE NUMBER OF CALLS RECEIVED

50,141

64,846

38,353

39,817

AVERAGE NUMBER OF TRANSACTIONS/MONTH

86,461

68,281

22,698

28,936

REGISTERED USERS ON BANK AUDI MOBILE APP

109,913

115,241

96,482

87,748

AVERAGE NUMBER OF DAILY LOGINS

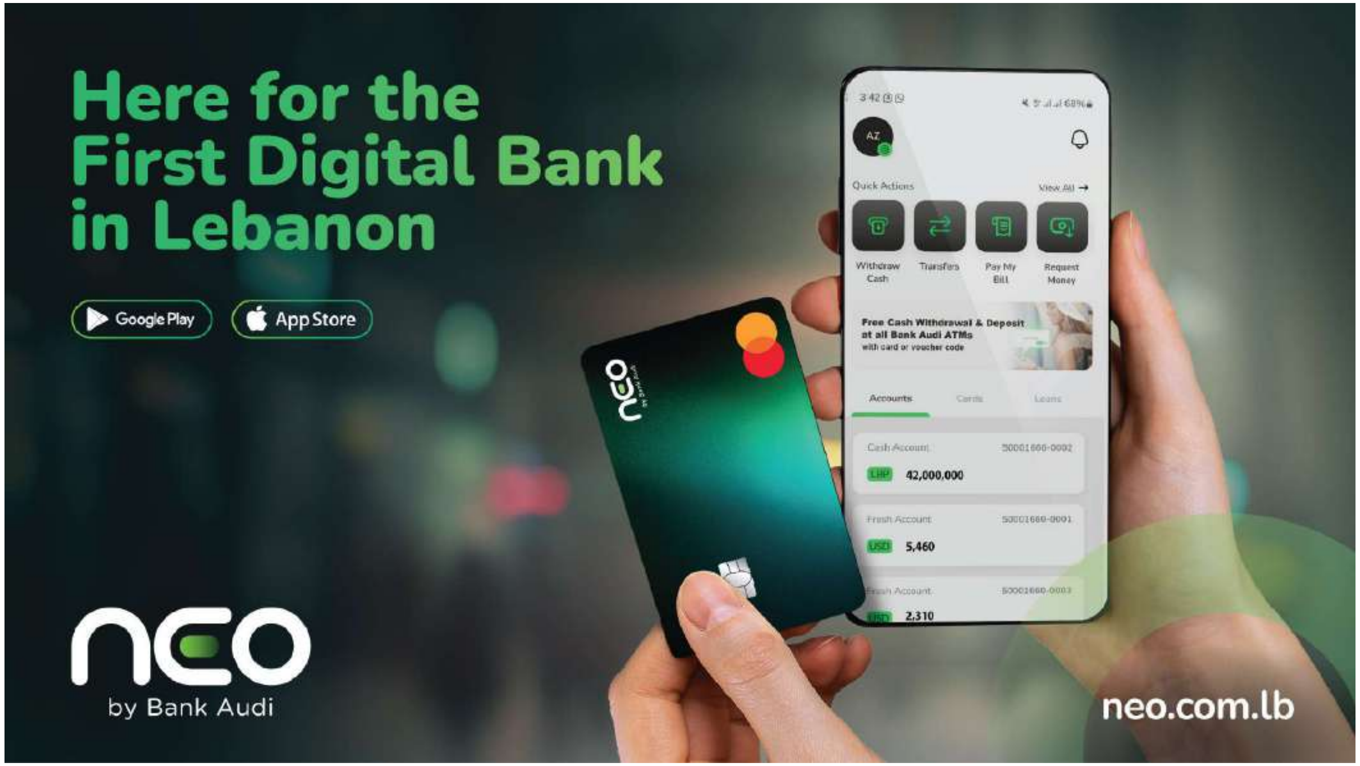
30,100

34,700

28,600

23,100

2021 2022 2023 2024



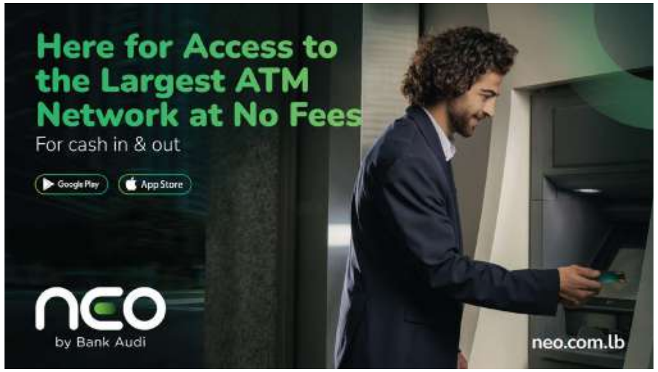
2024 marked a transformational year for Bank Audi with the official launch of neo by Bank Audi, Lebanon's first full-fledged digital bank.

A cornerstone foundation of the bank's long-term digital strategy, neo is designed to offer a seamless, cost-efficient, and fully digital banking experience, providing individuals, professionals, and businesses with innovative financial solutions.

neo customers can bank anytime and anywhere through a convenient and accessible digital ecosystem that provides:
- Digital onboarding in minutes
- Dual-currency account opening (LBP & USD) with IBAN
- Debit & credit cards issuance with home delivery Instant issuance of digital card for online purchases
- Seamless Account funding through neo-to-neo transfers via mobile number & account top up using any other local and international bank cards
- Access to 200+ ATMs across Lebanon for cash deposits & withdrawals
- Real-time FX services at low fees
- International transfers
- Cross border remittances
- Bills settlement
- Salary advances & lending solutions for payrollees
- Statement of Account issuance for visa applications

BIOMETRIC-SECURED ACCESS

neo has played a crucial role in bringing clients back into the banking sector promoting digital payments over cash, contributing to a more structured and cashless ecosystem. It offers a reliable and efficient alternative to cash transactions, promoting digital payment adoption in Lebanon, advancing financial inclusion, and helping reduce the informal use of cash in everyday transactions.



Expanding beyond individual banking, neo has introduced solutions catering to different customer segments.

neo teens provides a dedicated platform for young users (age 11 - 17 years), empowering them to take their first step towards financial independence, under parental-supervision.

Through neo teens young users can:
- Get a neo Teens card in their name to shop online, in stores locally and internationally
- Send & Receive money instantly from their parents & friends, anytime, anywhere.
- Split the Bill between their friends at restaurants, when buying a group gift, and more.
- Buy Gaming & Streaming Vouchers
- Pay with QR code in stores
- Withdraw cash from 200+ Bank Audi ATMs at zero fees.

Parents at their end are now able to:
- Fund their teens' accounts instantly
- Track their teens' spending
- Get real time notifications
- Freeze & unfreeze their teens' accounts instantly upon theft or loss of their teens's card

Meanwhile, the bank is working on introducing neo business that will offer a streamlined banking experience for freelancers, professionals, and businesses, enabling efficient payment collection and bulk disbursement solutions.

neo's growth is driven by dedicated teams across compliance, customer support, and digital operations, ensuring security, transparency, and a seamless user experience. Its secure infrastructure enables continuous enhancement and the integration of new services.

Bank Audi's combined digital-first and traditional banking channels ensure that clients can choose the model that best meets their needs.

neo is setting new standards for digital banking in Lebanon, reinforcing the bank's commitment to innovation, financial inclusion, and operational efficiency.

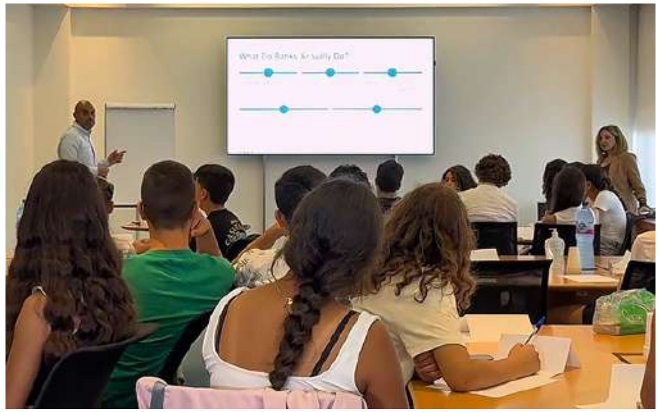
NEO WORKSHOPS

Innovation Lab Day

neo Bank empowered the next generation of fintech innovators by hosting students from various schools, giving them hands-on exposure to digital banking through brainstorming, design and pitching sessions.

Financial Literacy session

neo hosted students from various schools to introduce them to the world of digital transformation, fostering awareness and inspiring future leaders in banking innovation."



Gover /
nance

Bank Audi's governance framework alongside those of its key banking subsidiaries, is shaped by a comprehensive suite of policies, charters, and terms of reference. These documents guide the Group's oversight across essential domains including risk supervision, compliance, AML/CFT, internal audit, remuneration, evaluation, succession planning, ethics and professional conduct, budgeting, and capital management.

Clear lines of responsibility and accountability are embedded throughout the organization, maintained by a consistent supervisory structure that spans the entire Group. Effective communication channels facilitate the timely dissemination of strategic guidance from the Group Executive Committee and core leadership teams. Strategic objectives, which define the Bank's corporate values and promote high standards of professional conduct, are widely communicated to ensure alignment and incentivize ethical behavior across all operations. Bank Audi's Corporate Governance Guidelines are publicly accessible at bankaudigroup.com, reaffirming our commitment to transparency.

ETHICAL CONDUCT

Our Code of Ethics and Conduct upholds the principles of non-discrimination and the promotion of workplace free from violence and harassment. It is noteworthy that no breaches or fines have been reported in relation to these principles.

BOD COMPOSITION AT 31.12.24

Mr. Samir N. HANNA (Chairperson)
Dr. Khalil M. BITAR
Ms. Sherine R. AUDI
Mr. Mutlaq H. AL-MORISHED
Mr. Khalil I. EL DEBS
Janaudi Holding sal
U Chain – Directors Ltd.
FRH Investment Holding sal

General Assembly of shareholders convened and resolved to re-elect six out of the current eight board members for an additional one-year term. Sheikha Mariam Al Sabbah and Dr. Imad Itani had chosen not to seek another mandate.

On 16 May 2024, the Board of Directors resolved to separate the roles of Chairperson and General Manager, as now permitted by Lebanese laws and the Bank's bylaws. Pursuant to the above, Mr. Samir Hanna relinquished his managerial duties and has since been serving as a Non-Executive Chair of the Board. Concomitantly, Mr. Khalil El Debs was appointed General Manager – CEO.

On 25 July 2024, the Ordinary General Assembly of Shareholders convened and resolved to reelect three of the then serving Directors (the others having expressed their wish not to be considered for a new mandate) and five new Directors, all for a term of three years expiring on the date of convening the Annual General Assembly of Shareholders that will examine the accounts of the year 2026.

COMPLIANCE AND ANTI-CORRUPTION

The significant challenges of 2020, (notably the deep local financial, economic and political crisis and the COVID-19 pandemic) extended into the subsequent years, profoundly impacted the compliance risk landscape with notable shifts in customer behaviour, and introduced a particularly complex regulatory environment. However, 2020 played a pivotal role in shaping our decision-making in regards to new issues that emerged in 2021.

By leveraging the lessons learned from these obstacles, we were able to adopt new measures to effectively navigate and overcome these challenges.

Under the guidance of the Board of Directors and of its Compliance Committee, and in coordination with Executive Management, our Compliance function pursued the following objectives:

1. Updating our policies, programs and processes up-to-date, aligned to market and regulatory requirements, and effective in mitigating risks and preventing financial crimes.
2. Verifying the implementation of the Enterprise-Wide Compliance Program that aims at maintaining positive relationships with regulators and correspondent banks and at preventing the conduct of transactions linked to money laundering, terrorism financing, and other financial crimes.
3. Maintaining and adapting risk-based controls to identify, assess, monitor, and limit the risks of financial crimes.
4. Aligning the Bank's compliance policies and practices with the evolving regulatory environments.
5. Monitoring the evolving international sanctions environment and adopting tailored controls.
6. Engaging with the Board of Directors (through the Board Compliance & AML/CFT Committee, and other committees of the Board) by providing extensive reporting of compliance risks and developments, and follow-up on mitigating measures and actions.
7. Diligently reporting any identified suspicious activity.
8. Supporting and guiding business lines in navigating the complex regulatory environment.
9. Empowering Compliance teams and promoting a compliance culture by raising staff awareness across businesses, functions and entities on compliance matters, notably in connection with laws, regulations, sanctions and other relevant compliance standards.
10. Coordinating with the Group Executive Committee and with Senior Management for the purpose of further implementing risk-based compliance controls.
11. Continuing the cooperation and coordination with the Risk function and with the Internal Audit function to reinforce the control framework and ensure a common risk approach by the various lines of defense.
12. Maintaining and adapting risk-based controls to identify, assess, monitor, and limit the risks of financial crimes.

In pursuit of these objectives, key projects undertaken during 2021-2023 included upgrading Compliance IT systems for enhanced monitoring and filtering capabilities. We also reviewed our Risk-Based-Approach (RBA) methodology, which rates the Bank's customers based on indicators of Money Laundering and Terrorism Financing ("ML/TF") exposure. This review aimed to improve our analytical effectiveness and ensure alignment with the local and international developments in AML practices. Notably, this included (i) incorporating the rating of countries as per FATF and other reference organizations, and (ii) aligning our approach with the findings of Lebanon's recent ML/TF National Risk Assessment.

Moreover, we believe that the cooperation and coordination with the Risk and Internal Audit functions will reinforce our control framework, ensuring a common risk approach across all lines of defense. By pursing the above objectives and implementing the aforementioned and other critical enhancements, we remain confident in our ability to navigate the challenges ahead. This commitment will enable us to maintain our position as a trusted financial partner to our clients and international correspondents, while fostering the trust of our regulators.

In an effort to ensure compliance with regulatory body decisions, all employees are required to abide by the "Securities Compliance Policies" which were approved by the Board of Directors in February 2017 and subsequently updated in February 2019 and late 2022 and actively enforced in 2024. Employees were required to review the latest version in early 2023, reinforcing internal compliance and awareness.

The primary objective of these policies is to mitigate market abuse risks associated with transactions conducted by employees and insiders at Bank Audi.

RISK MANAGEMENT

In line with the Bank's Operational Risk management policy and the initiatives to enhance internal controls, we have reinforced the importance of incident reporting among all staff members. This includes directing them to essential resources such as the "User Manual", the "Procedure for Booking Operational Risk Losses", and the "Incident Categories" documents. These measures allow the Bank to foster a culture that proactively identifies risks early and adopts timely remedial actions.

REMUNERATION POLICY AND PRACTICES

1. The objective of the Policy is to establish coherent and transparent Compensation and Benefits practices in the Bank and the Group, that are consistent with the Bank's culture, business, long-term objectives, risk strategy, performance, and control environment, as well as with legal and regulatory requirements.

2. It is Bank Audi's policy to provide all employees of the Group with a comprehensive and competitive compensation package that is commensurate with each employee's position, grade and performance. Such performance is assessed on key job responsibilities, SMART business goals, and behavioural competencies. Individual compensations are also linked to the achievement of objectives and are aligned with prudent risk taking. The compensation and benefits of control functions are determined in a way that preserves their objectivity and independence.

3. The aggregate consolidated amount of compensation and benefits paid by the Bank is included in the annual budget approved by the Board and is set in a way not to affect the Group's medium and long term capacity to sustain such levels of compensation nor its financial position or its interests.

4. Core Compensation and Benefits include basic salary and performance based bonus (in addition to a number of ancillary benefits including individual and family medical coverage, education allowances, and others).

5. There is currently no outstanding stock-related compensation. And there are no compensation arrangements encompassing claw backs or deferrals of payments, save for matters resulting from applicable laws and regulations. Amounts of compensation paid annually are disclosed in accordance with the International Financial Reporting Standards and with the provisions of Article 158 of the Lebanese Code of Commerce.

The Board of Directors of Bank Audi aims at achieving the Group's long-term success through the implementation of Governance practices that promote continuity, consistency, and effectiveness in the way the Board operates and governs the Bank.

In 2023, the Board maintained a strong focus on implementing prudent and effective controls in consideration of the increased risks resulting from the ongoing fiscal and monetary crisis that has persisted since the last quarter of 2019. Additionally, the Board resumed its vital role in policy setting and strategic guidance.

Despite the impact of the ongoing crisis, and the emergence of additional pressing issues in 2023, the Bank remained committed to conducting its operations with integrity and adhering to all applicable laws and regulations.

The Board is thus satisfied that, during the period under review, it fully discharged all its responsibilities, as mapped in its yearly rolling agenda, and acted on the recommendations of its committees in a way to meet its obligations towards its shareholders and all other stakeholders. The Board is also satisfied that the Bank's Governance framework conforms to applicable directives and guidelines, and is adapted to the Bank's needs and high expectations of its stakeholders.

Bank Audi is governed by a Board of Directors consisting of up to 12 members (currently 6) elected by the General Assembly of shareholders for terms not exceeding 3 years. The responsibility of the Board is to ensure strategic direction, management supervision and adequate control of the company, with the ultimate goal of increasing the long-term value of the Bank.

Bank Audi's Corporate Governance Guidelines are accessible on the Bank's website at bankaudigroup.com.

Experts'/ corner

ENVIRONMENT

EFFLUENTS AND WASTE

Total Weight of Waste in Kg

Year	E-Waste	PET Bottles	Paper	Number of Trees Saved
2012	–	–	51,770	1,102
2013	–	–	83,192	1,414
2014	–	–	103,722	1,763
2015	403	33	146,769	2,495
2016	2,124	1,518	111,080	1,888
2017	4,000	1,005	92,600	1,574
2018	2,192	1,407	70,328 + 11,320[1]	1,196 + 192[1]
2019	760	1,397	68,429 + 32,606[1]	1,163 + 554[1]
2020	1,350	839	97,390 + 21,235[1]	1,656 + 361[1]
2021	0	167	87,227	1,483
2022	0	738	54,476	926
2023	65	818	60,000	1,020
2024	52	670	66,000	1,123
TOTAL	**10,946**	**8,593**	**1,158,144**	**19,910**

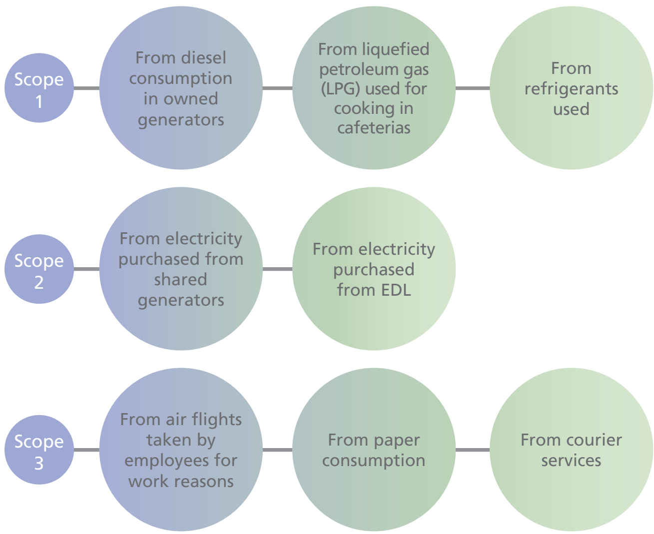
[1] *Starting 2018, a special street recycling initiative was launched, inviting the communities where our bins are located to join paper recycling efforts. The result of this is shown as a separate addition annually and calculated within our total savings and impacts.*

EMISSIONS

	2012	2017	2018	2019	2020	2021	2022	2023	2024
Total GHG emissions	22,199.0 tCO_{2e}	23,292.7 tCO_{2e}	22,515.0 tCO_{2e}	19,304.0 tCO_{2e}	11,914.9 tCO_{2e}	11,752.5 tCO_{2e}	8,687.5 tCO_{2e}	10,237.0 tCO_{2e}	11,262.8 tCO_{2e}
GHG emissions per employee	7.99 tCO_{2e}	6.88 tCO_{2e}	6.51 tCO_{2e}	6.21 tCO_{2e}	5.14 tCO_{2e}	6.45 $tCO_{2e/empl}$	5.24 $tCO_{2e/empl}$	6.37 $tCO_{2e/empl}$	7.84 $tCO_{2e/empl}$
GHG emissions per m^2	0.230 tCO_{2e}	0.205 tCO_{2e}	0.198 tCO_{2e}	0.170 tCO_{2e}	0.106 tCO_{2e}	0.110 tCO_{2e/m^2}	0.106 tCO_{2e/m^2}	0.1115 tCO_{2e/m^2}	0.1234 tCO_{2e/m^2}
Total GHG emissions % from Scope 1	20.3%	22%	15%	16.5%	26.6%	34.30%	75.10%	77.20%	79.62%
Total GHG emissions from Scope 1	4,495.9 tCO_{2e}	5,054.3 tCO_{2e}	3,412.9 tCO_{2e}	3,187.0 tCO_{2e}	3,168.7 tCO_{2e}	4,036.8 tCO_{2e}	6,523.5 tCO_{2e}	7,901.0 tCO_{2e}	8,966.9 tCO_{2e}
Total GHG emissions % from Scope 2	74.3%	73%	80%	79.2%	68.9%	61.80%	17.10%	18.30%	16.40%
Total GHG emissions from Scope 2	16,487.5 tCO_{2e}	16,993.7 tCO_{2e}	17,799.9 tCO_{2e}	15,286.6 tCO_{2e}	8,207.12 tCO_{2e}	7,264.1 tCO_{2e}	1,489.0 tCO_{2e}	1,870.9 tCO_{2e}	1,850 tCO_{2e}
Total GHG emissions % from Scope 3	5.5%	5%	0%	4.3%	4.5%	3.80%	7.80%	4.50%	3.96%
Total GHG emissions from Scope 3	1,216.5 tCO_{2e}	1,244.7 tCO_{2e}	913.9 tCO_{2e}	830.3 tCO_{2e}	539.1 tCO_{2e}	451.6 tCO_{2e}	675.1 tCO_{2e}	465.1 tCO_{2e}	445.8 tCO_{2e}
Flight trips % of Scope 3	71.80%	54%	44%	44.7%	13.6%	0.30%	1.70%	0.96%	0.84%
Flight trips	873.1 tCO_{2e}	670.5 tCO_{2e}	406.6 tCO_{2e}	370.8 tCO_{2e}	73.1 tCO_{2e}	34.9 tCO_{2e}	147.8 tCO_{2e}	98.0 tCO_{2e}	95.0 tCO_{2e}
Courier services % of Scope 3	8.40%	30%	41%	44.9%	69.2%	3.20%	4.30%	3.03%	2.76%
Courier services	101.5 tCO_{2e}	373.8 tCO_{2e}	373.1 tCO_{2e}	373.1 tCO_{2e}	373.1 tCO_{2e}	373.1 tCO_{2e}	373.1 tCO_{2e}	310.4 tCO_{2e}	310.4 tCO_{2e}
Paper consumption % of Scope 3	19.80%	16%	15%	10.4%	17.2%	0.40%	1.80%	0.55%	0.36%
Paper consumption	241.0 tCO_{2e}	200.3 tCO_{2e}	134.2 tCO_{2e}	86.4 tCO_{2e}	92.8 tCO_{2e}	43.6 tCO_{2e}	154.2 tCO_{2e}	56.7 tCO_{2e}	40.4 tCO_{2e}

** It is worth noting that at reporting time and given the lack of official data, some estimations were made on our electricity consumption.*

Bank Audi's Greenhouse Gas Emission Sources

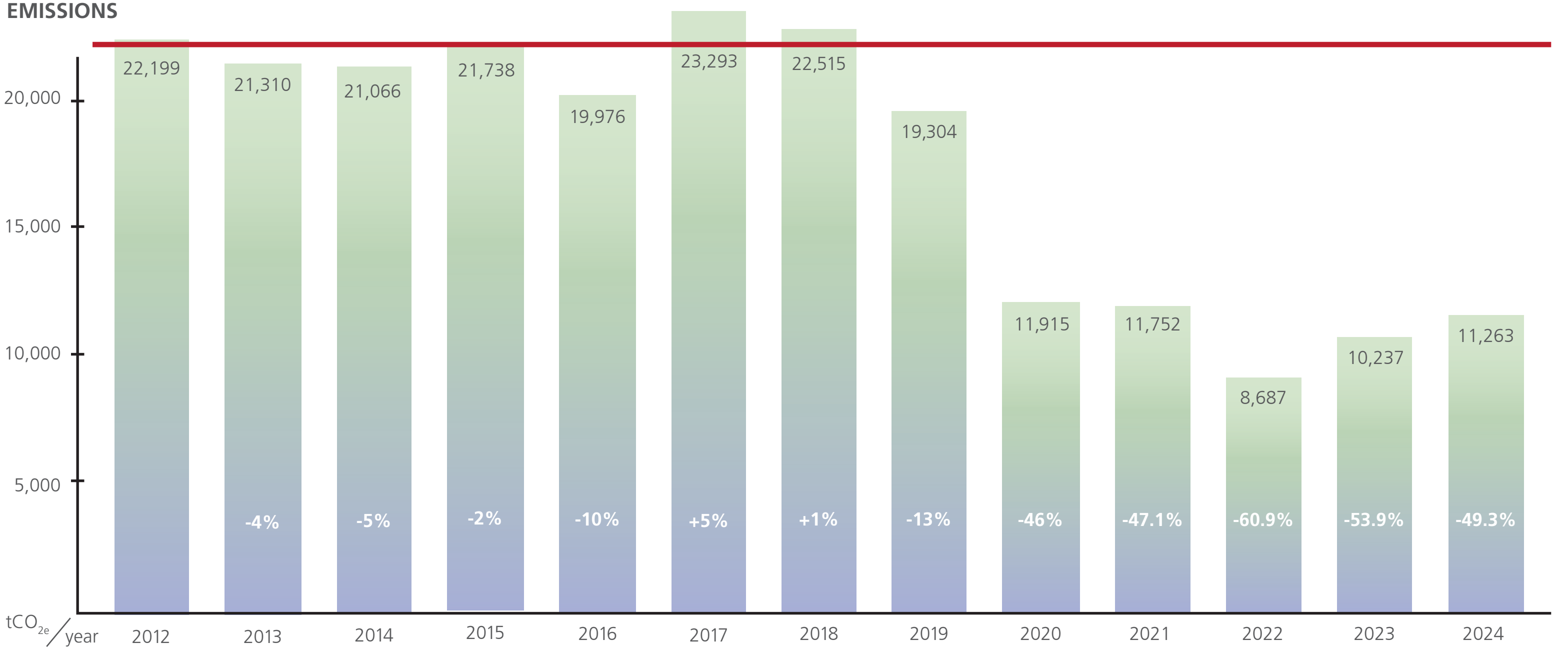


ENERGY CONSUMPTION

	2012	2017	2018	2019	2020	2021	2022	2023	2024
Total fuel consumption	1,485,978.6 litres	1,477,862 litres	988,057 litres	959,727 litres	1,032,986 litres	1,418,998.12 liters	2,229,612 liters	2,613,771 liters	2,965,449 liters
Total electricity consumption	25,622.9 MWH	24,176.3 MWH	23,893.53 MWH	21,630.8 MWH	15,306.3 MWH	8,176.1 MWH	1,820.22 MWH	8,784.69 MWH	10,061.61 MWH
% of electricity purchased from EDL	76.44%	66%	65.4%	70.25%	77.07%	64.48%	26.86%	28.92%	25.39%
% of electricity produced by owned generators	12.28%	12.90%	25.9%	9.40%	14.29%	23.70%	69.67%	54.70%	62.41%
% of electricity purchased from shared generators	11.28%	21.10%	8.8%	20.35%	8.64%	11.83%	3.47%	13.89%	8.82%
% of renewable electricity								2.50%	3.37%

Sources of conversion factors used are the same as those used in 2013 CSR Report, Figure 20.

EMISSIONS



Percentages compared to baseline year, 2012.
The sudden drop in the value of shared generators is justified by particular factors of 2020 (COVID, etc.). The overall drop of 46% in GHG emissions for 2020 can also be rationalised similarly.

Total GHG Emissions for 2024 per source

Sources	%
EDL	15.0%
Shared generator	1.4%
Diesel consumption	76.6%
Refrigerant	2.8%
Flights	0.8%
Courier services	2.8%
Paper	0.4%
Lubricant oil	0.2%

Bank Audi Contributing to Reducing the Nation's Carbon Footprint through Environmental Loans

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total tCO_2 avoided due to environmental loans	158 tCO_2	2,533 tCO_2	12,771 tCO_2	10,828 tCO_2	23,023 tCO_2	36,977 tCO_2	103,652 tCO_2	147,721 tCO_2	126,771 tCO_2	130,639 tCO_2	160,000 tCO_2	170,055 tCO_2

Bank Audi contributed to reducing the nation's carbon footprint through facilitating environmental loans granted by BDL (Circular 236), in coordination with the Lebanese Centre for Energy Conservation (LCEC), as observed since 2013. These loans helped various residential, commercial and industrial projects emerge with reduced carbon emissions using efficient energy, solar or photovoltaic solutions.

HUMAN DEVELOPMENT

DIVERSITY, INCLUSION AND EQUAL OPPORTUNITY

Employee Composition by Gender and Employee Category at Bank Audi Group Lebanon

		% of Staff (below Grade 17)		% of Middle Managers (Grade 17 to Grade 21 Inclusive)		% of Top Managers (Grade 22 and above)	
		F	M	F	M	F	M
2024	BANK AUDI SAL	27.51%	28.96%	23.14%	19.37%	0.17%	0.86%
	OTHER LEBANESE ENTITIES	16.93%	64.86%	8.95%	9.27%	0.00%	0.00%
2023	BANK AUDI SAL	29.26%	30.93%	21.38%	17.44%	0.15%	0.83%
	OTHER LEBANESE ENTITIES	17.56%	66.37%	7.74%	8.33%	0.00%	0.00%
2022	BANK AUDI SAL	36.82%	35.46%	14.33%	12.46%	0.21%	0.72%
	OTHER LEBANESE ENTITIES	18.63%	67.95%	6.58%	6.85%	0.00%	0.00%
2021	BANK AUDI SAL	29.53%	28.69%	10.37%	9.48%	0.16%	0.73%
	OTHER LEBANESE ENTITIES	20.40%	65.17%	5.97%	8.46%	0.00%	0.00%
2020	BANK AUDI sal	38.35%	34.89%	12.40%	13.40%	0.18%	0.77%
	OTHER LEBANESE ENTITIES	25.23%	65.68%	4.77%	3.86%	0%	0.45%
2019	BANK AUDI sal	36.94%	34%	13.29%	14.78%	0.15%	0.84%
	OTHER LEBANESE ENTITIES	21.83%	58.52%	8.73%	10.32%	0%	0.60%
2018	BANK AUDI sal	37.31%	33.83%	12.67%	15.15%	0.11%	0.93%
	OTHER LEBANESE ENTITIES	20.58%	57.76%	9.39%	11.73%	0%	0.54%
2017	BANK AUDI sal	37.76%	34.73%	11.81%	14.60%	0.14%	0.96%
	OTHER LEBANESE ENTITIES	21%	57.67%	9.17%	11.33%	0%	0.83%
2016	BANK AUDI sal	38.21%	37.23%	10.49%	12.77%	0.36%	0.94%
	OTHER LEBANESE ENTITIES	28.60%	46.32%	5.78%	14.45%	0%	4.85%
2015	BANK AUDI sal	38.98%	38.63%	9.35%	11.66%	0.38%	1%
	OTHER LEBANESE ENTITIES	30.34%	49.08%	4.44%	11.33%	0%	4.80%
2014	BANK AUDI sal	39.80%	39.60%	8.60%	11.30%	0%	0.60%
	OTHER LEBANESE ENTITIES	31.50%	50.40%	3.90%	11.30%	0%	3%

Employee Composition by Age Group and Employee Category at Bank Audi Group Lebanon

		% of Staff (below Grade 17)			% of Middle Managers (Grade 17 to Grade 21 Inclusive)			% of Top Managers (Grade 22 and above)		
		<30	BETWEEN 30-50	>50	<30	BETWEEN 30-50	>50	<30	BETWEEN 30-50	>50
2024	BANK AUDI sal	3.94%	40.62%	11.91%	0.26%	29.31%	12.94%	0.00%	0.09%	0.94%
	OTHER LEBANESE ENTITIES	7.03%	46.65%	28.12%	0.00%	12.14%	6.07%	0.00%	0.00%	0.00%
2023	BANK AUDI sal	8.11%	42.68%	9.40%	0.08%	28.43%	10.31%	0.00%	0.23%	0.76%
	OTHER LEBANESE ENTITIES	8.93%	48.51%	26.49%	0.00%	12.20%	3.87%	0.00%	0.00%	0.00%
2022	BANK AUDI sal	8.81%	53.44%	10.03%	0.00%	18.84%	7.95%	0.00%	0.21%	0.72%
	OTHER LEBANESE ENTITIES	9.32%	52.60%	24.66%	0.00%	9.59%	3.84%	0.00%	0.00%	0.00%
2021	BANK AUDI sal	7.33%	44.03%	6.86%	0.00%	14.92%	4.92%	0.00%	0.21%	0.68%
	OTHER LEBANESE ENTITIES	11.94%	52.74%	20.90%	0.25%	9.95%	2.99%	0.00%	0.00%	0.00%
2020	BANK AUDI sal	11.59%	51.11%	10.54%	0.05%	20.40%	5.36%	0%	0.23%	0.59%
	OTHER LEBANESE ENTITIES	12.27%	48.64%	30%	0%	5.91%	2.73%	0%	0%	0.45%
2019	BANK AUDI sal	16.41%	41.81%	12.72%	0.08%	19.23%	8.76%	0%	0.23%	0.76%
	OTHER LEBANESE ENTITIES	13.10%	41.47%	25.79%	1.98%	5.56%	11.50%	0%	0.20%	0.40%
2018	BANK AUDI sal	19.34%	40.35%	11.45%	0.07%	19.82%	7.93%	0%	0.26%	0.78%
	OTHER LEBANESE ENTITIES	16.61%	40.25%	21.48%	3.97%	7.22%	9.93%	0%	0.18%	0.36%
2017	BANK AUDI sal	23.91%	37.44%	11.13%	0.21%	19.09%	7.10%	0%	0.39%	0.71%
	OTHER LEBANESE ENTITIES	19%	38.83%	20.83%	4.83%	7%	8.67%	0%	0.33%	0.50%
2016	BANK AUDI sal	21.63%	40.23%	13.57%	0.14%	17.80%	5.31%	0%	0.47%	0.83%
	OTHER LEBANESE ENTITIES	13.16%	40.70%	21.07%	0%	13.39%	6.84%	0%	2.42%	2.42%
2015	BANK AUDI sal	20.89%	41.71%	15.01%	0.08%	15.78%	5.16%	0%	0.50%	0.88%
	OTHER LEBANESE ENTITIES	16.89%	39.51%	23.02%	0%	11.96%	3.81%	0%	2.08%	2.71%
2014	BANK AUDI sal	22%	42%	15%	0%	15%	5%	0%	0%	1%
	OTHER LEBANESE ENTITIES	17%	42%	23%	2%	9%	4%	0%	3%	0%

Employee Distribution by Contract Type and Gender at Bank Audi Group Lebanon

					CONTRACT					
		Total Number of Employees	Gender		Limited Employment Contract		Unlimited Employment Contract		Collective Agreement	
			F	M	F	M	F	M	Covered %	Not Covered %
2024	BANK AUDI sal	1,167	593	574	6	1	587	573	99.40%	0.60%
	OTHER LEBANESE ENTITIES	313	81	232	2	2	79	230	0.00%	100.00%
	TOTAL	1,480	674	806	8	3	666	803	78.38%	21.62%
2023	BANK AUDI sal	1,319	670	649	7	6	663	643	99.39%	0.61%
	OTHER LEBANESE ENTITIES	336	85	251	1	1	84	250	0.00%	100.00%
	TOTAL	1,655	755	900	8	7	747	893	79.21%	20.79%
2022	BANK AUDI sal	1,396	717	679	24	25	693	654	100.00%	0.00%
	OTHER LEBANESE ENTITIES	365	92	273	6	6	86	267	2.19%	97.81%
	TOTAL	1,761	809	952	30	31	779	921	91.08%	20.27%
2021	BANK AUDI sal	1,910	765	743	1	0	764	743	78.90%	0.05%
	OTHER LEBANESE ENTITIES	402	106	296	3	4	103	292	2.99%	97.01%
	TOTAL	2,312	871	1,039	4	4	867	1,035	65.70%	16.91%
2020	BANK AUDI sal	2,201	1,121	1,080	14	5	1,107	1,075	99.91%	0.09%
	OTHER LEBANESE ENTITIES	441	133	308	16	20	117	288	13.41%	86.59%
	TOTAL	2,642	1,254	1,388	30	25	1,224	1,363	85.5%	14.50%
2019	BANK AUDI sal	2,626	1,323	1,303	25	37	1,298	1,270	99.43%	0.57%
	OTHER LEBANESE ENTITIES	508	157	351	20	36	134	314	23.61%	76.39%
	TOTAL	3,134	1,480	1,654	45	73	1,432	1,584	87.00%	13.00%
2018	BANK AUDI sal	2,699	1,352	1,347	40	47	1,312	1,300	99.33%	0.67%
	OTHER LEBANESE ENTITIES	554	166	388	27	47	139	341	22.92%	77.08%
	TOTAL	3,253	1,518	1,735	67	94	1,451	1,641	86.32%	13.68%
2017	BANK AUDI sal	2,802	1,393	1,409	39	52	1,354	1,357	99.39%	0.61%
	OTHER LEBANESE ENTITIES	600	181	419	29	50	152	369	19.83%	80.17%
	TOTAL	3,402	1,574	1,828	68	102	1,506	1,726	85.36%	14.64%
2016	BANK AUDI sal	2,764	1,372	1,392	66	67	1,306	1,325	100%	0%
	OTHER LEBANESE ENTITIES	559	158	401	23	46	135	355	33.33%	66.66%
	TOTAL	3,323	1,530	1,793	89	113	1,441	1,680	88.78%	11.21%
2015	BANK AUDI sal	2,599	1,266	1,333	39	45	1,227	1,288	100%	0%
	OTHER LEBANESE ENTITIES	531	158	373	24	36	134	337	32.11%	67.89%
	TOTAL	3,130	1,424	1,706	63	81	1,361	1,625	88.48%	11.52%
2014	BANK AUDI sal	2,511	1,217	1,294	33	36	1,184	1,258	97.3%	2.7%
	OTHER LEBANESE ENTITIES	478	143	335	13	22	130	313	36.3%	63.7%
	TOTAL	2,989	1,360	1,629	46	58	1,314	1,571	88.48%	12.46%

** This table was updated from previously published reports due to calculation flaws.*

LABOUR PRACTICES

New Employee Hires in Bank Audi Group Lebanon

		Total Number of New Hires	Total Number of New Hires by Gender		Total Number of New Hires by Age		
			F	M	<30	BETWEEN 30-50	>50
2024	BANK AUDI sal	2	1	1	1	1	0
	OTHER LEBANESE ENTITIES	7	2	5	3	2	2
	TOTAL	9	3	6	4	3	2
2023	BANK AUDI sal	25	5	20	13	12	0
	OTHER LEBANESE ENTITIES	18	6	12	11	7	0
	TOTAL	43	11	32	24	19	0
2022	BANK AUDI sal	62	30	32	55	5	0
	OTHER LEBANESE ENTITIES	19	6	13	8	10	1
	TOTAL	81	36	45	63	15	1
2021	BANK AUDI sal	9	5	4	8	1	0
	OTHER LEBANESE ENTITIES	4	0	4	4	0	0
	TOTAL	13	5	8	12	1	0
2019	BANK AUDI sal	19	13	6	18	1	0
	OTHER LEBANESE ENTITIES	12	4	8	8	2	2
	TOTAL	31	17	14	26	3	2
2018	BANK AUDI sal	12	5	7	4	8	0
	OTHER LEBANESE ENTITIES	2	1	1	1	0	1
	TOTAL	14	6	8	5	8	1
2017	BANK AUDI sal	210	118	92	144	66	0
	OTHER LEBANESE ENTITIES	71	19	52	47	24	0
	TOTAL	281	137	144	191	90	0
2016	BANK AUDI sal	272	149	123	187	85	0
	OTHER LEBANESE ENTITIES	74	10	64	42	29	3
	TOTAL	346	159	187	229	114	3
2015	BANK AUDI sal	223	109	114	131	89	3
	OTHER LEBANESE ENTITIES	97	24	73	48	38	11
	TOTAL	320	133	187	179	127	14
2014	BANK AUDI sal	186	97	89	136	48	2
	OTHER LEBANESE ENTITIES	48	11	37	25	19	4
	TOTAL	234	108	126	161	67	6

No new hires in 2020.

Return to Work and Retention Rates after Parental Leave, by Gender

		Total Number of Employees Who Took Parental Leave		Total Number of Employees Who Returned to Work after Parental Leave		Total Number of Employees Who Returned to Work after Parental Leave Ended and Are still Employed 12 Months after Their Return		Return to Work Rate		Retention Rate	
		F	M	F	M	F	M	F	M	F	M
2024	BANK AUDI sal	15	26	15	26	15	26	100%	100%	100%	100%
	OTHER LEBANESE ENTITIES	0	1	0	1	0	1	100%	100%	100%	100%
2023	BANK AUDI sal	20	24	20	24	20	24	100%	100%	100%	100%
	OTHER LEBANESE ENTITIES	0	4	0	4	0	4	100%	100%	100%	100%
2022	BANK AUDI sal	30	20	30	20	30	20	100%	100%	100%	100%
	OTHER LEBANESE ENTITIES	0	2	0	2	0	2	100%	100%	100%	100%
2021	BANK AUDI sal	28	28	28	28	28	21	100%	100%	100%	75%
	OTHER LEBANESE ENTITIES	3	1	3	1	3	1	100%	100%	100%	100%
2020	BANK AUDI sal	38	34	38	34	33	33	100%	100%	87%	97%
	OTHER LEBANESE ENTITIES	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2019	BANK AUDI sal	67	68	67	68	67	68	100%	100%	100%	100%
	OTHER LEBANESE ENTITIES	3	5	3	5	3	5	100%	100%	100%	100%
2018	BANK AUDI sal	63	57	61	57	61	57	97%	100%	97%	100%
	OTHER LEBANESE ENTITIES	4	14	4	14	4	14	100%	100%	100%	100%
2017	BANK AUDI sal	48	45	48	45	48	45	100%	100%	100%	100%
	OTHER LEBANESE ENTITIES	3	12	3	12	3	12	100%	100%	100%	100%
2016	BANK AUDI sal	56	55	56	55	54	54	100%	100%	96.43%	98.18%
	OTHER LEBANESE ENTITIES	4	14	4	14	4	14	100%	100%	100%	100%
2015	BANK AUDI sal	79	61	76	56	76	56	96.2%	91.8%	96.2%	91.8%
	OTHER LEBANESE ENTITIES	1	8	1	8	1	8	100%	100%	100%	100%
2014	BANK AUDI sal	81	51	75	51	72	47	96.5%	100%	96%	92%
	OTHER LEBANESE ENTITIES	6	10	5	10	5	10	89%	100%	100%	100%

As part of our determination to retain our employees, we make sure that they take the needed time to nurture their new-borns and cater to their parental needs. We also provide space for them to resume their work and fulfil their career aspirations.

Cost of Benefits to Employees

	2015*	2016*	2017	2018	2019	2020	2021	2022	2023	2024
Salaries and benefits	USD 170 million	USD 199 million	USD 198 million	USD 201 million	LBP 246 billion	LBP 139 billion	LBP 12 billion	LBP 31 billion	LBP 86 billion	LBP 378 billion
Number of employees supported	940	970	1,219	1,258	1,277	1,035	978	927	916	893

** Previous years calculated for Bank Audi sal only. As of 2017, for Bank Audi Group Lebanon.*
NB: 2021 onwards account only schooling allowance.

MEMBERSHIPS

- Association des Banques du Liban (ABL)
  - Banking Risk Committee: Mr. Elias Abousleiman
  - Legal Committee: Mrs. Peggy Baz, Esq.
  - Human Resources and Social Committee: Mrs. Nayiri Manoukian
  - Banking Terms and Conditions Committee: Mr. Assaad Meouchy
  - Committee for Organization, Standardization and Information Technology
  - Committee for Compliance and Fighting Money Laundering: Mr. Chahdan Jebeyli, Esq.
  - Research Studies Committee: Dr. Marwan Barakat
  - Corporate Governance Committee: Dr. Farid Lahoud
  - Media & Communication

- World Union of Arab Bankers
- Union of Arab Banks
- Chamber of Commerce, Industry & Agriculture "CCIA"

INTERNAL AUDIT REPORT

Internal Audit department conducted a review over Bank Audi's 2021/2023 Corporate Social Responsibility (CSR) Report based on the objective and scope outlined above.

Our audit revealed that the Bank is continuously exerting efforts to improve its CSR reporting. The review was based on testing on sample basis. In conclusion, no major discrepancies have come to our attention to make us believe that the information contained in this report has not been fairly presented in all material respect. However, we identified areas for potential improvement that Management should consider. These are as follow:

Compliance with Global Reporting Initiative (GRI) directives
Our sample testing revealed high levels of compliance with the Global Reporting Initiative (GRI) directives, however we noted the below:

- Directive 101 – 1.6 requires that the reported information reflect positive and negative aspects of the reporting organization's performance to enable a reasoned assessment of overall performance. The CSR report lists these initiatives together with their positive effect but does not tackle their negative effects (if any) along with the action plan taken by the Bank to address them. As such, we recommend the Bank to report all the effects of these activities along with an action plan to face the negative effects if they exist.

- Directive 102-10 requires the reporting organization to report significant changes to the organization's size, structure, ownership, including, changes in the location of, or changes in, operations, including facility openings, closings, and expansions. The CSR report does not mention the changes in the number of branches the occurred during 2021/2023.

- Directive 303 requires institutions to report on the total volume of water withdrawn with a breakdown on several sources along with standards, methodologies and assumptions used. The CSR report does not address water use and management, as well as the impact of an organization on water resources.

- Directives 307 and 419 require institutions to report on significant fines and non-monetary sanctions for non-compliance with environmental, social and economic laws and/or regulations. Although no such fines have been noted during the reporting period, GRI directives require explicit disclosure.

- Directive 308: requires institutions to report on the assessment and screening of new suppliers using environmental criteria. As informed, such process is neither being conducted not being mentioned in the CSR report.

CSR Governance

- The CSR team has a charter for their committee that was approved by the Executive Committee in 2015. While this establishes the existence of a formal charter, the charter stipulates that it should be reviewed and evaluated annually by the committee, with recommendations for changes submitted to the Executive Committee. It was observed that the Committee has not consistently adhered to this requirement, as annual reviews and evaluations have not been conducted in line with the charter's provisions. To ensure compliance and maintain the relevance and adequacy of the charter, the committee should resume annual reviews and evaluations as stipulated.

- The Corporate Social Responsibility (CSR) committee of the bank, which last assembled on July 14, 2021, has remained dormant since date, despite a prior resolution on March 17, 2021, to resume regular meeting every 2 months. This inactivity not only suggests a lack of engagement but also risks the committee's charter becoming outdated and potentially misaligned with current regulatory and corporate governance requirements. Regular meeting are essential for the committee to address evolving societal expectations, align with regulatory requirements, and ensure accountability and transparency in CSR initiatives.

Rana Nassif Sassine
Head of Internal Audit

OUR APPROACH TO CSR REPORTING

Reporting years are 2021, 2022, 2023 and 2024.

The previous report is the "CSR Report 2019-2020: Embracing Challenges" published in September 2021.

The reporting cycle is annual with the exception of the last 2 reports.

For information about the report, please refer to:
CSR@bankaudi.com.lb
Bank Audi Plaza - Bab Idriss
Beirut, Lebanon

This report has been prepared in accordance with GRI Standards: Core option.
Our GHG emissions report is audited by V4 Advisors, an external expert in the field.
Our CSR Report is internally audited by our certified auditors.

CONCORDANCE TABLE

GRI STANDARDS		ISO 26000	UN GLOBAL COMPACT	SDG	REFERENCE
UNIVERSAL STANDARDS					
102 - General Disclosures					
Organisational Profile					
102-1	Report the name of the organisation.	6.3.10. 6.4.1- 6.4.5. 6.8.5. 7.8.			P. 8
102-2	Report the primary brands, products and services.				P. 23, 24, 39
102-3	Report the location of the organisation's headquarters.				P. 8
102-4	Report the number of countries where the organisation operates, and names of countries where it has significant operations or that are specifically relevant to the sustainability topics covered in the Report.				P. 8
102-5	Report the nature of ownership and legal form.				P. 8
102-6	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).				P. 8
102-7	Report the scale of the organisation, including: - Total number of employees. - Total number of operations. - Net sales (for private sector organisations) or net revenues (for public sector organisations). - Total capitalisation broken down in terms of debt and equity (for private sector organisations). - Quantity of products or services provided.			SDG 8 SDG 9	P.24, 25, 34 FAR
102-8	a. Total number of employees by employment contract (permanent and temporary), by gender. b. Total number of employees by employment contract (permanent and temporary), by region. c. Total number of employees by employment type (full-time and part-time), by gender. d. Whether a significant portion of the organisation's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries). f. An explanation of how the data was compiled, including any assumptions made.		Principle 6	SDG 5 SDG 8 SDG 10 SDG 16	P. 34, 35, 36, 37, 38
102-9	A description of the organisation's supply chain, including its main elements as they relate to the organisation's activities, primary brands, products, and services.			SDG 8	P. 23
102-10	Report any significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain: - Changes in the location of, or changes in operations, including facility openings, closings, and expansions. - Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organisations). - Changes in the location of suppliers and the structure of the supply chain, or in relationships with suppliers, including selection and termination.				P. 8
102-11	Report whether and how the organisation applies the Precautionary Principle or approach.				
102-12	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.			SDG 8	P. 2, 5, 6, 7
102-13	A list of the main memberships of industry or other associations, and national or international advocacy organisations.		Principle 3		P. 39

GRI STANDARDS		ISO 26000	UN GLOBAL COMPACT	SDG	REFERENCE
Strategy					
102-14	Statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and its strategy for addressing sustainability.	4.7. 6.2. 7.2. 7.4.2.			P. 3
Ethics and Integrity					
102-16	Describe the organisation's values, principles, standards and norms of behaviour.	4.4. 6.6.3.	Principle 10	SDG 8 SDG 16	P. 27
Governance					
102-18	The reporting organisation shall report the following information: a. Governance structure of the organisation, including committees of the highest governance body. b. Committees responsible for decision-making on economic, environmental, and social topics.	6.2. 7.4.3. 7.7.5.			P. 27 FAR
Stakeholder Engagement					
102-40	Provide a list of stakeholder groups engaged by the organisation.	5.3.			
102-41	Percentage of total employees covered by collective bargaining agreements.	6.3.10. 6.4.1- 6.4.5. 6.8.5. 7.8.	Principle 3	SDG 8 SDG 10 SDG 16	P. 36
102-42	Report the basis for identifying and selecting stakeholders with whom to engage.	5.3. 6.7.1 - 6.7.2. 6.7.6.			
102-43	Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagements was undertaken specifically as part of the Report's preparation process.				P. 29
102-44	Report key topics and concerns that were raised through stakeholder engagement, including: i. How the organisation has responded to those key topics and concerns, including through its reporting. ii. The stakeholder groups that raised each of the key topics and concerns.				P. 11, 13, 14, 29
Reporting Practice					
102-45	Report the following information: a. List all entities included in the organisation's consolidated financial statements or equivalent documents. b. Whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the Report.	5.2. 7.3.2. - 7.3.4.			P. 8
102-46	a. Explain the process for defining the Report's content and the aspect boundaries. b. Explain how the organisation has implemented the reporting principles for defining the Report's content.				P. 5
102-47	List all the material topics identified in the process for defining the Report's content.				P. 6
102-48	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.				P. 8
102-49	Report significant changes from previous reporting periods in the list of material topic and topic boundaries.				P. 8

GRI STANDARDS		ISO 26000	UN GLOBAL COMPACT	SDG	REFERENCE
102-50	Reporting period for the information provided.	7.5.3. 7.6.2.			P. 5
102-51	Date of most recent previous report (if applicable).				2019-2020
102-52	Reporting cycle (such as annual or biennial).				Annual except for circumstances
102-53	Provide the contact point for questions regarding the Report or its content.				P. 39
102-54	The reporting organisation shall report the following information: a. The claim made by the organisation, if it has prepared a report in accordance with the GRI Standards. Either: i. This report was prepared in accordance with the GRI Standards: Core option; or ii. This report was prepared in accordance with the GRI Standards: Comprehensive option.				P. 5
102-55	The reporting organisation shall report the following information: a. The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the Report. b. For each disclosure, the content index shall include: i. The number of the disclosure (for disclosures covered by the GRI Standards). ii. The page number(s) or URL(s) where the information can be found, either within the Report or in other published materials. iii. If applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made.				P. 5, 40
102-56	The reporting organisation shall report the following information: a. A description of the organisation's policy and current practice with regard to seeking external assurance for the Report. b. If the Report has been externally assured: i. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process. ii. The relationship between the organisation and the assurance provider. iii. Whether and how the highest governance body or Senior Executives are involved in seeking external assurance for the organisation's sustainability report.				P. 10, 39
103 - Management Approach					
103-1	For each material topic, the reporting organisation shall report the following information: a. An explanation of why the topic is material. b. The boundary for the material topic, which includes a description of: i. Where the impacts occur. ii. The organisation's involvement with the impacts. For example, whether the organisation has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic boundary.	5.2. 6. 6.3.6. 7.3.1. - 7.3.4. 7.4.3. 7.7.3. 7.7.5.			P. 3 to 8
103-2	For each material topic, the reporting organisation shall report the following information: a. An explanation of how the organisation manages the topic. b. A statement of the purpose of Management's approach. c. A description of the following, if Management's approach includes that component: i. Policies. ii. Commitments. iii. Goals and targets. iv. Responsibilities. v. Resources. vi. Grievance mechanisms. vii. Specific actions such as processes, projects, programs and initiatives.				P. 3 to 8
103-3	For each material topic, the reporting organisation shall report the following information: a. An explanation of how the organisation evaluates Management's approach, including: i. The mechanisms for evaluating the effectiveness of Management's approach. ii. The results of the evaluation of Management's approach. iii. Any related adjustments to Management's approach.				P. 3 to 8

GRI STANDARDS		ISO 26000	UN GLOBAL COMPACT	SDG	REFERENCE
TOPIC SPECIFIC STANDARDS					
200 - Economic Standards					
Economic Performance					
201-1	Direct economic value generated and distributed.	6.8.1 - 6.8.3. 6.8.7. 6.8.9.		SDG 5 SDG 7 SDG 8 SDG 9 SDG 13	P. 13, 19, 20,23
Market Presence					
202-1	Ratios of standard entry level wage by gender compared to local minimum wage.	6.3.7. 6.3.10. 6.4.3. 6.4.4. 6.8.1 - 6.8.2.	Principle 6	SDG 5 SDG 8 SDG 10 SDG 16	P. 13
Indirect Economic Impact					
203-1	Report the following information: a. Extent of development of significant infrastructure investments and services supported. b. Current or expected impacts on communities and local economies, including positive and negative impacts where relevant. c. Whether these investments and services are commercial, in-kind, or pro bono engagements.	6.3.9. 6.8.1 - 6.8.2. 6.8.5. 6.8.7. 6.8.9.			
Procurement Practices					
204-1	Proportion of spending on local suppliers.	6.4.3. 6.8.1 - 6.8.2. 6.8.7.			
Anti-corruption					
205-2	Communication and training about anti-corruption policies and procedures.	6.6.1 - 6.6.3. 6.6.6.	Principle 10 Principle 2		
300 - Environmental Standards					
Energy					
302-1	Energy consumption within the organisation.		Principle 7 Principle 8 Principle 9	SDG 7 SDG 9 SDG 12 SDG 13 SDG 15	P. 10, 32
Emissions					
305-1	Direct greenhouse gas (GHG) emissions (Scope 1).	6.5.5.		SDG 12 SDG 13	P. 32
305-2	Energy indirect GHG emissions (Scope 2).				P. 32
305-3	Other indirect GHG emissions (Scope 3).				P. 32
305-4	GHG emissions intensity.				P. 32
305-5	Reduction of GHG emissions.				P. 32
Effluents and Waste					
306-2	Total weight of waste by type and disposal method.	6.5.3.		SDG 12	P. 31

GRI STANDARDS		ISO 26000	UN GLOBAL COMPACT	SDG	REFERENCE
400 - Social Standards					
Employment					
401-1	Total number and rates of new employee hires and employee turnover by age group, gender and region.	6.4.3.	Principle 6	SDG 4 SDG 5 SDG 8 SDG 10 SDG 16	P. 37
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	6.4.4. 6.8.7.		SDG 8	P. 13, 29, 38
401-3	Report the following information: a. Total number of employees that were entitled to parental leave, by gender. b. Total number of employees that took parental leave, by gender. c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender. d. Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender. e. Return to work and retention rates of employees that took parental leave, by gender.	6.4.4.		SDG 4 SDG 5 SDG 8	P. 38
Training and Education					
404-1	Average hours of training that the organisation's employees have undertaken during the reporting period, by: i. Gender. ii. Employee category.	6.4.7.		SDG 4 SDG 5 SDG 8	P. 13
404-2	Report the following information: a. Type and scope of programs implemented and assistance provided to upgrade employee skills. b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.	6.4.7. 6.8.5.		SDG 4 SDG 8	P. 13
Diversity and Equal Opportunity					
405-1	Report the following information: a. Percentage of individuals within the organisation's governance bodies in each of the following diversity categories: i. Gender. ii. Age group: under 30 years old, 30-50 years old, over 50 years old. iii. Other indicators of diversity where relevant (such as minority or vulnerable groups). b. Percentage of employees per employee category in each of the following diversity categories: i. Gender. ii. Age group: under 30 years old, 30-50 years old, over 50 years old. iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).	6.2.3. 6.3.7. 6.3.10. 6.4.3.		SDG 4 SDG 5 SDG 10 SDG 16	P. 13, 27, 34, 35
405-2	Ratio of basic salary and remuneration of women to men for each employee category, by significant locations of operation.	6.3.7. 6.3.10. 6.4.3. 6.4.4.		SDG 5 SDG 8 SDG 10 SDG 16	P. 13
Human Rights Assessment					
412-1	Total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.	6.3.5.	Principle 1 Principle 2 Principle 4 Principle 6	SDG 16	P. 19
412-2	Report the following information: a. Total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations. b. Percentage of employees trained during the reporting period in human rights policies or procedures concerning aspects of human rights that are relevant to operations.				P. 19
413-1	Report the percentage of operations with implemented local community engagement, impact assessments, and/or development programs.	6.8.1. 6.8.2. 6.8.3. 6.8.9.		SDG 4 SDG 8	P. 20, 21, 22, 23, 24, 25

** Principle 5: Child Labour, N/A.*

ACKNOWLEDGEMENTS

We would like to thank all the departments, branches and individuals who have made a significant contribution to this report, as well as employees and stakeholders who have participated in the assessment process, providing feedback and helping us improve and move forward. We would also like to thank our consultants for their comments and suggestions which have contributed to our efforts to integrate best practices in this report.

To further protect the environment, we have opted exclusively for a soft version of our ESG Report.