

Contact

Sustainability report
2023

**Embracing Sustainability
for a Brighter Future**



About this report:

This report represents Contact Financial Holding's inaugural sustainability report. Throughout this document, references to 'Contact Holding and Sister Companies' or 'We' denote Contact Financial Holding, an Egyptian joint-venture company established in 2001 and operating under the provisions of Companies Law No. 96 of 1992.

Reporting Period:

This report covers the fiscal year 2023 for the period from 1st of January 2023 to 31st of December 2023.

In consideration of the environment, our report is published, as a download PDF file from our website.

Scope of the report:

This foundational sustainability report marks the start of a series of annual publications. The report illuminates Contact's sustainability strategy across three core pillars: Sustainable Finance, Operational Sustainability, and Corporate Social Responsibility.

Sustainability Report Disclaimer

This Sustainability Report by Contact Financial Holding is for informational purposes only. While we believe the information is reliable, we do not guarantee its completeness or accuracy. The contents may change without notice, and forward-looking statements involve risks and uncertainties. We do not provide investment or professional advice. Readers should consult with their advisors before making decisions based on this report. Contact Financial Holding is not liable for any damages from the use or reliance on this information.

Date of Previous sustainability Report:

None

Currency:

All Financial Data within this report is shown in Egyptian Pound unless stated otherwise.

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Preface

At Contact Financial Holding, our commitment to sustainable and responsible business practices runs deep. We strive to create enduring value for our stakeholders while making a positive impact on the world around us. Sustainability isn't just a checkbox; it's woven into the fabric of our company culture and informs every strategic decision we make.

This sustainability report offers a comprehensive view of our journey. It showcases our efforts in integrating environmental, social, and governance (ESG) principles into our business operations. We don't settle for compliance; we go above and beyond, leveraging innovative approaches and industry best practices to drive meaningful change.

Through this report, we invite you to explore our sustainability initiatives across key areas such as environmental stewardship, social responsibility, ethical governance, and community engagement. We aim not only to fulfill our responsibilities but also to inspire and collaborate with others towards a more sustainable and equitable future.

We extend our gratitude to our dedicated team, supportive partners, and engaged stakeholders whose collective efforts propel our sustainability agenda forward. Together, we are catalysts for positive change, shaping a world where business success aligns seamlessly with environmental and social progress.



Message from our Chief Executive Officer and Managing Director

Dear Stakeholders,

I am pleased to share with you the significant strides Contact Financial Holding has made in contributing to Egypt's economic advancement since 2001. Our steadfast commitment to sustainable practices and adherence to global standards such as the UN Global Compact's 10 principles, the UN Women Empowerment Principles, and broader sustainability initiatives have been integral to our success.

Contact Financial Holding has played a pivotal role in enhancing Egypt's economic landscape by implementing our visionary objectives. We have fostered sustainable growth across diversified sectors, positively impacting the economy, environment, and society. Our initiatives have not only sustained businesses but also attracted investors and created new opportunities within the Egyptian market.

Our approach to sustainability development is rooted in safeguarding Egypt's market while exploring new business opportunities that benefit both our company and the nation. In 2023, we witnessed remarkable progress in expanding our business footprint, particularly in sustainable development. This expansion has led us to achieve milestones in the products and services we offer, further solidifying our commitment to sustainable business practices.

Furthermore, our efforts are in full compliance with the Sustainable Development Goals (SDGs) and align with Egypt's 2030 Development Strategy. By integrating SDGs into our strategic planning, we ensure that our sustainability initiatives are in harmony with national development priorities and global sustainability agendas.

As we continue this journey, we remain dedicated to upholding the highest standards of corporate responsibility and sustainability. We look forward to further contributing to Egypt's economic prosperity while championing social and environmental progress.

Sincerely,
Said Zatar
CEO of Contact Financial Holding





Message from our Board Member and Director of Corporate Affairs, Governance and Sustainability.

Dear Stakeholders,

I am honored to address you as the Director of Corporate Affairs, Governance and Sustainability, where our commitment to sustainable development is at the core of our operations. Sustainability isn't just a buzzword for us; it's a fundamental principle that guides every decision we make.

At Contact Financial Holding, we believe that economic prosperity must go hand in hand with environmental stewardship and social responsibility. We are proud to be at the forefront of sustainable business practices, aligning our operations with global standards.

Our journey towards sustainability has been transformative. We have implemented robust environmental management systems, reduced our carbon footprint, and promoted eco-friendly initiatives throughout our business processes. Our dedication to social responsibility extends beyond our organization, as we actively engage with communities, support diversity and inclusion, and empower individuals through education and opportunity.

In 2023, we achieved significant milestones in our sustainability efforts. We expanded our renewable energy investments, launched innovative green finance products, and strengthened partnerships with organizations committed to sustainable development. These initiatives not only drive positive environmental impact but also contribute to economic growth and social well-being.

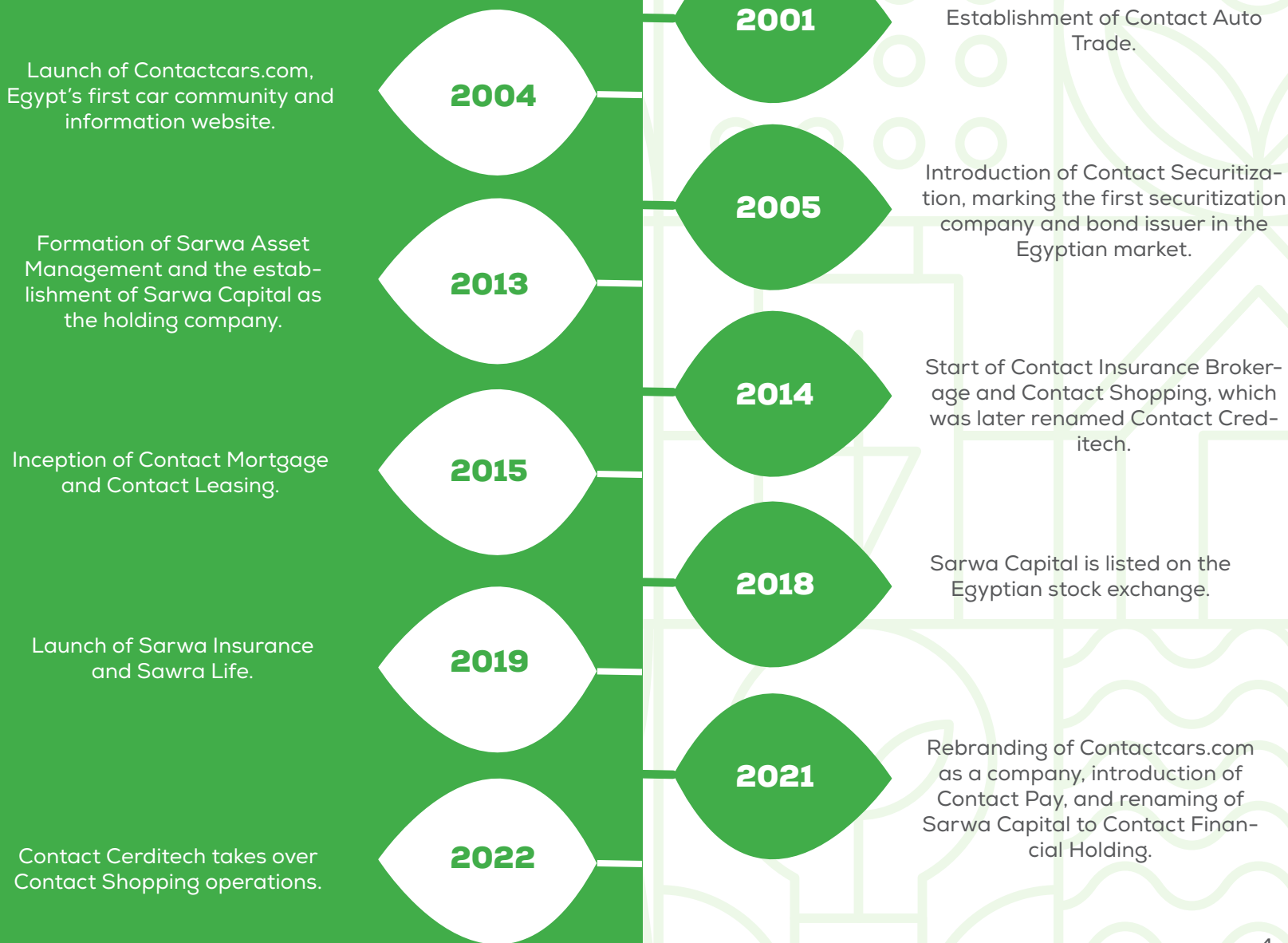
Looking ahead, our sustainability roadmap is ambitious yet achievable. We are committed to further reducing our environmental impact, enhancing transparency and accountability in our operations, and promoting sustainable practices across our supply chain. Our goal is not only to meet regulatory requirements but to exceed them, setting new benchmarks for sustainable business excellence.

As we continue to navigate the challenges and opportunities of the future, I invite you to join us on this journey towards a more sustainable and prosperous world. Together, we can build a brighter future for generations to come, where economic success, environmental responsibility, and social equity are harmoniously balanced.

Safeya Borhan
Board Member and Director of Corporate Affairs, Governance and Sustainability

Our Growth in the Market

Contact Financial Holding Roadmap



Contact

Who we are:

Contact Financial Holding is a leading provider of finance solutions, including auto credit, insurance, consumer, and corporate finance, and is the largest player in Egypt's nascent debt capital markets, helping structure, arrange, and underwriting debt transactions for companies that need to access debt capital markets to fund growth, manage risk, improve financial standing, and raise liquidity.

At Contact Financial Holding, we use our expertise in deploying funds and generating liquidity to develop financial solutions for our clients, seeking out and leveraging opportunities in underdeveloped financial segments, resulting in increased financial inclusion. We offer a range of consumer- and corporate-focused products and services under our brands in addition to producing white-labeled solutions for major Egyptian corporations.

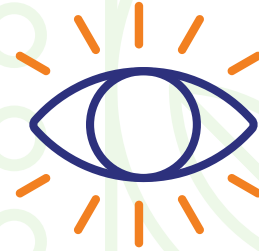
Our talented team of more than 2,500 employees is a key pillar to Contact's success. To maintain our position at the leading edge, we constantly invest in our people, trusting that our development as a company comes hand in hand with their own.

Contact works based on a collaborative business model, engaging with business partners at various levels to deliver market-leading products and services. We always strive to provide clients and business partners with the highest quality service and efficiency, making the financing process seamless and achieving the best possible results. In addition to Contact's 76 locations nationwide, our growing network includes more than 10,000 points of sale covering car dealers, consumer durables merchants, and sporting clubs.



Vision

Our vision is to be the most innovative financial services provider of choice. We provide our customers with access to the latest fintech, products and services. Our goal is to make sure that everyone can take advantage of our innovative solutions and maximize their financial potential. We strive for excellence in everything we do and are committed to providing a first-class customer experience.



Mission

We provide innovative digital financial services through a customer-centric approach, capitalizing on our strong relationship and commitment with our customers. Through our highly skilled experts, we offer a one-stop-shop customer experience by adopting the latest top-notch technologies and providing exceptional customer service. Our high-end programs not only serve individuals but also corporates, aiming to fulfill all their financial goals.



Our Values:

Customer Satisfaction: Our long-term customer relationship is where our core values lie. An approach that ensures outstanding customer experience through a smooth customer journey.

Integrity: We conduct ourselves with uncompromising integrity and honesty as individuals, teams, and Companies. We strive to earn enduring credibility with others, which we believe is essential to long term personnel and business relationships.

Loyalty: The turnover rate is largely due to the group members' feeling of belonging to a work team that values humans among individuals. In addition to continuous professional support, we do everything possible to help and support each other on a personal & professional level, and our feeling of belonging to the group is reflected in the consolidation of loyalty among our customers.

Empowering Dreams: We inspire our employees and customers to dream and mobilize themselves towards those dreams, to be able to develop themselves and change the world.

Accountability: We believe that everybody is accountable for their own welfare and that of others, and for resources.





Group Structure

Financial Holding

FINANCING

Contact

INSURANCE



DEBT CAPITAL MARKETS

SARWA CAPITAL

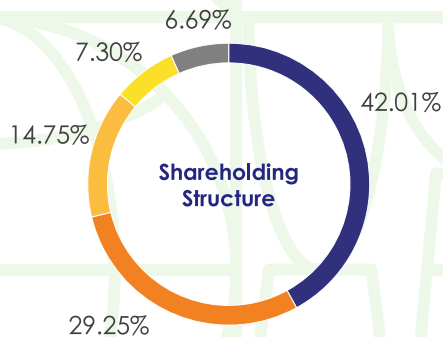
DIGITAL PLATFORMS

contactcars.com



wasla

Group Structure



- Egyptian American Enterprise Fund
- Orascom Financial Holding
- Management and Employees
- Bahubaish Family
- Free Float

Sustainability report 2023

1st

Consumer Finance License in Egypt with +20yrs and Largest Consumer Finance Player in the Market Offering Innovative Financial Services

EGX

Listed Since 2018 Under the Ticker CNFN.CA

EGP 61.6 bn

Total Financing Since inception (December 2023)

EGP 4.3 bn

Gross Written & Generated Premiums Since inception (December 2023)

Results Snapshot

Contact ended the year on a high note, achieving impressive financial and operational results during FY

EGP **2,083.8** mn

Consolidated Total Operating Income
(▲ 27% y-o-y)

EGP **692.8** mn

Consolidated Normalized Net Income¹
(▲ 14% y-o-y)

27.2%

Return on Average Equity
(vs 21.5% in FY-22)

Our Pledge to Sustainability

At Contact, our commitment to sustainability runs deep. We understand the urgent need to allocate resources towards protecting the environment, fostering sustainable development, and promoting social cohesion. For us, sustainability is not just a checkbox—it's a profound responsibility to our community and the global environment we all share.

In an age where short-term gains often overshadow long-term sustainability, Contact remains steadfast. We prioritize a holistic approach that considers not only profitability but also societal and environmental well-being. Our dedication manifests in various initiatives, including support programs for marginalized communities, empowerment initiatives for women, and enabling opportunities for individuals with disabilities to flourish.

Our mission is clear: to actively contribute to a sustainable future by championing environmentally responsible, socially inclusive, and well-governed business practices. We empower our clients to accelerate their sustainable transformations through expert advice, innovative financial and insurance products, and adaptable solutions.

Our commitment to sustainability is ingrained in our core values, driving every aspect of our organization. We believe that by fostering a culture of environmental stewardship, social equity, and strong governance within Contact Holding, we can effect positive change in Egypt and globally, creating lasting value for our clients, communities, and markets.



Sustainability Strategy

At Contact, our sustainability strategy is guided by three core pillars aligned with Environmental, Social, and Governance (ESG) considerations. These pillars drive our efforts to create meaningful and measurable impact across our operations while adhering to our sustainability mission and commitments.

Pillar 1: Environmental Stewardship

We acknowledge our responsibility to the planet and are committed to minimizing our environmental footprint, managing environmental financial risks, and promoting responsible resource management. We offer a range of financial products and services that support environmentally friendly and climate-resilient projects and businesses.

Pillar 2: Social Responsibility

We recognize our duty to people and communities, embracing corporate social responsibility to foster social and financial inclusion, promote financial literacy, enhance employee engagement and well-being, ensure customer satisfaction and responsiveness, contribute to community development, and create social impact.

Pillar 3: Ethical Governance

We uphold ethical and responsible management practices to contribute to economic prosperity. This includes ensuring the continued growth of our business, maintaining strong and sustainable governance structures, engaging with stakeholders, prioritizing transparency, conducting thorough reporting, and assessing our impact on society and the environment.



Sustainability Principles and Commitments

We are committed to promoting sustainability and responsible business practices in all aspects of our operations. This comprehensive sustainability strategy and framework outline our commitment to integrating sustainability principles and practices into decision-making processes, operations, and services. Through dynamic ESG integration, we aim to transform Contact Holding into a full-fledged sustainable business model.

ISO Certification and Environmental Responsibility

We hold the ISO Environmental Management System 14001:2015 certification, showcasing our dedication to environmental responsibility and sustainable practices. By adhering to ISO standards, Contact demonstrates its commitment to high standards of governance and environmental stewardship, contributing to a more sustainable and responsible business environment.

Continuous Evolvement and Integration

Our commitment to sustainability is ongoing and dynamic. We continuously evolve our sustainability practices through value chain mapping, market research, governance improvements, product design, promoting decent work ethics, transparency, reporting, and impact measurement. This continuous evolution ensures that sustainability remains at the forefront of our business strategy, driving long-lasting positive outcomes for the environment, society, and economy.

ESG Integration and Compliance

We are dedicated to achieving a balance between economic success, environmental responsibility, and social accountability. We cascade our sustainability mission, principles, approach, and practices throughout our companies and affiliates to ensure a cohesive ESG identity. We also align our sustainability practices with our financial and growth strategies, comply with government sustainable development visions and regulatory requirements, and adhere to international standards promoting corporate sustainability and ethical governance.

**SUSTAINABLE
DEVELOPMENT
GOALS**

Our 2023-2025 Action Plan and SDG Alignment:

The Sustainable Development Goals (SDGs) serve as a guiding framework and compass for Contact Financial Holding's sustainability journey. These global goals not only align with our core values and vision but also provide a roadmap for addressing critical societal and environmental challenges. By actively integrating the SDGs into our strategic planning and operations, we ensure that our sustainability efforts are purposeful, impactful, and aligned with international best practices. The SDGs not only inspire us to make a positive difference in the world but also enable us to measure and track our progress, driving continuous improvement and innovation across all aspects of our business.



Goal 3: Good Health and Well-Being

At Contact Financial Holding, we prioritize the health and well-being of our employees, customers, and partners. To support this, we offer comprehensive health insurance, wellness programs, and flexible work arrangements for our staff. Additionally, we extend financial literacy and inclusion programs, focusing on empowering individuals from low-income and marginalized groups. Collaborating with health organizations and NGOs, we actively contribute to health campaigns and initiatives within our community.



Goal 4: Quality Education

We firmly believe in the transformative power of education. To this end, we invest in the continuous education and training of our employees, equipping them with the skills and knowledge necessary to excel in their roles. Furthermore, we extend our support to education initiatives in our community through scholarships, mentorships, and contributions to educational institutions. Our commitment also extends to promoting financial education among our customers, particularly the youth, enabling them to make informed decisions about their finances.



Goal 5: Gender Equality

At Contact Financial Holding, we are committed to fostering a work environment that empowers and uplifts women. We actively cultivate an inclusive culture where women are encouraged to take on leadership roles and contribute to our collective success. Our initiatives include mentorship programs, leadership training, and policies that support work-life balance, all aimed at ensuring that women thrive within our organization. By prioritizing gender equality, we not only enhance our organizational performance but also contribute to broader societal progress.



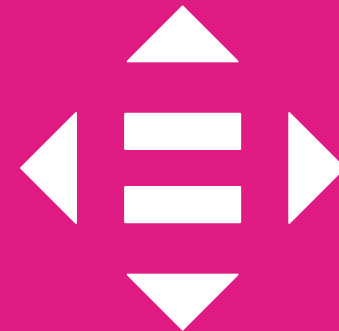
Goal 8: Decent Work and Economic Growth

Creating decent work opportunities and fostering economic growth are core pillars of our sustainability strategy. We uphold the highest standards of labor rights, diversity, and inclusion within our workplace, ensuring fair wages, career development opportunities, and a culture of innovation and collaboration. Additionally, we support small and medium enterprises (SMEs) in our community by providing access to finance, advisory services, and networking platforms, thereby contributing to economic prosperity.



Goal 10: Reduced Inequalities

Our commitment to reducing inequalities is reflected in our inclusive and equitable financial services. We serve customers from all segments of society, irrespective of their income, gender, age, or location, offering tailored products and services that meet their specific needs. Furthermore, we actively support initiatives that empower women, people with disabilities, refugees, and other vulnerable groups within our community, ensuring inclusivity and equality.



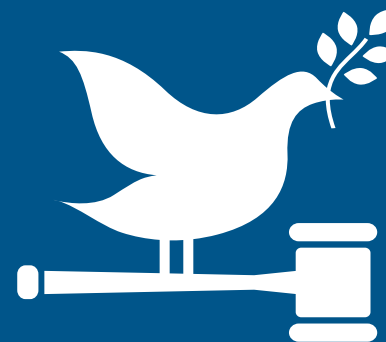
Goal 13: Climate Action

Recognizing the urgent need for climate action, we have integrated green finance practices into our operations. Our initiatives include issuing green bonds to finance renewable energy, energy efficiency, green buildings, and sustainable transport projects, thereby reducing our environmental footprint. We follow sustainable investment practices that consider environmental, social, and governance (ESG) factors, contributing to climate resilience and sustainability.



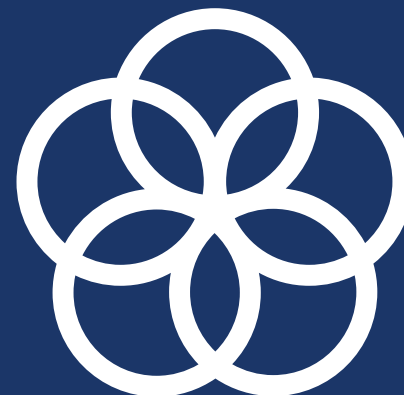
Goal 16: Peace, Justice, and Strong Institutions

Contact Financial Holding is deeply committed to promoting peace, justice, and strong institutions as part of our sustainability efforts. We adhere to the highest standards of corporate governance, ethical conduct, and transparency. Our Code of Business Conduct (COBC) serves as a cornerstone in guiding our actions and decisions, ensuring that we operate with integrity and accountability. We are dedicated to fostering an inclusive and fair work environment where every employee feels valued and respected. Furthermore, we actively engage with local communities and governments to support initiatives that uphold the rule of law, protect human rights, and enhance institutional integrity. By championing these principles, we contribute to building a more just and peaceful society, which is essential for sustainable development.



Goal 17: Partnerships for the Goals

We understand that achieving the SDGs requires collective action and collaboration. As such, we actively partner with stakeholders such as governments, regulators, NGOs, academia, media, and fellow financial institutions to advance the SDG agenda. Participation in dialogues, forums, networks, and platforms enables us to share knowledge, exchange best practices, and collectively address sustainability challenges, fostering a more sustainable future for all.



Our Green Products:

At Contact Financial Holding Group, we recognize the critical role of green finance projects in promoting sustainability and combating climate change. Green product financing is central to our commitment to environmental stewardship and supporting initiatives that contribute to a more sustainable economy. Green product financing involves providing financial support for the development, production, and distribution of environmentally friendly goods and services. Our goal is to incentivize businesses and individuals to invest in sustainable practices by offering tailored funding options for green initiatives. These options can include loans, grants, subsidies, and investment opportunities, all geared towards fostering sustainable development.

One of our key areas of focus is agricultural investment, as we believe that agriculture is fundamental to economic growth, food security, and a prosperous future. Contact is dedicated to financing agriculture investments that prioritize environmental sustainability, ensuring that our support aligns with the principles of responsible farming and resource management.



533,779,419.50

EGP

626

Contract

Our green finance projects encompass a wide range of initiatives, including:

- Financing electric cars to promote clean transportation solutions.
- Providing financial support for solar energy units to harness renewable energy sources.
- Financing and developing irrigation systems to optimize water usage in agriculture.
- Supporting the development and equipment of agricultural greenhouse projects for efficient crop cultivation.
- Financing fish ponds and equipment to sustainably manage aquatic resources.
- Supporting the construction and equipment of poultry and livestock houses for responsible animal husbandry.
- Providing financing for agricultural equipment and machinery to enhance productivity and sustainability in farming practices.
- By offering these green financing options, Contact aims to empower businesses and individuals to embrace sustainable practices while contributing to the global effort to mitigate climate change and preserve our natural resources for future generations.



Material and Priority ESG topics:

Category	Material Topics
Governance	<ul style="list-style-type: none"> - ESG-related management & integration practices - Adhering to and partnering with international institutions - Robust Internal Policies and procedures and governance structures - Regulatory Reporting and Transparency
Social	<ul style="list-style-type: none"> - Women empowerment. And Gender Equality at the workplace. - Health and Education to support community development. - Inclusion and access to finance. - Social and economic development of local communities.
Environmental	<ul style="list-style-type: none"> - Developing Green financial products. - Introducing climate Resilient practices. - Promoting Environmental and green awareness through community engagement.

Corporate Governance:

In its pursuit of excellence as a leading non-financial institution in Egypt, Contact is dedicated to adopting international best practices in corporate governance. The company upholds fundamental principles and corporate values that distinguish exemplary governance structures. At the core of Contact's corporate governance model are highly skilled executive directors and a distinguished group of independent non-executive directors (NEDs). The Board of Directors (BoD) benefits from a well-balanced blend of expertise, experience, and diversity, including gender and nationality representation.

To support its governance framework, Contact has established specialized Board Committees, chaired by NEDs who report key findings and recommendations to the BoD. The board also collaborates closely with internal and external auditors, as well as other internal control departments such as Risk, Compliance, Internal Audit, Financial Control, and Legal. These functions contribute crucial insights and assurance, ensuring Contact's adherence to international standards of corporate governance.

The governance framework at Contact is designed to sustain the company's success and operations, underpinned by a robust set of policies and procedures tailored to its business scope, size, and complexity. The BoD diligently oversees the implementation of internal and external regulations, actively managing risks to safeguard the company's interests and stakeholders.



Our Work Environment

Contact Financial Holding Group is dedicated to fostering a sustainable future for its employees, customers, and the communities it serves. As we pave the way to becoming a signatory to the United Nations Global Compact (UNGC), we are committed to embedding UNGC principles within our operational framework.

This commitment drives us to cultivate a culture of sustainability deeply rooted in the organization's DNA. We achieve this by implementing sustainable strategies that seamlessly integrate Environmental, Social, and Governance (ESG) pillars into our business practices. These strategies not only support our customers in the present but also lay a solid foundation for a sustainable future. Our focus areas include environmental aspects, social responsibility, human rights, financial inclusion, data privacy, and robust corporate governance practices.



Internal Operations and Responsible Business Culture

At Contact Financial Holding Group, we prioritize a responsible business culture that is reflected in our internal operations and corporate governance practices.

We view corporate governance as an integral part of our core culture, long-term vision, and strategy. It serves as a sustainable framework that creates value for all stakeholders while upholding the trust and confidence of shareholders, customers, and staff. Our corporate governance framework is built on four fundamental pillars:

Responsibility: We emphasize responsible decision-making and actions that align with our ethical standards and societal expectations.

Accountability: We hold ourselves accountable for our decisions and their outcomes, ensuring transparency and integrity in our business practices.

Fairness: Fairness is at the heart of our governance approach, ensuring equitable treatment for all stakeholders and promoting a level playing field.

Transparency : We maintain a culture of openness and transparency, providing clear communication and disclosing relevant information to stakeholders.

Disclosure: our improvement and security keep the disclosure channel the main effective channels that align with our investors and regulation's perspectives.

These pillars guide our corporate governance practices, ensuring that we operate ethically, transparently, and responsibly to achieve sustainable growth and value creation for all stakeholders.



Board of Directors Structure

Our Board of Directors (BOD) serves as the supreme governing body of Contact Financial Holding, comprising twelve members. Our board is characterized by a wealth of knowledge and extensive experience, enabling them to effectively fulfill their responsibilities and guide Contact's operations toward achieving our goals while prioritizing stakeholder interests. Each board member is dedicated to empowering the organization to create value for all stakeholders sustainably.

Name	Position
Mr. Hazem Moussa	Chairman and Executive Board Member
Mr. Amr Mohamed Mohamed Lamie	Vice Chairman and Non-Executive Member
Mr. Said Zater	CEO and Executive Board Member
Dr. Safeya Mohamed Aly Borhan	Executive Board Member
Mr. Ashraf Mahmoud Abbas	Non-Executive Board Member
Mr. Mohamed Ayman Mohamed Sadek	Non-Executive Board Member
Mr. Mohamed Abd El-Halim Arafa	Non-Executive Board Member
Mr. Amr Essmat El-Sayed Abaza	Non-Executive Board Member
Mr. Nelz Bakhtar	Non-Executive Board Member
Mr. Karim Mohie El-Din Hussein	Independent Board Member
Mr. Karim Mohamed Medhat	Independent Board Member
Mrs. Zeinab Hany Ibrahim	Independent Board Member

Board's Committees

Following Contact's corporate governance regulations mandated by Egypt's Financial Regulatory Association and other relevant laws, our Board of Directors (BOD) has established specialized committees to optimize Contact's objectives. Each committee, consisting of a minimum of three members, operates under a clearly defined Terms of Reference (ToR) that delineates its objectives, responsibilities, regulatory framework, membership criteria, and attendance requirements. The BOD diligently oversees the committees' activities to ensure they effectively fulfill their mandates, with committees providing transparent reports back to the BOD.



Our Commitment to Sustainability in Governance

Looking forward, Contact remains resolute in its commitment to a sustainable future. We actively align our actions with key Sustainable Development Goals (SDGs), driving change within our organization and inspiring broader engagement for a more sustainable and equitable world. Let's collectively embrace sustainability as an integral part of our operations, leading us towards a brighter future for generations to come.

Contact Holding's sustainability governance is characterized by a robust and comprehensive structure inspired by international standards, aimed at promoting responsible and sustainable business practices. Within the Corporate Affairs Department, a dedicated Sustainability Unit has been established to manage and advance the company's sustainability agenda. Solidifying Contact Financial Holding's sustainability commitment, a sustainability committee was initiated.

The Sustainability Committee is instrumental in Contact Holding's pursuit of a sustainable future. Its main duties include:

- **Strategy Oversight:** Supervising the creation and implementation of the company's sustainability strategy.
- **Barrier Removal:** Identifying and overcoming obstacles to sustainability.
- **Material Topics Selection:** Choosing and prioritizing key sustainability topics.
- **Strategic Alignment:** Ensuring that sustainability efforts align with the company's overall strategy.
- **Performance Monitoring:** Keeping track of sustainability performance.
- **Risk and Opportunity Identification:** Recognizing potential sustainability-related risks and opportunities.
- **Reporting Review:** Ensuring the accuracy of sustainability reporting.
- **Board Advisory:** Advising the board on sustainability issues.
- **Strategy Integration:** Integrating sustainability strategies and action plans within subsidiaries.
- **Continuous Improvement:** Promoting a culture of continuous improvement and best practice integration.
- **Assessment Oversight:** Overseeing sustainability assessments and updating the board.
- **Collaboration Facilitation:** Encouraging collaboration and sharing best practices across all entities.
- The Sustainability Unit and Sustainability Committee form the backbone of Contact Holding's sustainability governance. Their collaboration ensures:
 - **Effective Management:** Handling both operational and strategic sustainability aspects effectively.
 - **Transparent Governance:** Maintaining transparency and accountability in sustainability governance.
 - This collaborative effort helps Contact Holding achieve its sustainability goals and bolsters its reputation as a responsible corporate citizen. By promoting inclusive, diverse, and responsible business practices, we contribute positively to societal and environmental well-being.

Our Commitment to Sustainability in Governance

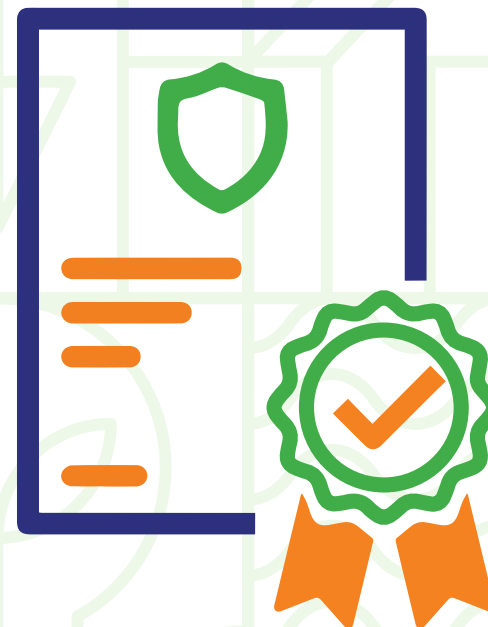
<p>Safeya Borhan Director of Corporate Governance, Affairs & Sustainability Contact Financial Holding</p>	<p>Haidy Faisal HR & Organizational Development Director Contact Financial Holding</p>	<p>Sally Samir CSR and Sustainability Manager Contact Financial Holding</p>
<p>Marwa Shehab HR & Administration Senior Manager Sarwa Insurance</p>	<p>Dina Fekry Governance Manager Contact Financial Holding</p>	<p>Abd El-Aziz Karam Corporate Affairs Manager Contact Financial Holding</p>
<p>Mohamed El-Wageih Public Relations Manager Contact Financial Holding</p>	<p>Hadeer Nabeel Mortgage Evaluation Section Head Contact Mortgage</p>	<p>Ahmed Maher Head of Leasing Operations Contact Leasing</p>
<p>Menna Zaki Internal Public Relations Manager Contact Financial Holding</p>	<p>Ayman Nazmy Risk Director Contact Factoring</p>	<p>Mohamed Hashem Operations Sr. Manager Sarwa Insurance</p>
<p>Mina Youssef Content and Branding Manager Contact Financial Holding</p>	<p>Nouran Ashraf Corporate Affairs Senior Specialist Contact Financial Holding</p>	<p>Magdy Farag Retail Operations Director Sarwa Life Insurance</p>
<p>Shahesta Osama Corporate Affairs, Governance & Sustainability Director Technical Assitant Contact Financial Holding</p>	<p>Gina Tobar Organizational Development Manager Contact Financial Holding</p>	<p>Ahmed Ismail Head of HR & Admin Contact Insurance Brokerage</p>
<p>Mohamed Awad Institutional Relations Manager Contact Financial Holding</p>	<p>Ola EL Moghazey Chairman Office Manager Contact Financial Holding</p>	

Code of Business Conduct: Ethical Guidelines for Excellence

As a leading consumer finance company in Egypt, Contact Financial Holding is dedicated to conducting business based on a set of principles that reflect our core values and established standards of ethical behavior. These principles are encapsulated in our Code of Business Conduct (COBC), which serves as a guiding tool to ensure that we make the right decisions in our daily operations. The COBC clearly defines the standards for each individual within our organization, representing what we collectively stand for as a company.

Core Values and Ethical Standards

The COBC underscores the significance of integrity, loyalty, customer satisfaction, and accountability in all our business dealings. It explicitly prohibits illegal or unethical conduct and actively encourages employees to report any suspected misconduct. We are committed to fostering a safe, professional, and supportive work environment that values diversity and inclusion.



Key Areas Covered by the COBC

1. **General Standards** All employees are expected to adhere to the general principles outlined in the COBC. These rules, while comprehensive, do not encompass all legal requirements, standards, or policies.
2. **Applicability of the Code of Conduct** The COBC applies to all individuals acting on behalf of Contact, including directors, managers, employees, workers, and consultants.
3. **Employees Contact** is committed to creating a safe, professional, and supportive workplace that values teamwork and trust. We treat all employees with dignity and respect, promoting diversity and inclusion.
4. **Health, Safety, and Environment** We are dedicated to upholding the principles of Health, Safety, Security, and Environmental Performance. These principles guide our operations and meet the needs of our management, staff, and society.
5. **Compliance with Anti-Bribery and Anti-Corruption Laws** Contact employees are prohibited from engaging in any form of bribery or corruption. This includes making or authorizing prohibited payments to government or non-government officials.
6. **Compliance with Laws Prohibiting Commercial Bribery** Our employees are forbidden from offering, paying, or giving anything of value to influence the actions of agents, representatives, intermediaries, or employees of other companies. Additionally, improper commissions or kickbacks are strictly prohibited.
7. **Entertainment, Gifts, and Promotional Expenses** While exchanging gifts and entertainment with clients can be acceptable, such exchanges must be nominal in value and must not compromise the integrity of our business relationships.
8. **Compliance with Anti-Money Laundering and Anti-Terrorism Financing Laws** Employees must not engage in financial transactions involving funds derived from criminal activities.
9. **Charitable Contributions** Charitable contributions made on behalf of Contact must receive prior written authorization from the relevant Financial Authority.
10. **Conflict of Interest** Employees must avoid activities that create or appear to create conflicts between personal interests and the interests of the company.
11. **Confidential and Proprietary Information** All personnel must handle confidential and proprietary information with care.
12. **Certification of Compliance by Employees** All directors, managers, and employees must certify their understanding of the COBC upon initial employment and periodically thereafter, confirming they have not engaged in prohibited activities.
13. **Obligation to Report Violations** All personnel are obligated to report any actual or suspected violations of the COBC or applicable laws and regulations.
14. **Disciplinary Action** Violations of the COBC or applicable laws and regulations may result in disciplinary action.
15. **Learning and Development** We provide mandatory training and education programs for all directors, managers, and employees. These programs are regularly updated and conducted to ensure ongoing compliance and ethical awareness.
16. **Dress Code** Contact does not enforce a formal dress code except for those employees whose job nature requires a uniform.
17. **Use of IT Resources** IT resources, including email and Internet access, are provided to some employees to facilitate their job activities.
18. **E-mail Policy** The email system must not be used for creating or distributing disruptive or offensive messages.

Commitment to Ethical Business Practices

The Contact Code of Business Conduct is designed to guide our employees in making ethical decisions, upholding our integrity, and ensuring that we operate with the highest standards of ethical behavior. By adhering to this Code, we contribute to the sustainability and long-term success of Contact Financial Holding.

Internal Audit Excellence

At Contact, we prioritize internal audit excellence as a cornerstone of our governance framework. This independent function serves to assist our board of directors and the audit & compliance committee in safeguarding the best interests of our stakeholders. Led by the Internal Auditor Director, our internal audit team, comprising experienced professionals from leading financial institutions and audit firms, ensures unrestricted access to our records, documentation, systems, properties, and personnel.

Key Roles of Internal Audit

Provide assurance and consulting services to the Board of Directors, evaluating and enhancing governance implementation, risk management, and control processes.

Develop a systematic approach to assess the group's internal control methods and risk management procedures.

Maintain a quality assurance and improvement program to enhance the efficiency and effectiveness of the internal audit activity and identify areas for enhancement.



Compliance and Ethical Business Practices

Compliance and ethical business practices are fundamental to Contact's operations. We conduct all activities in line with applicable Financial Regulatory Association and Investment laws, regulations, and best practices. Our Governance Department monitors compliance, reporting to the Audit, Risk, and Governance Committee, which oversees compliance risk.

Combatting Financial Crime and Corruption, fraud and anti-money laundry approaches

We are committed to combatting financial crime and corruption, ensuring the integrity of our services. We empower individuals to voice their concerns through whistleblowing channels, promoting transparency and accountability.

Robust Risk Management Framework

Our risk management framework is integral to our business growth. We manage risks across financial and non-financial aspects, including credit, operational, liquidity, cyber, market, reputational, compliance, regulatory, environmental, and social risks. Our risk appetite statement guides our risk culture and governance boundaries.



Environmental and Social Risk Policy Framework

We manage environmental and social risks through our E&S Policy framework, aligning with principles that promote sustainable and responsible development. This includes adherence to laws, respect for human rights and diversity, addressing environmental impacts, supporting a green economy transition, and transparent reporting of our sustainability performance.

ISO Certifications

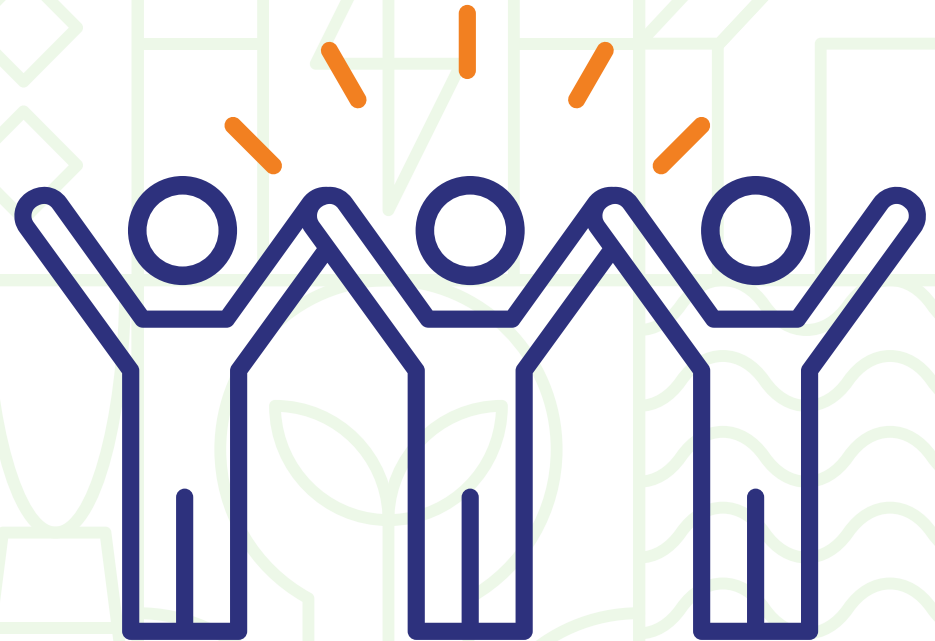
Contact Financial Holding proudly holds ISO certifications in Corporate Governance 37000:2021, reflecting our commitment to internationally recognized governance standards. This certification underscores our dedication to transparency, accountability, and ethical governance practices, ensuring that we operate in alignment with global best practices.



Our Commitment to Our People:

The Human Resources division at Contact Financial Holding operates with the primary objective of maximizing the potential of our human assets. We work tirelessly to attract, cultivate, and empower dedicated employees who can leverage their full capabilities to realize the Group's strategic objectives and goals.

Our unwavering dedication extends to ensuring that our workforce is diverse, highly skilled, and fully engaged. As of December 2023, our employee count stands at approximately 4000, reflecting our commitment to sustaining a robust and talented team. Furthermore, our Board of Directors includes two female members, one in an executive role and the other as an independent director, underlining our commitment to gender diversity and inclusion at the highest levels of leadership. Adhering to local laws, we exclusively hire Egyptian nationals, reinforcing our support for the community by offering inclusive and diverse job opportunities that embrace individuals from various backgrounds.



Employee Wellbeing and Development

At Contact Financial Holding, we foster a culture and work environment where both people and performance are valued. Our strong commitment to equality and inclusion is evident in our training and development initiatives, aimed at optimizing human potential and fostering continuous engagement with all employees.

The Human Resources division operates across six main areas to achieve its objectives :

- Recruitment and Employment
- Compensation and Benefits
- Performance Evaluation
- Talent, Learning, and Development
- HR Monitoring and Control
- HR Support Services

Our comprehensive Compensation and Benefits framework includes Base Pay (Basic Salary), Overtime Pay, and Incentive Pay, complemented by Group Medical Insurance, Group Life Insurance, Social Security coverage, and a range of additional benefits. These offerings, coupled with our commitment to Employee Engagement through events and training, underscore our dedication to creating a supportive and rewarding work environment that promotes teamwork, innovation, and professional growth. Through investments in talent retention and continuous learning opportunities, we ensure that our workforce remains skilled, competitive, and equipped to contribute effectively to our sustainable business goals.

Our employees are at the heart of Contact Financial Holding's sustainability journey. We recognize their dedication, talent, and invaluable contributions to our success. As a responsible and forward-thinking organization, we prioritize the well-being, growth, and engagement of our employees. This section delves into our comprehensive Compensation and Benefits framework, highlighting our commitment to fair and rewarding practices that support employee satisfaction, development, and overall sustainability.

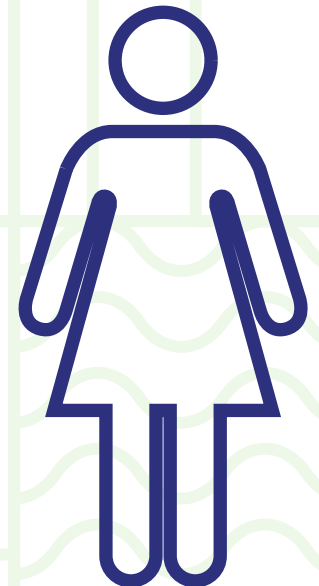


Cultivating Women's Empowerment:

At Contact Financial Holding, our commitment to women's empowerment extends beyond rhetoric; it's ingrained in our actions and initiatives across the organization. We have proactively reserved board seats for women in both the holding company and sister entities, resulting in over 25 % representation at this level. Moreover, within our workforce, women hold more than 21% of managerial and senior roles, demonstrating our dedication to fostering a diverse and inclusive workplace where talent and meritocracy thrive.

Beyond representation, our commitment to women's empowerment extends into our marketing strategies, where we design products and services specifically tailored to address women's needs, acknowledging their unique perspectives and contributions. We also actively support women through targeted corporate social responsibility programs, ensuring they have the resources and opportunities to excel both professionally and personally.

As a proud signatory of the Women's Empowerment Principles, Contact Financial Holding is dedicated to advancing gender equality across all aspects of our operations. We recently joined the UNGC's Target Gender Equality program and are pleased to announce that we have completed it. This achievement reinforces our commitment to creating an environment where women are empowered to reach their full potential, contributing to a more inclusive and equitable society.



Comprehensive Benefits and Wellness Initiatives

At Contact Financial Holding, we are committed to fostering a supportive and enriching work environment through our Comprehensive Benefits and Wellness Initiatives. This framework ensures that our employees feel valued and supported, contributing to their overall well-being and job satisfaction. By offering a balanced mix of financial rewards, health benefits, and professional development opportunities, we strive to create a sustainable and positive workplace culture.

Our compensation and benefits package includes a range of financial incentives such as Base Pay (Basic Salary), Overtime Pay for extra hours worked, and various forms of Incentive Pay including Annual Bonuses, Commissions, and allowances. Additionally, we provide comprehensive health coverage with Group Medical Insurance for employees and their families, Group Life Insurance, and Social Security benefits.

To enhance work-life balance, we offer perks like summer vacations, discounted travel benefits for families, and special interest rates for our services and products. We also prioritize employee engagement through events and training programs aimed at enhancing teamwork and performance. Furthermore, our investment in professional development is significant, covering 80% of costs for diverse training courses, diplomas, MBAs, and DBAs, ensuring our workforce remains skilled and competitive.

Program Category	Description	Examples
Financial Rewards	Competitive salary packages, performance bonuses, and retirement plans	Salary, Bonuses, Pension
Health Benefits	Comprehensive medical and life insurance coverage for employees and their families	Medical Insurance, Life Insurance
Work-Life Balance Perks	Additional benefits to support employees' personal lives	Summer Vacations, Discounted Travel Benefits
Employee Engagement	Initiatives to foster teamwork and enhance performance	Team Events, Training Programs
Professional Development	Investments in employee skills and career growth	Funding for Training Courses, Diplomas, MBAs, DBAs



Empowering Communities for a Sustainable Future:

5400+

Beneficiaries

5+

Partners in Impact

5+

Events for employees

20+

Outreach Impact Events and Programs

Empowering Communities for a Sustainable Future:

In 2022, Contact Financial Holding launched its dedicated Corporate Social Responsibility Unit, showcasing a steadfast commitment to sustainability through targeted programs aligned with Contact's core Sustainability Goals in Education, Health, and Poverty Alleviation. This strategic move underscores the company's deep-rooted dedication to uplifting social standards, emphasizing a broad range of initiatives, and fostering impactful collaborations to realize its objectives.

One of Contact's key initiatives involves partnering with NGOs to implement mini projects that directly benefit vulnerable communities across multiple cities, with a particular focus on supporting single mothers and individuals with disabilities. This reflects Contact's proactive approach to addressing societal challenges and promoting inclusivity. Furthermore, Contact actively engaged with the Baheya Foundation on International Women's Day, playing a pivotal role in preparing an intensive care room to support women's health initiatives. Collaborative efforts extend to the Orman Association for Orphans, where Contact works diligently to enhance education, training, and the overall quality of life for orphaned children, contributing significantly to their well-being and prospects. Through this partnership, Contact has benefited over 400 children throughout the year.

In line with its commitment to combating poverty, Contact supports the "Together Saving Human" association, advocating for a higher standard of living and actively contributing to community development efforts. Additionally, Contact collaborates with the Misr Elkheir Foundation during Ramadan to support marginalized communities by distributing 1,000 boxes, impacting 1,000 families and 4,000 individuals. To further alleviate poverty and improve the livelihood of those less fortunate, Contact has created mini projects for 10 families from Fayoum, Beni Suef, and Menoufia, providing kiosks and POS machines. Moreover, Contact engages on a quarterly basis with the Egyptian Clothing Bank to encourage employees to donate to those less fortunate.

Contact's annual internship program, which included 163 undergraduate students, plays a crucial role in nurturing talent and fostering skill development among the younger generation. Additionally, the company organizes an Appreciation and Gratitude Day for successful high school students in Egypt, celebrating the achievements of 34 students with higher ranks and grades. This event provides special psychological training programs to guide them in their career paths and work plans. These initiatives showcase Contact's holistic approach to education and social development, emphasizing the importance of continuous learning and support for the youth.

Contact values the well-being of its employees and prioritizes health. Contact Leasing, a subsidiary of Contact Financial Holding, participated in the second edition of the African Medical Conference and Exhibition "Africa Health ExCon " from June 6 to 9, 2023, at the Egypt International Exhibitions Center (EIEC). The event included various sessions reviewing steps to increase Africa's capacity towards vaccine production and various treatments, in addition to discussing the latest medical technological advancements in women's health in Africa.

During our recent wellness initiatives, we hosted a series of health-focused events to promote employee well-being and support for disabilities. A Wellness Day awareness and checkup event was held which included comprehensive medical insurance services for disabilities. Additionally, Concrete Plus Health Awareness Day, was held commencing with informative talks on diabetes, hypertension, diet, and lifestyle changes, attended by top management. This was followed by a mobile clinic providing preliminary checkups, measuring vital signs such as blood pressure and random glucose levels. Specialized consultations in gastroenterology and cardiology were offered to individuals requiring additional care. The day concluded with laboratory tests and the distribution of small gifts to all attendees, underscoring our commitment to employee health and well-being. These series of events supported over 400 employees with educational material and medical services.

Finally, Contact is committed to fostering a supportive and appreciative work environment through various initiatives. Each year, an Appreciation Day is held to recognize and celebrate the best employees from each department, ensuring their hard work is acknowledged. During Ramadan, Contact's top management organizes a special Iftar event for the families of 13 employees who have passed away but remain in Contact's memory. This event includes providing full income support and financing for the children's schooling and other expenses. Additionally, Contact celebrates women's achievements with a dedicated Ladies Day. This year, the event featured a 90s theme and was attended by 250 women, showcasing the company's commitment to honoring and empowering its female employees. These recurring activities reflect Contact's holistic approach to employee engagement and support.



Contact

Sustainability Events
2023



Green Energy and Agriculture Development



Top Students High School Graduation Ceremony and office visit



Baheya Foundation For Early Detection & Treatment Of Breast Cancer



Egyptian Clothing Bank Contribution



Orman Orphanage Visits and Cooperation



Orman Association Widows Kiosks (Decent work Project)



Best Employee Appreciation Day



Awariness and Practices Toward Medical Checkup and Wellbeing



Ramadan Food Box in Collaboration with Masr El khair Association



Students Summer Internship



Together to Save a Human Cooperation Agreement



Woman Empowerment Events and Activities



Category	Material Topics	SDG Alignment
Governance	ESG-related management & integration practices	Goal 8: Decent Work and Economic Growth Goal 13: Climate Action Goal 16: Peace, Justice, and Strong Institutions
	Adhering to and partnering with international institutions	Goal 16: Peace, Justice, and Strong Institutions Goal 17: Partnerships for Goals
	Robust Internal Policies and procedures and governance structures	Goal 16: Peace, Justice, and Strong Institutions
	Regulatory Reporting and Transparency	Goal 16: Peace, Justice, and Strong Institutions Goal 17: Partnerships for Goals
Social	Women empowerment and Gender Equality at the workplace	Goal 5: Gender Equality Goal 10: Reduced inequalities
	Gender equality at workplace	Goal 5: Gender Equality
	Health and Education to support community development	Goal 3: Good Health and Well-being Goal 4: Quality Education Goal 10: Reduced Inequalities
	Inclusion and access to finance	Goal 5: Gender Equality and Goal 10: Reduced Inequalities
	Social and economic development of local communities	Goal 8: Decent Work and Economic Growth Goal 10: Reduced Inequalities
Environmental	Developing Green financial products	Goal 9 Industry Innovation and Infrastructure Goal 13: Climate Action
	Introducing climate Resilient practices	Goal 9 Industry Innovation and Infrastructure Goal 13: Climate Action
	Promoting Environmental and green awareness through community engagement	Goal 13: Climate Action

Contact

Thank You

