

**UN**  
environment  
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Principles for  
Responsible Banking

# Reporting and Self-Assessment Template

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Principles for Responsible Banking



Reviewed version (V2) from September 2022



## Reporting and Self-Assessment Template

The following template sets out the reporting and self-assessment requirements for Signatories of the Principles for Responsible Banking (PRB). Your bank discloses which actions it has undertaken to implement the PRB by self-assessing its progress on each of the 6 Principles. This template is therefore structured in accordance with the 6 Principles that signatories have committed to.

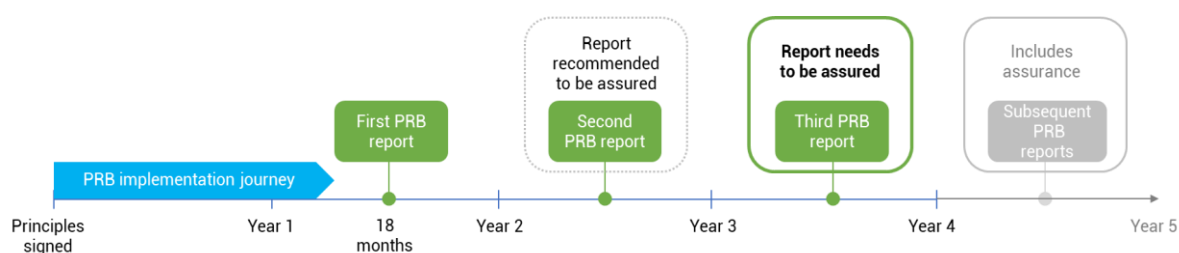
Three [Key Steps](#) are critical to showing that your bank is fulfilling its commitments as a signatory of the PRB, i.e. Impact Analysis, Target Setting & Implementation and Assured Reporting/Accountability. The sections in the Reporting and Self-Assessment Template that relate to the 3 Key Steps also require a self-assessment summary to demonstrate the extent to which the bank has fulfilled the respective requirements of the Key Steps.

### Accommodating different starting points

Your bank has an initial four-year period from signing to implement the 6 Principles including to bring its reporting fully in line with the requirements. Your bank may not be able to provide all information required in this template in the first report. You should build on your implementation progress annually. Feedback, support, capacity building, training and peer learning are available to all signatory banks to help them progress with both implementation and reporting.

### Timeline for reporting and assurance

Signatory banks need to report on their implementation of the Principles on an annual basis. The first PRB report has to be published within 18 months of signing the Principles, to give the bank some flexibility to align the PRB reporting with its reporting cycle. Publishing the first PRB report at any point earlier than 18 months after signing the Principles is therefore an option. After the first PRB reporting has been published, subsequent reports have to be published annually thereafter, i.e. within 12 months at the latest after the prior report<sup>1</sup>.



### Assurance

The last report within the initial 4 year implementation period (and subsequent reports thereafter) needs to be assured, which means that at least the third PRB report needs to be assured. Banks are encouraged to put the assurance process in place well before that and have earlier PRB reports already assured.

<sup>1</sup> Early reporting is permitted, although sufficient time to show progress from one year to the other should be taken into account.

All items that relate to the three [Key Steps](#) (highlighted in yellow) require limited assurance by year four of signing the PRB, undertaken by an independent third party with relevant expertise in the field. These are:

- 2.1 Impact Analysis
- 2.2 Target Setting
- 2.3 Target Implementation and Monitoring
- 5.1 Governance Structure for Implementation of the Principles

An assurer provides limited assurance of your self-assessment in these listed areas. You can do this by including it in your existing assured reporting. Where third-party assurance is not feasible, an independent review may be conducted. Assurance requirements are described in more detail in the [Guidance for Assurance providers: Providing limited assurance for reporting](#).

## Purpose of the template

The purpose of this template is to assist signatories in disclosing their progress on implementing the PRB. The disclosed information is used by the UNEP FI Secretariat as the basis for the individual review of each bank's progress, as well as for reporting the collective progress made by the PRB Signatory Group. To measure collective progress in a consistent manner, some standardized questions to be completed by the banks are integrated into the template. The open questions give banks the flexibility to disclose the progress they make, considering the diverse business models and various contextual differences in which banks operate.

# How to use this template

This template gives banks the chance to provide summaries of the annual progress made in implementing each Principle. It is designed for your bank to provide references/links to where in your existing reporting/public domains (websites) the required information can be found to support your answers. The aim is to keep any additional reporting burden to a minimum while ensuring transparency and accountability as set out in Principle 6. When referring to other documents, please specify the pages where the exact information appears.

The Reporting and Self-Assessment Template shall not be amended structurally and content-wise. The content and text of the template can be applied to corporate layout and designed accordingly, without omitting parts of the texts. The Reporting and Self-Assessment Template can be integrated into your bank's reports (annual report, sustainability report or relevant reporting formats) or can be published as a stand-alone document. It needs to be publicly available and will be listed on the UNEP FI Signatories page.

The reporting needs to be published in English. Information that is referenced to within the Reporting and Self-Assessment Template should also be available in English. Where that is not possible, it is recommended to include the summary of relevant information as text in the Template, so that all necessary information can be taken into account when the UNEP FI Secretariat reviews the bank's performance.

# Principle 1: Alignment



We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

## Business model

Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.

### Response

**BANK OF AFRICA, AN INTERNATIONAL UNIVERSAL BANKING GROUP WITH A PAN-AFRICAN VOCATION**

*One of BANK OF AFRICA's missions is to actively contribute to the development of a dynamic, resilient and inclusive African economy. With operations in 20 African countries, the Group plays a vital role in innovative initiatives to support national development programmes, promote intra-African trade as well as trade with the rest of the world and generate a positive social impact.*

*BANK OF AFRICA has acquired a reputation as a leading pan-African financial group with one of the continent's most extensive networks. The universal banking business model adopted by the Group, which encompasses a variety of finance-related business lines, enables it to meet the diverse needs of its customers. As a universal banking group, BANK OF AFRICA excels in a multitude of areas ranging from commercial banking to investment banking and from participatory banking to specialised financial services such as leasing, factoring and consumer credit.*

*Second pan-African group by geographical coverage – 20 countries and 5 economic zones, 609 bank branches (outside Morocco), With operations in 32 countries in Africa, Europe, Asia and North America, BANK OF AFRICA has one of Africa's most extensive networks with nearly 2,000 points of sale. The Group serves 6.6 million customers around the globe, acting as a bridgehead for global trade between Africa and the rest of the world.*

*INTERNATIONAL NETWORK BANK OF AFRICA's extensive network of nearly 2,000 points of sale ensures that its services are fully accessible to its customers around the world.*

*FINANCIALLY SOLID BANK OF AFRICA is Morocco's third largest bank with total assets of MAD 388 billion and the country's second bank-insurer with a 34.53% share of the market. This*

*Links and references: Please see section :*

*[https://www.ir-bankofafrica.ma/sites/default/files/2024-08/Annual%20financial%20report%202023\\_compressed.pdf](https://www.ir-bankofafrica.ma/sites/default/files/2024-08/Annual%20financial%20report%202023_compressed.pdf) page 14 of the Annual Financial Report*

*enhances its reputation as a reliable and solid financial institution in which its customers have complete trust.*

## Strategy alignment

**Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?**

Yes

No

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

**Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these?**

UN Guiding Principles on Business and Human Rights

International Labour Organization fundamental conventions

UN Global Compact

UN Declaration on the Rights of Indigenous Peoples

Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones: IIR, EP, GRI, PRB, TCFD, CSRD, ISSB, ISO 14001.

Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery - please specify which ones: IIR, EP, GRI, PRB, TCFD, CSRD, ISSB, ISO 45001.

None of the above

*BANK OF AFRICA was the 1st African Signatory of UNEP FI in 2000, and in 2019 became the 1st Bank in Morocco to sign up to the Principles for Responsible Banking during the launch in NYC. In 2018, the Bank developed its own CSR Charter, based on international Sustainability standards and principles, to guide its contribution to the Sustainable Development Goals, through 6 Commitments that resonate with the Principles for Responsible Banking.*

*We are a member of the Positive Impact Working Group and we are currently undergoing a first Impact Analysis based on the PI methodology to assess alignment with the SDGs, and also assessing in parallel impacts on Climate through various tools.*

*In 2016, we became the 1st Bank in Morocco to sign on to the UN Global and we continue to contribute to the Morocco Local Network of the United Nations Global Compact, created in 2017 in partnership with the United Nations Development Program (UNDP).*

*Climate risk was specifically integrated in the Group Risk Policy in 2020, in addition to the already existing compliance with the Equator Principles aimed at identifying, assessing and managing environmental and social risks in project financing since 2010. BANK OF AFRICA is still the only Moroccan EP Bank, since it established an environmental and social risk management system in partnership with IFC in 2008, having been revamped in 2019 to*

*Please see : <https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr%C3%A9%20BANK%20OF%20AFRICA%202023.pdf>*

*date. The Bank is currently the only Moroccan bank to exit financing any coal fired power plant, in addition to compliance with the EDFI Exclusion list. BANK OF AFRICA integrated Climate Risks in the Sustainability Charter in December 2020, followed by the Risk Policy and creation of an internal Taskforce undergoing first identification of sectors to climate impact in project finance portfolio throughout 2021. The Group has adopted a Group-wide exclusion list of activities to be financed, based on the recommendations of the European Development Finance Institution. In 2023, BANK OF AFRICA succeeded in reducing its exposure to these sectors to just 0.29%. In line with the objectives of the Paris Agreement, the Bank stopped financing new coal-fired power stations*

*in Morocco from 2019, and is limiting the financing of to 10% of the portfolio of subsidiaries located in subsidiaries located in countries where this is permitted.*

*And , below the 10% limit tolerated for activities on the exclusion list (alcoholic beverages, tobacco, arms, munitions and gambling). 0% For coal financing.*

*Understanding the risks and opportunities of climate change and ensuring a progressive integration in our core businesses is Bank of Africa's on-going quest, and was a motivation for becoming a "supporting institution" of Climate Action in FIs initiative spearheaded by DFIs at COP21. Bank of Africa was then invited to be part of the Coordination Group in 2018 to date following active involvement, to represent at African commercial banks that seldom have a voice in this domain.*

*The bank was the first in Africa to express support for the TCFD, in an effort to understand how to better disclose its climate impacts as well as the impact of climate on its portfolio. In 2019, BANK OF AFRICA - BMCE Group was the only African Bank mentioned in the 1st TCFD Global Progress Report for the Banking Sector <http://www.bcsconsulting.com/wp-content/uploads/2015/07/TCFD-Recommendations-Global-Progress-Report-for-the-Banking-Sector-1.pdf> The backbone for alignment will be the use of the Bank Portfolio Impact tool developed by UNEP-fi*

*BANK OF AFRICA is committed to responding actively to the Climate Finance Roadmap of the Groupement Professionnel des Banques du Maroc (GPBM). Drawn up in the run-up to COP22, this roadmap aims to promote the emergence of green finance at regional and continental level.*

*in 2020 BANK OF AFRICA, is the 1st Moroccan bank to join the United Nations Global Compact and UN Women partnership initiative "Women's Empowerment Principles". In 2021 ,is committed to joining the African network for diversity by signing the "Gender Diversity" Corporate Charter, drawn up by We4She as part of the Africa CEO Forum.*

*BANK OF AFRICA is a founding member of the AFRICAN BUSINESS LEADERS COALITION (ABLC), under the aegis of the*

*United Nations. At COP 27 in 2022, the Group signed the African Business Leaders' Climate Declaration. This coalition created by the United Nations Global Compact Global Compact.*

*In 2023, BANK OF AFRICA took part in the first Africa Climate Summit in Nairobi, an initiative of the African Union. This participation also marks its active commitment to the African Financial Alliance on Climate Change (AFAC), an innovative platform initiated by the African Development Bank (AFDB). This alliance aims to mobilise the African financial sector to channel financial flows towards sustainable and low-carbon investments, thereby carbon emissions, thereby strengthening strategies for mitigating climate change risks.*

*A pioneer in sustainability and ESG, Vision 2030 strengthens the Group's performance to create long-term value*

*Propose innovative products for our customers*

*Roll out the Positive Impact approach to almost 2/3 of our portfolio by 2030, in order to identify profitable business lines, sectors and regional and continental geographies, while supporting customers on high-impact issues: climate (adaptation and decarbonisation), water, inclusion, etc.*

*Launch Sustainability-Linked Loans (SLL), where the interest rate varies according to the borrower's ESG performance, with the aim of representing a significant proportion of our portfolio by 2030.*

*Continue to raise funds - ESG-targeted blended finance, including bank and customer technical assistance, and grants.*

*Aim for leadership in financial inclusion and diversity/disability management.*

*Support the development of SRI funds and facilitate access for customer :*

*Strengthen leadership in sustainability and ESG profile*

*Maintain No. 1 ESG ranking among banks in emerging markets, with the aim of achieving an overall average of 100% integration of ESG issues within our subsidiaries.*

*Make our CSR commitments more reliable through certifications and labels (transition to clean energy, eco-construction, etc.), serving as a benchmark for customers.*

*Adapting reporting to the best international standards, aiming for transparency and ESG disclosure through communication tools.*

*Supporting our communities*

*A pioneer, for over 25 years, in societal achievements through the BMCE Bank Foundation and the BOA Group Foundation for Education and Rural Development.*

Set up a Stakeholder Committee to identify new business opportunities with our 300+ EI / SD-CSR partners.  
Support entrepreneurship on a massive scale in Morocco and Africa, raising awareness/training almost 50,000 new project initiators, creating thousands of jobs.

## Principle 2: Impact and Target Setting



We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

### 2.1 Impact Analysis (Key Step 1)

Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly<sup>2</sup> and fulfil the following requirements/elements (a-d)<sup>3</sup>:

**a) Scope:** What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.

#### #1 Climate risk mapping of all portfolios - End 2024

##### Project launched in July 2024 - 30% complete

**What:** Assess the materiality of the climate risks to which BOA is exposed through its portfolios. Transition risks are integrated and the analysis of physical risks is developed.

**Why:** To strengthen understanding of the climate risks to which BOA is exposed in order to take better action on risk management in relation to BOA and to guide BOA's strategic decisions in relation to long-term climate risks.

**Key steps:** 1) Macro analysis of exposure to climate risks across all portfolios, 2) In-depth analysis of each material portfolio, 3) Analysis of vulnerability to risks at counterparty level.

#### #2 Framework for climate stress tests - April 2025

**What:** Support the development of ST practices for physical risks and create ST for transition risks

<https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr%C3%A9%20BANK%20OF%20AFRICA%202023.pdf>

please see page: 10-33- 34, page 54

<sup>2</sup> That means that where the initial impact analysis has been carried out in a previous period, the information should be updated accordingly, the scope expanded as well as the quality of the impact analysis improved over time.

<sup>3</sup> Further guidance can be found in the [Interactive Guidance on impact analysis and target setting](#).

**Why:** meet ICAAP's ST expectations in the short term and ensure BOA's financial stability

**Key stages:** 1) Validation of the scope, 2) Support for the ICAAP 2024 stress test, 3) Definition of the main methodological principles for the stress tests: choice of scenarios, focus on credit risks, etc. 4) Focus on the necessary data.

### **#3 Revision of the E&S risk management procedure - July 2025**

**What:** Update the procedure to i) incorporate the impact of climate change on projects, ii) automate it and lighten the workload for account managers.

**Why:** Reduce the financing of projects exposed and vulnerable to climate risks, and adapt the pricing of these projects.

**Key stages:** 1) Critical review of existing practices 2) Integration of physical climate and transition factors into the granting score 3) Development of training for the new procedure

### **#4 Co -construction of adapted governance July 2025**

**What will be done?** Develop governance in line with the new climate strategy

### **#5 C&E risk awareness and training July 2025**

**What ?** we do Support internal stakeholders in understanding climate issues

**What is it?** Helping internal stakeholders understand climate issues

### **Climate risks - 3 levels of analysis in the 1st project**

**1-Macro mapping of exposure across the entire portfolio**

- Get an overview of BoA's exposure to climate risks
- Identify the 6 most material sector portfolios requiring in-depth analysis

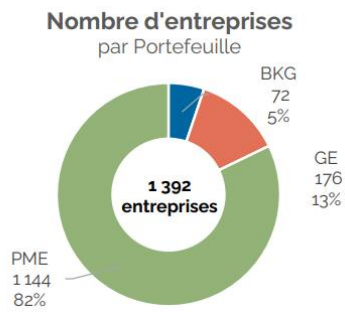
**2- In-depth analysis of the main sectors**

- Diagram of the transmission channels of climate risks into financial impacts
- Assessment of physical and transition climate risks under different scenarios
- Understanding the practical implications of climate risks for BoA's main portfolios

**3- Refined analysis of the main counterparties**

- Adjustment of the sectoral risk score by analysing the documents and data collected
- Development of a counterparty-specific risk score
- Importance of collecting data from counterparties

***Scope: the analysis covered 90% of exposures in the corporate portfolio - SMEs and large corporates - as well as the investment banking portfolio.***



Emissions financées par portefeuille	GES
	tCO <sub>2e</sub>
<b>BKG</b>	430 682
<b>GE</b>	2 191 730
<b>PME</b>	4 646 476
<b>Total (Scope 1-2-3)</b>	<b>7 268 888 tCO<sub>2e</sub>q</b>

***The SME portfolio accounts for 82% of companies, i.e. 1,144 companies.***

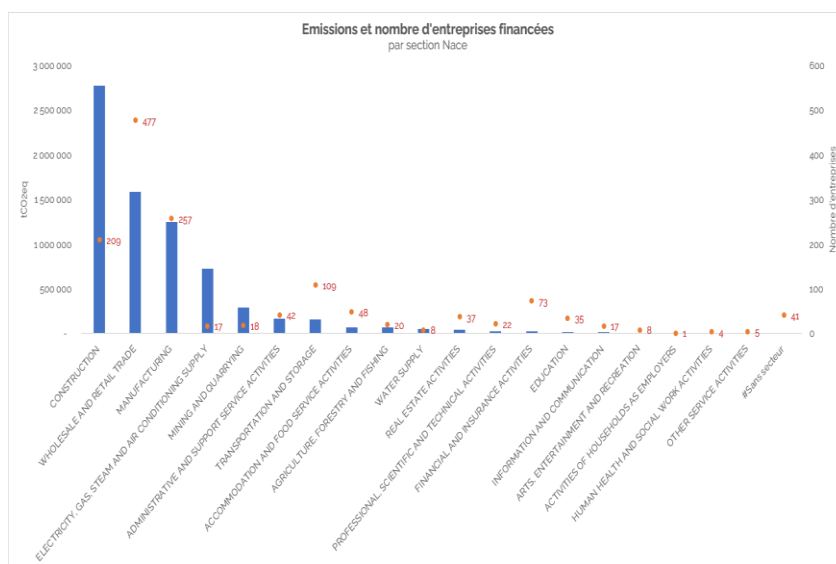
***The BKG portfolio accounts for 5% of companies.***

***63% of BoA's financed issues are attributed to the SME portfolio.***

## Footprint results

### Financed emissions by sector Portfolio BKG, SME, GE

The Real Estate & Construction sector accounts for 37% of total financed emissions attributed to BoA



As a committed member of the UNEP FI Positive Impact Working Group since 2017, BANK OF AFRICA has integrated the PI methodology in our ESMS to effectively assess both negative and positive impacts in investment loans in Morocco. In 2021, the new ESMS (Environmental & Social Management System) of BOA subsidiaries across SSA is being rolled out with integration of PI methodology to assess both negative and positive impacts. In Nov. 2020, BANK OF AFRICA published the 1st “Morocco Country Needs Mapping” via UNEP FI Positive Impact Working Group.

In support of the Sustainable Development Goals, the BANK OF AFRICA Group continues to evaluate the impact of its actions, and more particularly the impact of the financing granted to its clients.

For the third consecutive year, the Group is publishing Positive Impact Loans relating to loans to Business Loans Morocco - excluding Public Administrations Financial Activities and Intergroup - representing MAD 56 billion, or 41.7% of total customer loans in Morocco and 27.8% of total outstanding customer Group loans.

Within this scope, loans with a positive impact identified amounted to DH17.5 billion, representing 31.3% of total Moroccan Business Loans Morocco, a figure identical to that in 2022.

However, there has been growth in environmental and social financing, water +23%, electricity +25% and mobility +26%, more than offsetting the -7.3% decline in financing to support the

economy, as a result of the legal end of the marketing of Oxygène and Relance loans.

*In response to emergencies such as the September 2023 earthquake, Damane Cash set up 46 points of sale to quickly serve 7,308 beneficiaries through 15,448 transactions, demonstrating its ability to respond effectively in critical situations. The mobilisation of the Damane Cash subsidiary illustrates the extent to which to reduce the impact of natural disasters on the population and build community resilience.*

*3,81 MMDHS Loans with a social impact , of wich Access to Electricity 1.08 MMDH, Education 0.08 MMDH, Health 0,74 MMDH, mobility 1,91 MMDH.*

#### **GRADUALLY TAKING ACCOUNT OF CLIMATE AND ENVIRONMENTAL RISKS**

*Recognising the need for proactive action in the face of climate challenges, BANK OF AFRICA has adopted a strategic approach to integrating climate risks beyond mere regulatory requirements.*

*This approach aims to prepare the company for the future impacts of climate while capitalising on the emerging opportunities offered by the ecological transition.*

*Since the initiation of the integration of climate risks into BANK OF AFRICA's strategy has been strengthened by the application of Bank Al-Maghrib directive 5/W/2021, which introduces a management framework for financial risks related to climate and the environment. This proactive policy is reflected in the introduction of credit risk mapping including climate-related factors.*

*Main carbon impact financing : MAD 3.7 billion for the financing of 6 renewable energy renewable energy projects. 2,356,000 Teq CO2 avoided*

**Main financing of water resources:** *almost 1.2 billion for the financing of 3 desalination plants in Morocco desalination plants in Morocco, with a total capacity of around 500 million m3 / year.*

**Environmental impact credits :** *4,76 MMDH : Water 2,21 MMDH, circular economy 0,01 MMDH, Climat 2,54 MMDH*

*BANK OF AFRICA is positioning itself as a leader of change, drawing up a list of products , committing to international initiatives against climate change, making responsible investments, and promoting sustainability in its product and financing offerings. In addition, the Bank has aligned its with those of the European Development Finance and Development Institutions (EDFI), and maintains regular monitoring of these exclusions, with half-yearly reports to the biannual reports to the Environmental, Social and Sustainability Committee (ESS), as well as to the Subsidiaries' Risk Committees of the Subsidiaries.*

*As part of its strict limitation policy, the Group has reduced to 10% its overall portfolio of investments in controversial sectors such as alcoholic beverages (with the exception of beer and wine), tobacco arms and munitions, and gambling and casinos.*

***. In 2023, BANK OF AFRICA succeeded in reducing its exposure to these sectors to just 0.29%. In line with the objectives of the Paris Agreement, the Bank stopped financing new coal-fired power stations***

*in Morocco from 2019, and is limiting the financing of to 10% of the portfolio of subsidiaries located in countries where this is permitted. For BANK OF AFRICA, its commitment to the climate is doubly beneficial: not only does it enable us to ahead of future egulations to maintain its position, but also to anticipate the consequences of climate change so that we can fully exploit the opportunities offered by the energy transition.*

**b) Portfolio composition:** Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope

- i) by sectors & industries<sup>4</sup> for business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown in %), and/or
- ii) by products & services and by types of customers for consumer and retail banking portfolios.

If your bank has taken another approach to determine the bank's scale of exposure, please elaborate, to show how you have considered where the bank's core business/major activities lie in terms of industries or sectors.

*With the support of UNEP-FI, BANK OF AFRICA has integrated impact analysis into its financing as well as at portfolio level.*

*Continued growth in environmental and social financing  
In support of the Sustainable Development Goals, the BANK OF AFRICA Group continues to assess the impact of its actions, and more specifically the impact of the financing granted to its clients. For the third consecutive year, the Group is publishing the Positive Impact Loans relating to Business Loans in Morocco - excluding Public Administrations, Financial Activities and Intergroup -, which represent MAD 56 billion, i.e. 41.7% of total customer loans in Morocco and 27.8% of total outstanding customer loans in the Group.*

*Within this scope, loans with a positive impact amounted to MAD 17.5 billion and represented 31.3% of total business loans in Morocco, a figure identical to that recorded in 2022.*

*However, growth in environmental and social financing - water, +23%, electricity, +25%, and mobility, +26% - should be noted, largely offsetting the -7.3% decline in financing to support the economy, resulting from the legal end of marketing of the Oxygène and Relance Credits.*

<https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr%C3%A9%20BANK%20OF%20AFRICA%202023.pdf>

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<sup>4</sup> 'Key sectors' relative to different impact areas, i.e. those sectors whose positive and negative impacts are particularly strong, are particularly relevant here.

*Positive-impact loans to Moroccan business customers break down as follows:*

*- Loans to support the economy / SMEs: MAD 8.9 billion*

*- Loans with an environmental impact: DH4.76 billion*

*Of which :*

*Climate 2.54 M*

*Water MAD 2.21 million*

*Circular Economy 0.01 M DH*

*- Loans with a social impact: MAD 3.81 billion*

*Including :*

*Mobility DH1.91m*

*Access to electricity DH1.08m*

*Health MAD0.74m*

*Education MAD0.08m*

**c) Context:** What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate?<sup>5</sup> Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis.

*This step aims to put your bank's portfolio impacts into the context of society's needs.*

*The BANK OF AFRICA Group brings its expertise and its capacity for innovation to support all its subsidiaries, particularly its vast African network, by offering financing solutions tailored to local specificities. BANK OF AFRICA Holding Luxembourg, which groups together the banking subsidiaries banking subsidiaries in sub-Saharan Africa, continued to its support for SMEs, with an increase of 16% in the number of applications processed the previous year, continuing the balance sheet transformation initiated in 2022 as one of the development plan (PTD) 2022-2024; the other two pillars of the TDP being the commitment to digitalisation and the expansion of Trade activities, enabling sub-Saharan banks to consolidate positions in digital financial services.*

*BANK OF AFRICA has received a significant loan of 50 million loan from the European Bank for Reconstruction and Development (EBRD), aimed at supporting micro, small and medium-sized enterprises (MSMEs) in key regions such as Tangier and Kénitra, as well as other underserved areas in Morocco.*

*This funding aims to improve access to financial resources for financial resources, thereby strengthening their resilience and competitiveness in the Moroccan economy.*

*The collaboration with the EBRD also includes an increase in the Trade Facility (TFP) of AFRICA from \$150 million to 175 million. This extension will provide bank guarantees and finance the import and distribution import and distribution of goods in Morocco, including eco-responsible initiatives such as the initiatives such as the trade of scrap metal and forestry products from sustainable sources. In addition to financing, BANK OF AFRICA will receive comprehensive technical assistance to maximise the impact of this programme, including advisory services and specialised training on trade finance.*

*The TFP facility has already supported more than 500 trade finance transactions, demonstrating the BANK OF AFRICA's growing importance in the international financial network and its essential role in the Moroccan economy and beyond..*

*In 2000, it signed the Declaration of Financial Institutions on the Environment and Sustainable Development UNEP - United Nations Environment Programme the Group has translated its commitments into its Corporate Social Responsibility Charter,*

<https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr%C3%A9%20BANK%20OF%20AFRICA%202023.pdf>

please see page 33-34- 54-58

<sup>5</sup> Global priorities might alternatively be considered for banks with highly diversified and international portfolios.

*which has all of BANK OF AFRICA's activities since then and has been applied in several of its subsidiaries in Morocco and internationally.*

*A new ESG sustainability strategy was approved by the Board of Directors at its meeting of 16 June 2023. It sets out the Group's general principles and objectives in favour of sustainability. The Sustainability Charter, originally drawn up in 2018, has now been revised to align with Vision 2030, adopted in 2022.*

*This update obviously takes into account changes in reference standards and best practices in terms of social environmental and social responsibility.*

*The development of BANK OF AFRICA's new sustainability strategy of AFRICA is the result of an in-depth analysis involving a rigorous review of the processes by which the Bank fulfils its commitments and an updated mapping of risks and opportunities. This has made it possible to refine the framework of the Bank's social, societal, environmental, ethical and governance responsibilities.*

*This strategy, which is in line with the 17 United Nations Development Goals (SDGs), is implemented through five five main areas of commitment:*

- 1. Proactively integrating sustainability into the Group's governance and performance steering practices***
- 2. Innovative offers and services for climate change resilience and environmental transition***
- 3. Confidence in human capital and value creation by the Group's talented workforce***
- 4. Confidence, customer satisfaction and market share growth***
- 5. A vector for human and regional development***

*The choice to focus on Project Finance has been confirmed by peers in UNEP FI Positive Impact Working group but also with various DFIs, including IFC and last CDC , now **British International Investment**, (was formerly **CDC Group plc, Commonwealth Development Corporation (UK)**.*

*Furthermore, Morocco represents the core geography and where the Group is based so it is pertinent to identify impacts on this portfolio as a starter on the Impact Journey. The objective is indeed to identify business opportunities related to increasing positive impacts and reducing negative impacts, including Climate.*

*BANK OF AFRICA Group has been a pioneer in adhering to sustainable finance principles by participating in the United Nations Environment Programme -UNEP- in 2000 and the UNEP Finance Initiative, prior to becoming a founding signatory to the United Nations' Principles for Responsible Banking -PRB- in 2019. Framed by these international undertakings, BANK OF*

*AFRICA has implemented a number of cornerstone projects to ensure that the Principles for Positive Impact Finance are embedded in its business philosophy as an outward-looking pan-African banking group. In 2023, the Group continued to strengthen its commitment to sustainable finance by pursuing accreditation to the Green Climate Fund, a positive impact financing facility, and by strongly developing the Group's range of financing options in partnership with international development institutions.*

Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2)6? Please disclose.

*Response:*

*Continued growth in environmental and social financing  
In support of the Sustainable Development Goals, the BANK OF AFRICA Group continues to assess the impact of its actions, and more specifically the impact of the financing granted to its clients.*

*For the third consecutive year, the Group is publishing the Positive Impact Loans relating to Business Loans in Morocco - excluding Public Administrations, Financial Activities and Intergroup -, which represent MAD 56 billion, i.e. 41.7% of total customer loans in Morocco and 27.8% of total outstanding customer loans in the Group.*

*Within this scope, loans with a positive impact amounted to MAD 17.5 billion and represented 31.3% of total business loans in Morocco, a figure identical to that recorded in 2022.*

*However, growth in environmental and social financing - water, +23%, electricity, +25%, and mobility, +26% - should be noted, largely offsetting the -7.3% decline in financing to support the economy, resulting from the legal end of marketing of the Oxygène and Relance Credits.*

*Positive-impact loans to Moroccan business customers break down as follows:*

*- Loans to support the economy / SMEs: MAD 8.9 billion*

*- Loans with an environmental impact: DH4.76 billion*

*Of which :*

***Climate 2.54 M***

***Water MAD 2.21 million***

***Circular Economy 0.01 M DH***

*- Loans with a social impact: MAD 3.81 billion*

<https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr%C3%A9%20BANK%20OF%20AFRICA%202023.pdf>

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page 82- page 84-  
page 88- page 104*

<sup>6</sup> To prioritize the areas of most significant impact, a qualitative overlay to the quantitative analysis as described in a), b) and c) will be important, e.g. through stakeholder engagement and further geographic contextualisation.

<p><i>Including :</i></p> <ul style="list-style-type: none"> <li><i>Mobility DH1.91m</i></li> <li><i>Access to electricity DH1.08m</i></li> <li><i>Health MAD0.74m</i></li> <li><i>Education MAD0.08m</i></li> </ul> <p><i>As part of the preparations for the work of the SSE Committee, various commissions ,committees were set up in 2023 to examine in greater depth issues relating to (i) the new Sustainability Strategy approved in June 2023 by the BANK OF AFRICA's Board of Directors to meet the new regulatory requirements and challenges (ii) strengthening the financial inclusion approach, with priority targets are women, Entrepreneurs/VSEs/Start-Ups, young people and people in (iii) the definition of a reference framework for the Bank in terms of sustainable finance, and (iv) scoping the project to implement a low-carbon strategy and a climate risk analysis system</i></p>	
<p><b>d) For these (min. two prioritized impact areas): <u>Performance measurement.</u></b> Has your bank identified which sectors &amp; industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant impact areas that apply to your bank's context.</p> <p>In determining priority areas for target-setting among its areas of most significant impact, you should consider the bank's current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts resulting from the bank's activities and provision of products and services. If you have identified climate and/or financial health&amp;inclusion as your most significant impact areas, please also refer to the applicable indicators in the <a href="#">Annex</a>.</p> <p>If your bank has taken another approach to assess the intensity of impact resulting from the bank's activities and provision of products and services, please describe this.</p> <p><i>The outcome of this step will then also provide the baseline (incl. indicators) you can use for setting targets in two areas of most significant impact.</i></p>	
<p><i>In support of the Sustainable Development Goals, the BANK OF AFRICA Group continues to evaluate the impact of its actions, and more particularly the impact of the financing granted to its clients.</i></p> <p><i>For the third consecutive year, the Group is publishing Positive Impact relating to Business Loans Morocco - excluding Public Administrations.Financial Activities and Intergroup - representing MAD 56 billion, or 41.7% of total customer loans in Morocco and 27.8% of total outstanding customer loans Group .</i></p> <p><i>Within this scope, loans with a positive impact identified amounted to DH17.5 billion, representing 31.3% of total Moroccan Business Loans Morocco, a figure identical to that in 2022.</i></p>	<p><a href="https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr%C3%A9%20BANK%20OF%20AFRICA%202023.pdf">https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr%C3%A9%20BANK%20OF%20AFRICA%202023.pdf</a></p> <p><i>page 106-107</i></p> <p><i>page 76-77</i></p> <p><i>page 78-79</i></p>

However, there has been growth in environmental and social financing, water +23%, electricity +25% and mobility +26%, more than offsetting the -7.3% decline in financing to support the economy, as a result of the legal end of the marketing of of the Oxygène and Relance loans.

*BANK OF AFRICA has adopted a strategic approach to integrating climate risks beyond mere regulatory requirements. This approach aims to prepare the company for the future impacts of climate while capitalising on the emerging opportunities offered by the ecological transition.*

*For BANK OF AFRICA, its commitment to the climate is doubly beneficial: not only does it enable us to ahead of future regulations to maintain its position, but also to anticipate the consequences of climate change so that we can fully exploit the opportunities offered by the energy transition.*

*Damane Cash, a subsidiary of BANK OF AFRICA, has played a key role in advancing financial inclusion, and the modernisation of public services in Morocco. Committed to corporate social responsibility, this subsidiary has established fruitful collaborations with various state bodies in particular with the CNSS (Caisse Nationale de Sécurité Sociale) and the CNRA (Caisse Nationale de Retraite et d'Assurance), to facilitate digitisation and improve accessibility of services. Through the E-GOV service in partnership with the CNSS,*

*by February 2023, Damane Cash had processed more than 128,814 transactions, considerably simplifying access to the benefits of the AMO (Compulsory Health Insurance) benefits for citizens. The 'Aide Sociale Directe' initiative has also*

*Damane Cash also deployed its network to open 300,000 payment accounts, ensuring efficient and rapid management of direct financial to beneficiaries.*

*In response to emergencies such as the earthquake in September 2023, Damane Cash set up 46 points of sale to quickly serve 7,308 beneficiaries through 15,448 transactions,*

*demonstrating its ability to react effectively in critical situations. The mobilisation of the Damane Cash subsidiary illustrates the extent to which natural disasters in order to reduce their impact on the population and support community resilience.*

*E-MAD CNSS 53% Percentage of payment accounts*

*The TAYSSIR programme, which aims to provide financial support to poor families, in particular through scholarships or financial aid, has also benefited from the expertise of Damane Cash, which facilitated the distribution of over one billion Dirhams in aid reaching 201,912 beneficiaries and opening 134,211 new payment accounts. These efforts illustrate Damane Cash's*

*commitment to strengthening financial inclusion and improve the quality of life of Moroccans, by ensuring the transparent and efficient management of financial aid.*

*BANK OF AFRICA has implemented an inclusive insurance range in partnership with RMA, offering accessible life and hospitalisation products. These include TAAMINE AL WALIDAINNE, a life insurance policy offering an annuity for parents in the event of death or disability, TAAMINE AL AAZAE and TAAMINE AL ABNAE, which provide the payment of a lump sum in the event of death to designated beneficiaries, and TAAAMIN AL ILAJ, a hospitalization insurance providing a daily allowance in the event of hospitalisation.*

**INCLUSION & EMPOWERMENT OF WOMEN**

*As part of its ongoing commitment to women's rights, BANK OF AFRICA has partnered with the Financial Alliance For Women Women - FAFW, the leading network of financial organisations dedicated to defending women's economy. Thanks to this partnership*

*BANK OF AFRICA and FAFW will establish a diversity and inclusion programme to support women entrepreneurs and become an employer of choice for women.*

*40% is the Percentage of bank accounts held by women Vs 35% in 2022*

*27% of loans held by women women in 2023*

*To support this initiative, BANK OF AFRICA has also set up specific training courses within its sales network, focusing on the improvements made by TAMWILCOM. These*

*training includes increasing the guarantee ratio the guarantee quota under the 'Damane ISTITMAR' product specifically for women's businesses, and the integration of any business majority owned or managed by women in the 'Damane Express' beneficiary category of 'Damane Express'. In addition, a new co-financing mechanism, 'Ilayki Invest', has been launched to further encourage female entrepreneurship by improving conditions of access to bank financing.*

*In addition to these financing initiatives, a communication campaign aimed at professionals and very small businesses was rolled out in November 2023.*

*These combined efforts demonstrate Bank of BANK OF AFRICA's commitment to women's economic empowerment, both locally and globally.*

### Self-assessment summary:

Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?<sup>7</sup>

Scope:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Portfolio composition:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Context:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Performance measurement:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No

Which most significant impact areas have you identified for your bank, as a result of the impact analysis?

*Climate change mitigation, climate change adaptation, resource efficiency & circular economy, biodiversity, financial health & inclusion, human rights, gender equality, decent employment, water, pollution, other: please specify*

Response : water, clean energy production and enrrgy efficiency ,social and gender inclusion and decent job creation as main impact issues.

How recent is the data used for and disclosed in the impact analysis?

- Up to 6 months prior to publication
- Up to 12 months prior to publication
- Up to 18 months prior to publication
- Longer than 18 months prior to publication

Open text field to describe potential challenges, aspects not covered by the above etc.:  
(optional)

<sup>7</sup> You can respond "Yes" to a question if you have completed one of the described steps, e.g. the initial impact analysis has been carried out, a pilot has been conducted.

## 2.2 Target Setting (Key Step 2)

Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis.

The targets<sup>8</sup> have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:

**a) Alignment:** which international, regional or national policy frameworks to align your bank's portfolio with<sup>9</sup> have you identified as relevant? Show that the selected indicators and targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks.

*You can build upon the context items under 2.1.*

*Response:*

*As part of the preparations for the work of the EHS Committee, various commissions set up within it were held in 2023 to examine in greater depth the issues relating to (i) the new sustainability strategy approved in June 2023 by the Board of Directors of BANK OF AFRICA to meet the new regulatory requirements and challenges, (ii) strengthening the financial inclusion approach, with priority targets being women, Entrepreneurs/VSEs/Start-Ups, young people and people with disabilities, (iii) defining the Bank's reference framework for sustainable finance and (iv) framing the project to implement a low-carbon strategy and a climate risk analysis system.*

*The target sets are : Financial inclusion , Climate mitigation, capacity building SME's.*

**Financial inclusion:** *Damane Cash, a subsidiary of BANK OF AFRICA, has played a key role in advancing financial inclusion, and the modernisation of public services in Morocco. Committed to corporate social responsibility , this subsidiary has established fruitful collaborations with various state bodies in particular with the CNSS (Caisse Nationale de Sécurité Sociale) and the CNRA (Caisse Nationale de Retraite et d'Assurance).*

*(Caisse Nationale de Retraite et d'Assurance), to facilitate digitisation and improve accessibility of services.*

*Through the E-GOV service in partnership with the CNSS, Damane Cash has processed more than 128,814 transactions by February 2023. transactions, significantly simplifying access to AMO (compulsory health insurance) benefits for citizens. The 'Aide Sociale Directe' initiative has also Damane Cash also used its network to open 300,000 payment accounts, ensuring efficient and rapid management of direct financial assistance to beneficiaries.*

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page : 120-121

*The TAYSSIR programme, was a government programme that provided regular financial support to poor families, with a view to reducing school dropouts. It was aimed in particular at rural communes and certain urban communes suffering from a high rate of poverty and school wastage. It targeted a population of 1.5 million families with children attending over 200,000 enrolments per year.*

*During the four phases of the TAYSSIR operation, Damane Cash facilitated the distribution of 1 billion DH in aid to 201,912 beneficiaries.*

*Damane Cash also managed to open 134,211 payment accounts, achieving a 66% equipment rate.*

*In response to emergencies such as the earthquake in September 2023, Damane Cash set up 46 points of sale to quickly serve 7,308 beneficiaries through 15,448 transactions,*

*demonstrating its ability to react effectively in critical situations. The mobilisation of the Damane Cash subsidiary illustrates the way in which natural disasters in order to reduce their impact of natural disasters on the population community resilience.*

**Climate:**

*BANK OF AFRICA is planning a new approach to Sustainable Finance through three main axes:*

*(i) transition finance to support and accompany clients in their transition to a sustainable economic business model and maintain their competitiveness,*

*(ii) supporting and developing initiatives that facilitate the inclusion of the most vulnerable and underserved populations,*

*(iii) strengthening the expertise of all its internal and external stakeholders on issues related to sustainable and impact finance.*

*In 2023, and on the occasion of COP 28 in Dubai,*

*BANK OF AFRICA formalised its commitment to sustainable development by signing lines of dedicated to the protection of water resources the circular economy and energy efficiency projects.*

*Main carbon impact financing :*

*MAD 3.7 billion for the financing of 6 renewable energy renewable energy projects. 2,356,000 Teq CO2 avoided*

*Main financing of water resources: almost 1.2 billion for the financing of 3 desalination plants in Morocco , with a total capacity of around*

<sup>8</sup> Operational targets (relating to for example water consumption in office buildings, gender equality on the bank's management board or business-trip related greenhouse gas emissions) are not in scope of the PRB.

<sup>9</sup> Your bank should consider the main challenges and priorities in terms of sustainable development in your main country/ies of operation for the purpose of setting targets. These can be found in National Development Plans and strategies, international goals such as the SDGs or the Paris Climate Agreement, and regional frameworks. Aligning means there should be a clear link between the bank's targets and these frameworks and priorities, therefore showing how the target supports and drives contributions to the national and global goals.

500 million m3 / year.

Environmental impact loans: 4,76 MMDH, Climat 2,54 MMDH, Water 2,21 MMDH

With a policy of strict limitation, the Group has reduced to 10% its global portfolio of investments in controversial sectors such as alcoholic beverages (with the exception of beer and wine), tobacco arms and munitions, and gambling and casinos.

**In 2023, BANK OF AFRICA succeeded in reducing its exposure to these sectors to just 0.29%. In**

**line with the objectives of the Paris Agreement, the Bank stopped financing new coal-fired power stations in Morocco from 2019, and is limiting the financing of 10% of the portfolio of subsidiaries located in countries where this is permitted.**

For BANK OF AFRICA, its commitment to the climate is doubly beneficial: not only does it enable us to ahead of future regulations to maintain its position, but also to anticipate the consequences of climate change so that we can fully exploit the opportunities offered by the energy transition.

#### **SME capacity building:**

Committed to the development of the Moroccan economy , BANK OF AFRICA has maintained a sustained dynamic of support and businesses, including young entrepreneurs. The Bank offers a range of financing and support services for SMEs Morocco, in particular through the Club de l'Entrepreneuriat. **These services include loans covering up to 60% of business projects** and support programmes designed to SMEs in the financing and implementation of their projects.

The digitalisation of services offered to SMEs enables them to effectively manage their financial affairs.

In 2023, BANK OF AFRICA was recognised for its dynamism and performance thanks to its innovation in customer relations and its impact finance in its support for SMEs and young entrepreneurs through various programmes and products, including INTELAKA, the Entrepreneurship SMART BANK, Blue Space and the Entrepreneurship Meetings.

In addition, BANK OF AFRICA has also been voted in 2023 as 'the most active Partner Bank in Morocco' by the EBRD - European Bank for Reconstruction

BANK OF AFRICA voted 'Best SME Bank in Morocco' and 'Best Bank in Africa Morocco' and "Best Bank In Africa 2023" by Global Finance Magazine.

BANK OF AFRICA voted 'Best SME Bank for SMEs in Morocco

*This recognition is part of a new programme to rank new programme to rank banks as part of the SME Bank Awards 2023 launched by Global Finance magazine, with the aim of identifying financial partners with the strongest presence in this segment, particularly in terms of financial support for entrepreneurs. The award recognizes BANK OF AFRICA's commitment to the entrepreneurial fabric expertise developed in this market, the range of products and services offered and the continuous innovation in this segment.*

**Alignement :**

*The Financial Interated Report makes reference to frameworks established by both the GRI and the International Integrated Reporting Council –IICR.*

*Watching the CSRD (Corporate Sustainability and Responsibility Directive), Reporting Directive in the European Union region. The Group is also committed to the CSRD (Corporate Sustainability and matrix, which is currently under development, with the the International Sustainability Standard Board (ISSB) as an extension of the CSRD.Standard Board) as an extension of the TCFD (Task Force on ClimateRelated Financial Disclosure). The SDG's, Paris Agreements.*

**b) Baseline:** Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline.

*You can build upon the performance measurement undertaken in 2.1 to determine the baseline for your target.*

*A package of indicators has been developed for climate change mitigation and financial health & inclusion to guide and support banks in their target setting and implementation journey. The overview of indicators can be found in the Annex of this template.*

If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex, using an overview table like below including the impact area, all relevant indicators and the corresponding indicator codes:

<i>Impact area</i>	<i>Indicator code</i>	<i>Response</i>
<i>Climate change mitigation</i>	...	
	...	.
	...	

<i>Impact area</i>	<i>Indicator code</i>	<i>Response</i>
<i>Financial health &amp; inclusion</i>	...	
	...	
	...	

In case you have identified other and/or additional indicators as relevant to determine the baseline and assess the level of alignment towards impact driven targets, please disclose these.

**Main carbon impact financing :**

MAD 3.7 billion for the financing of 6 renewable energy renewable energy projects. 2,356,000 Teq CO2 avoided.

**Main financing of water resources:** almost **1.2 billion** for the financing of 3 desalination plants in Morocco desalination plants in Morocco, with a **total capacity of around 500 million m3 / year.**

4,76 MMDH: of environmental impact credit :

Climat 2,54 MMDH, 2,21 MMDH : Water and 0,01 MMDH in circular economy.

With a policy of strict limitation, the Group has reduced to 10% its global portfolio of investments in controversial sectors such as alcoholic beverages alcoholic beverages (with the exception of beer and wine), tobacco arms and munitions, and gambling and casinos.

In 2023, BANK OF AFRICA succeeded in reducing its exposure to these sectors to just 0.29%. In line with the objectives of the Paris Agreement, the Bank stopped financing new coal-fired power stations in Morocco from 2019, and is limiting the financing of to 10% of the portfolio of subsidiaries located in countries where this is permitted.

For BANK OF AFRICA, its commitment to the climate is doubly beneficial: not only does it enable us to ahead of future regulations to maintain its position, but also to anticipate the consequences of climate change so that we can fully exploit the opportunities offered by the energy transition.

**EQUATOR PRINCIPLES**

Since May 2010, BANK OF AFRICA has been the only Moroccan bank to sign the Equator Principles (EP). These principles, based on the IFC's performance criteria are the benchmark for best environmental and social practices in project project financing. During 2023, 12 projects granted and/or released are eligible for EPs and 3 have reached financial close.

**BREAKDOWN OF RISK BY CATEGORY PROACTIVE & COMMITTED GOVERNANCE INTEGRATED ANNUAL REPORT 2023**

**Continued growth in environmental and social financing**

In support of the Sustainable Development Goals, the BANK OF AFRICA Group continues to assess the impact of its actions, and more specifically the impact of the financing granted to its clients.

For the third consecutive year, the Group is publishing the Positive Impact Loans relating to Business Loans in Morocco - excluding Public Administrations, Financial Activities and

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page 104-105-106-107-408-109

page 130-313 for the Socail & Environmental KPI's

*Intergroup -, which represent MAD 56 billion, i.e. 41.7% of total customer loans in Morocco and 27.8% of total outstanding customer loans in the Group.*

*Within this scope, loans with a positive impact amounted to MAD 17.5 billion and represented 31.3% of total business loans in Morocco, a figure identical to that recorded in 2022.*

*However, **growth in environmental and social financing** - water, +23%, electricity, +25%, and mobility, +26% .*

*Positive-impact loans to Moroccan business customers break down as follows:*

- Loans to support the economy / SMEs: MAD 8.9 billion
- **Loans with an environmental impact: DH4.76 billion**  
Of which :  
Climate 2.54 M  
Water MAD 2.21 million  
Circular Economy 0.01 M DH
- Loans with a social impact: MAD3.81 billion  
Including :  
Mobility DH1.91m  
Access to electricity DH1.08m  
Health MAD0.74m  
Education MAD0.08m

**c) SMART targets** (incl. key performance indicators (KPIs)<sup>10</sup>): Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact areas, if in place). Which KPIs are you using to monitor progress towards reaching the target? Please disclose.

**Financial inclusion:** *The TAYSSIR programme, now included in the ASD, a government programme that provided regular financial support to poor families, suffering from a high rate of poverty and school wastage. It **targeted a population of 1.5 million families** with children attending over 200,000 enrolments per year.*

*During the four phases of the TAYSSIR operation, Damane Cash facilitated the distribution of **1 billion DH in aid to 201,912 beneficiaries.***

<sup>10</sup> Key Performance Indicators are chosen indicators by the bank for the purpose of monitoring progress towards targets.

<p><b>Climate:</b></p> <p>As UNEPFI recommends that commitments to the carbon neutral be made at Group level.</p> <p>Bank of Africa is therefore committed to covering at least the Retail and Investment Banking in order to set targets in line with the Paris Agreement gradually make its portfolios consistent with global mitigation efforts.</p> <p><b>Breakdown of emissions financed by Scope Portfolio BKG, SME, GE</b></p> <table border="0"> <tr> <td><b>Breakdown of emissions per Scope</b></td> <td><b>GES</b></td> </tr> <tr> <td>Scope 1</td> <td>tCO<sub>2</sub>e</td> </tr> <tr> <td>Scope 2</td> <td>383498</td> </tr> <tr> <td>Scope 3</td> <td>232666</td> </tr> <tr> <td><b>Total (Scope 1-2-3)</b></td> <td><b>6652724</b></td> </tr> <tr> <td></td> <td><b>7268888 tCO<sub>2</sub>eq</b></td> </tr> </table>	<b>Breakdown of emissions per Scope</b>	<b>GES</b>	Scope 1	tCO <sub>2</sub> e	Scope 2	383498	Scope 3	232666	<b>Total (Scope 1-2-3)</b>	<b>6652724</b>		<b>7268888 tCO<sub>2</sub>eq</b>	
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<b>Total (Scope 1-2-3)</b>	<b>6652724</b>												
	<b>7268888 tCO<sub>2</sub>eq</b>												
<p><b>d) <u>Action plan:</u></b> which actions including milestones have you defined to meet the set targets? Please describe.</p> <p>Please also show that your bank has analysed and acknowledged significant (potential) indirect impacts of the set targets within the impact area or on other impact areas and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts.</p>													
<p><i>Response:</i></p> <p><i>On the strength of its commitments to the international authorities the Group has stepped up the number of structuring projects to ensure that the principles of the principles of Impact Finance into all its activities, with its first first initiative in 2020 will be the publication of the first publication of the first report on Sustainable Finance in the Arab world, "Promoting Sustainable Finance and Climate in the Arab Region". BANK OF AFRICA's commitment to sustainable finance is also reflected in its accreditation to the Green Climate Fund Climate Fund (in progress since 2022). This financial mechanism</i></p> <p><i>At its board meeting, BANK OF AFRICA has just announced the transition plan.</i></p> <p><i>Possible reduction actions</i></p> <p><i>Examples of decarbonisation levers at investment portfolio level</i></p>	<p><i>Links and references:</i></p> <p><i>See page 23 of the Annual Integrated report 2022 Report: <a href="https://www.ir-bankofafrica.ma/sites/default/files/2023-05/RFA%20BOA%202023-05-19%2015H35.pdf">https://www.ir-bankofafrica.ma/sites/default/files/2023-05/RFA%20BOA%202023-05-19%2015H35.pdf</a></i></p>												

**Portfolio composition:** *Modify the composition of the portfolio by favouring companies with a robust climate strategy and divesting from emissive sectors.*

*Examples*

- ▶ *Increasing the proportion of companies with an SBT target to 50% by 2030*
- ▶ *Total divestment of the sector Oil & Gas to 2035*

**Reallocation of investments**

*Change the composition of the portfolio by reallocating investments from one part of the portfolio to another.*

*Examples*

- ▶ *Reallocating 10% of investment in industrial companies to technology companies by 2030*
- ▶ *Reallocate 90% of the amount invested in Apple to Facebook from October 2026*

**Decarbonising the portfolio:**

*include the decarbonisation trajectories of portfolio companies in the scenarios*

*Examples*

- ▶ *Companies with SBT targets will have reduced their emissions by 90% by 2050*
- ▶ *The carbon intensity of companies in the energy production sector will become zero by 2040*

**Reduction actions Breakdown by sector**

**Real estate :**

*Challenges facing the sector (12% of Morocco's direct emissions) :*

*Reducing the carbon footprint of buildings throughout their life cycle, from construction to use. This involves measures such as improving the energy efficiency of buildings, developing the use of renewable energies and promoting sustainable construction materials.*

**Possible actions:**

*Define a sectoral property policy: differentiated loan conditions depending on the energy performance of the property and the commitment to carry out works.*

*Note: the recovery of EPDs after work has been carried out will be an important lever for demonstrating progress in terms of quantified results.*

**Oil & Gas :**

**Sector challenges :**

*Morocco aims to diversify its energy mix and reduce its dependence on fossil fuels. The SNBC sets out the challenge of reconciling hydrocarbon-related economic development with climate objectives, strengthening Morocco's energy security, and promoting innovation in the field of clean energy.*

**Action points:**

*Initiate a policy of disengagement: Stop financing intensive companies in the sector, targeting as a priority companies actively involved in new fossil resource exploration, production, infrastructure or processing projects.*

*Directing funding towards committed companies in the sector that are active players in the energy transition. For energy companies with multiple means of energy production in their activities, look at the carbon intensity of their energy production (kgCO<sub>2</sub>e/MJ produced).*

**Reduction actions Breakdown by sector:**

**Industries (Cement, Steel, Aluminium):**

**Sector challenges:**

*The main challenge is to decarbonise production processes by replacing fossil fuels with renewable energies, improving the energy efficiency of furnaces and equipment, and developing carbon capture and storage technologies. These industries are also encouraged to use alternative raw materials with lower emissions and to optimise logistics to reduce transport-related emissions.*

**Possible actions:**

- *Physical intensity metrics (e.g. tCO<sub>2</sub>e/t of steel produced) are crucial to making the right decisions in these sectors and directing funding correctly. It is therefore essential to ensure that these metrics are properly monitored.*
- *For future funding: verification of the performance and 2030 projections of manufacturers to ensure that they are in line with global benchmark curves and thus direct funding towards the most virtuous players.*

**Electricity production**

*Challenges facing the sector :*

*The SNBC aims to drastically reduce the country's dependence on fossil fuels and significantly increase the share of renewable energies in the energy mix. The major investment required to*

develop renewable electricity production and transmission infrastructures is a major challenge for the sector.

**Possible courses of action:**

- Withdraw from projects to generate electricity from coal
- Increase renewable energy projects
- For financing multi-source energy providers: ensure that their carbon intensity ambitions (kgCO<sub>2</sub>e/kWh) are in line with global benchmark curves.

**SBTi trajectories All NZBA sectors.**

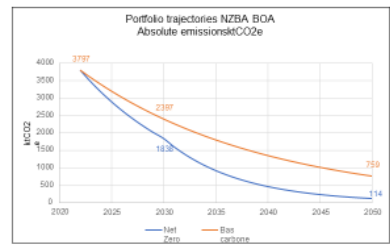
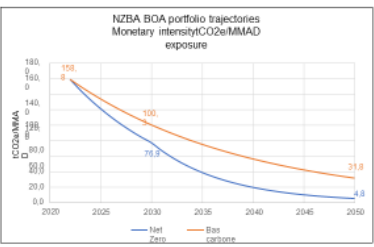
3 796 956 tCO<sub>2</sub>e financed  
362 enterprises

Emissions linked to the NZBA sectors represent 52% of BOA's financed emissions.

Following the SBTi methodology, two metrics per sector have been selected for BOA's portfolio:

- A monetary intensity metric (emissions financed / exposure in MMAD)
- An absolute emissions reduction metric (Absolute contraction approach).

For each of these metrics, a Net Zero trajectory (following SBTi) and a Low Carbon trajectory (-80% in 2050 compared to 2022) have been developed.



Intensité Absolue - Objectif par rapport à 2022	2030	2050
Net Zero	-42%	-97%
Bas Carbone	-37%	-80%

Contraction Absolue - Objectif par rapport à 2022	2030	2050
Net Zero	-42%	-98%
Bas Carbone	-37%	-80%

**SBTi trajectories Outside NZBA**

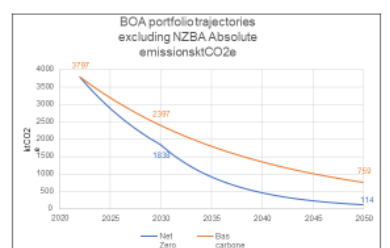
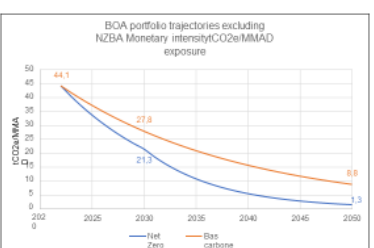
3 471 932 tCO<sub>2</sub>e financed  
1086 enterprises

Emissions from sectors outside the NZBA account for 48% of BOA's financed emissions.

Following the SBTi methodology, two metrics per sector have been selected for BOA's portfolio:

- A monetary intensity metric (emissions financed / exposure in MMAD)
- An absolute emissions reduction metric (Absolute contraction approach).

For each of these metrics, a Net Zero trajectory (following SBTi) and a Low Carbon trajectory (-80% in 2050 compared to 2022) have been developed.



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Net Zero	-42%	-98%
Bas Carbone	-37%	-80%

## Self-assessment summary

Which of the following components of target setting in line with the PRB requirements has your bank completed or is currently in a process of assessing for your...

	... first area of most significant impact: ... <i>(please name it)</i> <i>climate change</i>	... second area of most significant impact: Financial Inclusion Conducted by DAMAN <i>(please name it)</i>	<i>(If you are setting targets in more impact areas) ...your third (and subsequent) area(s) of impact: ... (please name it)</i>
Alignment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
Baseline	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
SMART targets	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
Action plan	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No

## 2.3 Target implementation and monitoring (Key Step 2)

**For each target separately:**

Show that your bank has implemented the actions it had previously defined to meet the set target.

Report on your bank's progress since the last report towards achieving each of the set targets and the impact your progress resulted in, using the indicators and KPIs to monitor progress you have defined under 2.2.

**Or, in case of changes to implementation plans (relevant for 2<sup>nd</sup> and subsequent reports only):** describe the potential changes (changes to priority impact areas, changes to indicators, acceleration/review of targets, introduction of new milestones or revisions of action plans) and explain why those changes have become necessary.

**Climate** : Coal financing 0%

The Bank has aligned its objectives with those of the European Development Finance Institutions and Development Institutions (EDFIs), and maintains regular regular monitoring of these

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exclusions, with half-yearly reports to the biannual reports to the Environmental, Social and Sustainability Committee (ESS), as well as to the ' Risk committees of the Subsidiaries.

As part of its strict limitation policy, the Group **has reduced to 10% its overall portfolio of investments**

**in controversial sectors such as alcoholic beverages alcoholic beverages (with the exception of beer and wine), tobacco** arms and munitions, and gambling and casinos.

casinos. In 2023, BANK OF AFRICA succeeded in reducing its exposure to these sectors to just 0.29%. In line with the objectives of the Paris Agreement, the Bank stopped financing new coal-fired power stations in Morocco from 2019, and is limiting the financing of to 10% of the portfolio of subsidiaries located in in countries where this is permitted.

For BANK OF AFRICA, its commitment to the climate is doubly beneficial: not only does it enable us to ahead of future regulations to maintain its position, but also to anticipate the consequences of climate change so that we can fully exploit the opportunities offered by the energy transition.

#### BREAKDOWN OF EMISSIONS BY SCOPE IN 2023:

*Scope 1 : 6,4%*

*Scope 2 : 73%*

*Scope 3 : 20,6%*

The positive impact 2023 analysis :

Continued growth in **environmental and social financing**

In support of the Sustainable Development Goals, the BANK OF AFRICA Group continues to assess the impact of its actions, and more specifically the impact of the financing granted to its clients.

For the third consecutive year, the Group is publishing the Positive Impact Loans relating to Business Loans in Morocco - excluding Public Administrations, Financial Activities and Intergroup -, which represent MAD 56 billion, i.e. 41.7% of total customer loans in Morocco and 27.8% of total outstanding customer loans in the Group.

Within this scope, loans with a positive impact amounted to MAD 17.5 billion and represented 31.3% of total business loans in Morocco, a figure identical to that recorded in 2022.

However, growth in environmental and social financing - water, +23%, electricity, +25%, and mobility, +26% - should be noted,

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largely offsetting the -7.3% decline in financing to support the economy, resulting from the legal end of marketing of the Oxygène and Relance Credits.

Positive-impact loans to Moroccan business customers break down as follows:

- Loans to support the economy / SMEs: MAD 8.9 billion

- Loans with an environmental impact: DH4.76 billion

Of which :

Climate 2.54 M

Water MAD 2.21 million

Circular Economy 0.01 M DH

- Loans with a social impact: MAD 3.81 billion

Including :

Mobility DH1.91m

Access to electricity DH1.08m

Health MAD0.74m

Education MAD0.08m

**Financial Inclusion:**

**E-Gov projects :** During the first half of 2024, DAMANE CASH continued its active involvement in the State's social aid projects, guaranteeing rapid and accessible payments to citizens benefiting from social programmes.

**CNSS:** 54,000 payments were made for MAD 23 million.

More than 87,000 reimbursements made directly to payment accounts.

**AMO files:** DAMANE CASH collected 947,000 sickness files, generating a turnover of MAD 2,364,187 through 500 authorised agencies.

**Direct Social Aid -ASD:** By the end of June 2024, DAMANE CASH had distributed MAD 639 million, corresponding to 1,187,000 transfers to payment accounts, to aid recipients with a Damane Pay account.

**Earthquake aid:** DAMANE CASH was able to provide more than 29,000 earthquake aids, including 17,000 in the form of transfers to payment accounts.

Inclusive insurance In addition to consolidating DAMANE CASH's financial inclusion policy, this new inclusive insurance offer will help to maintain the relationship with customers established through the Damane Pay offer, build customer loyalty and attract new customers.

*In 2022, we had 32,446 payment accounts.*

*In 2023, 207,807 payment accounts.*

*By the end of June 2024, we will have almost 450,000 payment accounts.*

***Damane Cash Financially includes more than 240,000 people in 6 months.***

## Principle 3: Clients and Customers



We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

### 3.1 Client engagement

Does your bank have a policy or engagement process with clients and customers<sup>11</sup> in place to encourage sustainable practices?

Yes       In progress       No

Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts?

Yes       In progress       No

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities<sup>12</sup>). It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

*This should be based on and in line with the impact analysis, target-setting and action plans put in place by the bank (see P2).*

*BANK OF AFRICA's quality policy is at the heart of its growth strategy. it is designed to constantly improve the quality of our services and products. the ultimate aim is to contribute to the satisfaction of our customers by taking into account their increasingly demanding needs and their feedback, which enables us to develop the process and be part of a continuous improvement process.*

*The quality policy is based on a strengthened customer feedback system. The ISO 9001 version 2015 standard is the driving force behind this ambition.*

*Bank of Africa was the first Moroccan bank to be ISO 9001 certified in the early 2000s.*

*BANK OF AFRICA has issued a formalized Policy, through its Code of Ethics and its Quality Policy, to adequately inform customers about its products/services, with detailed information about product risks/benefits, to ensure that suitable products are sold to clients (products in line with their risk profile), avoid misleading marketing messages, mis-selling practices and coerciveness tied selling/inertia selling. There is a formalized and*

Links and references:

<https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr%C3%A9%20BANK%20OF%20AFRICA%202023.pdf>

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*accessible system to handle complaints, with detailed disclosure on procedures. The purpose of this procedure is to set up the channels for handling any type of complaint from clients. BANK OF AFRICA has a Code of Ethics and Professional Conduct which sets out the principles and guidelines applicable to entities of the BANK OF AFRICA Group in terms of professional and professional ethics.*

*2023 was a period of consolidation and innovation.*

*the Compliance Division strengthened its compliance risk management system, gradually integrating technological advances and adapting its approach to a more global vision.*

*This proactive approach has enabled us to improve operations and respond effectively to increased regulatory requirements.*

*BANK OF AFRICA has demonstrated a solid ability to adapt and evolve in a complex regulatory environment. The progress made in attests to the determination to maintain the highest standards of compliance and ethical standards, while supporting our ambitions for growth and operational excellence.*

*As part of its commitment to rigorous compliance management, BANK OF AFRICA SA maintained in 2023 its essential role in the fight money laundering and the financing of terrorism compliance with international economic sanctions and embargoes, the protection of personal data transparency (FATCA),*

*the prevention of and fight against corruption, while preserving its ethical and deontological principles.*

*At Group level, BANK OF AFRICA has made progress in the implementation of projects aimed at strengthening compliance, in accordance with BAM Directive n°6/W/2021 relating to the modalities of application of due diligence for credit institutions and investment and similar . The year 2023 was marked by the operationalisation of the new organisational structure of Group Compliance, consolidating subsidiaries and introducing a systematic evaluation of Compliance Officers by the Group AML/CFT Manager. Significant progress has been made in automating processes, such as activity reporting and centralised monitoring of transactions, with other major projects moving closer to production , including the automation of compliance risk compliance risk mapping.*

*In addition, the Compliance organisation has been revised to cover all areas of compliance and to strengthen management at Group level. A significant impetus has also been given to strengthening staffing levels.*

<sup>11</sup> A client engagement process is a process of supporting clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.

<sup>12</sup> Sustainable economic activities promote the transition to a low-carbon, more resource-efficient and sustainable economy.

*With regard to the integrity of the capital markets, the Group Compliance sent reports on its ethical activities to the Moroccan Capital Market Autorité Marocaine du Marché des Capitaux (AMMC). As part of its various activities and product and service offerings, BANK OF AFRICA places the interests of its clients at the heart of its concerns. To this end, the Bank ensures that clients are treated transparently, impartially and fairly and that the products and services offered meet their needs, by giving them access to clear and precise information on all the terms and clauses and the related pricing. Several channels are available to customers complaints, which are dealt with by dedicated teams and passed on to the relevant within reasonable timescales to the entities concerned.*

### 3.2 Business opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).

As a partner to Moroccans around the world, BANK OF AFRICA supports them in the successful realisation of their projects by offering them technological products and services, some thirty branches around the world, high-quality financial support and enhanced assistance in their country of residence and during their stays in Morocco. Thanks to the BMCE Direct mobile application, customers can manage their accounts remotely, carry out transactions and check their securities portfolio. The bank also offers solutions tailored to MREs, such as the 'DabaTransfer' mobile application for money transfers to Morocco from France, Spain and Italy, and the SALAMA ASSISTANCE PRODUCT.

BANK OF AFRICA has also launched the Pack MRE FIRST Pack backed by a convertible dirham cheque account, which allows Moroccan World Citizen of the world -MCM- to benefit free of charge from the main banking services and a host of exclusive extra-banking benefits.

As in previous years, a number of community were organised in 2023, such as the Welcome Days 'in branches across Morocco, and a warm welcome at ports and airports.

a warm welcome at ports and airports in Spain and and Morocco during the summer.

To support MCM investors, a series of seminars were organised in several regions of Morocco, led by experts and representatives from regional organisations and the Bank, to present investment opportunities in each region, as well as the support and guidance available to them.

Acceleration of initiatives in favour of customer centricity

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BMCE Immobilier, a subsidiary of BANK OF AFRICA, holds a leading position in the real estate services sector in Morocco. Operating under the 'DAMANE IMMO' brand since 2014, this entity is specialised in the management and development of the Bank's non-operational property assets.

DAMANE IMMO offers comprehensive services that facilitate interaction between the various players in the real estate sector including buyers, developers and banking institutions.  
banking institutions.

*The Group's efforts have resulted in a +4% increase in in 2023.*

*37% of deposit accounts held by MRE women in 2023*

*34% of loans held by MRE women in 2023*

*The launch in 2015 of sustainable financing solutions through refinancing lines backed by multilateral partners with multilateral partners - EBRD, EIB, AFD, etc.*

*energy efficiency, green value chains and water resources.*

*value chains and water resources, marked a shift in financing towards high-impact projects, both for customers and for their environment and communities.*

*With the aim of contributing to achieving the MDGs and, more specifically to the ecological and energy transition, and to provide an early response to the problems faced by its customers climate change,*

*BANK OF AFRICA is considering a new approach to Sustainable Finance through three main axes:*

*(i) transition finance to support and assist clients in their clients in their transition to a sustainable economic model business model and maintain their competitiveness, (ii) supporting and developing initiatives that facilitate the inclusion of the most vulnerable and underserved populations, and (iii) strengthening the expertise of all its internal and external stakeholders on issues related to sustainable and impact finance.*

**CAP ENERGY Energy efficiency / Renewable energies:** *1st specific product for EE/ER financing as part of the Moroccan Sustainable Energy Financing Facility 'MORSEFF'. Global envelope of EUR 55 million including free technical assistance technical assistance and up to 10%. A mechanism of financial solution 65 million dedicated to companies wishing to invest in projects aimed at improve energy efficiency or renewable energies.*

*MORSEFF and GEF extension 'Green Economy Financing Facility' for a total amount of of EUR 10 million.*

**CAP BLEU Waste Water Treatment and sanitation:**

*Exclusive solution on the market with a EUR 20 million in partnership with the AFD and the EIB for the water treatment and sanitation within public/private companies in Morocco, combined with technical assistance to support the financing of water resources: access, optimisation and treatment.*

**CAP VALORIS Circular Economy /Waste Management:**

*Financing solution in partnership with FMO and BEI through a dedicated EUR 20 million dedicated to field of waste recovery within Moroccan companies - recycling, collection and treatment – with technical assistance to advise customers on environmental impact assessment.*

**CAP INDUSTRIE VERTE:Energy transition/ Decarbonation:**

*An integrated range of financing and support dedicated industrial SMEs to support their success in energy transition. The offer consists of (i) a medium-term bank (CMT) or (ii) co-financing with TAMWILCOM as part of the Green Invest Offer, coupled with energy audits and carbon audits by Maroc PME as part of the TATWIR Croissance programme. Cap Industrie Verte aims to reducing the industrial carbon footprint, development of carbon-free and products, the emergence of new sectors particularly in industrial recycling, reducing industrial pollution and environmental risks.*

## Principle 4: Stakeholders



We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

### 4.1 Stakeholder identification and consultation

Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups<sup>13</sup>) you have identified as relevant in relation to the impact analysis and target setting process?

Yes       In progress       No

Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

*In 2005, we published our first social responsibility report for the attention of social rating agencies social rating agencies in particular, and its stakeholders more broadly,*

*BANK OF AFRICA-BMCE Group has made its mark, in the Moroccan and African banking sector, as a forerunner in the Moroccan and African banking sector, as a forerunner in the provision of non-financial information and social, societal and environmental performance indicators.*

*The Group is one of the most attentive players to developments in reporting concepts, debates and reporting standards. It is recognised as one of the pioneers and leaders in the development of dual materiality sustainability reporting. materiality.*

*The Group has chosen to monitor and report on, as far as possible, on both the impact of its natural and social environment on its growth model and on its results and impacts, both intended and indirect, of its activities and products on the rights, interests and expectations of employees, customers, shareholders and other shareholders as well as on the natural environment of the territories in which it operates.*

*This approach is crystallised in the CSRD (Corporate Sustainability Reporting Directive) in the European Union*

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<sup>13</sup> Such as regulators, investors, governments, suppliers, customers and clients, academia, civil society institutions, communities, representatives of indigenous population and non-profit organizations

region. The Group is also committed to complying with the CSRD (Corporate matrix currently under development, with the the International Sustainability Standard Board (ISSB) as an extension of the TCFD (Task Force on ClimateRelated Financial Disclosure). From 2019, BANK OF AFRICA has been at the forefront as a founding signatory of the Principles for Responsible Responsible Banking -Principles for Responsible Banking-, thus affirming its commitment to align its activities with the United Nations Sustainable Development Goals -SDGs and the objectives of the Paris Agreement on climate change. By subscribing Principles for Responsible Banking, BANK OF AFRICA has joined the global banking community committed to sustainability y, while continuing its long-standing to integrating ethical, social and environmental social and environmental principles into its strategy, governance, practices and products.

Adherence to the Principles for Responsible Banking aims to strengthen the efficiency, transparency and credibility of the financial sector in terms of environmental protection, adapting to climate change and protecting the interests of all stakeholders.

In accordance with these principles BANK OF AFRICA's activities are conducted in accordance with the directives of Bank Al-Maghrib -BAM- and the Moroccan Capital Markets Authority - AMMC-.

BANK OF AFRICA has drawn inspiration from best practices and international international standards.

## Principle 5: Governance & Culture



We will implement our commitment to these Principles through effective governance and a culture of responsible banking

### 5.1 Governance Structure for Implementation of the Principles

Does your bank have a governance system in place that incorporates the PRB?

Yes       In progress       No

Please describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about

- which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to),
- details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as
- remuneration practices linked to sustainability targets.

*Established in November 2019, the Environmental, Social and Sustainability Committee - the EHS Committee - is to monitor and supervise the implementation and updating of the Group's strategy.*

*The purpose of the Environmental, Social and Sustainability Committee - the EHS Committee - is to monitor and oversee the implementation and environmental, social and sustainability objectives. It sets up which meet quarterly.*

*In this capacity, it is responsible for monitoring the implementation of the Group's action plan in the following areas*

*Social and Diversity & Inclusion Action Plans, developing and monitoring performance indicators related to Impact*

*performance indicators in relation to Impact Finance, and overseeing the Group's overall commitments in relation to sustainable development and*

*commitments in relation to sustainable development and CSR. It also ensures*

*the effectiveness of the Group's environmental, climate and social risk management.*

*within the Group.*

*As part of the preparation for the work of the EHS Committee, several commissions were held in*

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have been held to examine in more detail the issues related to (i) the new sustainability strategy approved by the Board of Directors of Bank of BANK OF AFRICA's Board of Directors to meet new regulatory requirements and challenges, (ii) strengthening the requirements and challenges, (ii) the strengthening of the financial inclusion approach, with priority targets being Priority targets are women, entrepreneurs/VSE/start-ups, young people and people in poverty. (iii) defining a reference framework for the Bank in terms of sustainable finance; and reference framework for sustainable finance; and (iv) the framing of a low-carbon strategy and a climate change strategy and a climate risk analysis system.

As regards the work of the Governance, Appointments and Remuneration Committee, priority was given to continuing to strengthen the Group's governance system, namely (i) the co-option of Mrs Ngozi Edozien as a new member of the said Governance, Nominations and as a new member of the aforementioned Governance, Appointments & Remuneration Committee, (ii) the annual review of the Board's operation and independence through the annual assessment of the Performance of the Board of Directors and the Specialist Committees and the annual declaration of conflicts of interest, (iii) updating the Governance system in line with regulatory developments by updating the Corpus of Governance in 2015, incorporating all the regulatory changes that have occurred since since then, and the start of the roll-out and updating of the Governance subsidiaries and (iv) the scheduling of seminars to inform Directors on various topics. In addition, the Governance, Nomination and Remuneration Committee also took an interest in the work of the Environmental, Social and Sustainability Committee, which focused in particular on the roll-out of the new Group CSR Charter at subsidiary level, as well as the the timetable for the Governance Bodies for 2024.

## 5.2 Promoting a culture of responsible banking:

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

To promote a culture of responsible bank among its employees, Bank of Africa has implemented several measures and initiatives that include:

<https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr>

*-Gender and Inclusion Charter, with a Gender Action Plan carried out by HR*

*The Group pays particular attention to the well-being and development of its employees and promotes gender parity and inclusion.*

*- ISO 45 001 certification*

*- Relaunch and dynamic growth of the BOA Academy business: training budget*

*multiplied by 4, more than 14,000 training modules and 90% of beneficiaries.*

*- Adherence to the Women's Empowerment Principles*

*BANK OF AFRICA has joined the #16 days of activism against gender-based violence campaign, which aims to raise awareness and mobilise society to fight against this violence, while advocating cultural and legal changes in favour of gender equality. This UN Women campaign aims to create collective awareness and encourage concrete actions to put an end to violence against women and girls.*

*-Sustainability / CSR training programs for employees around a number of key Sustainability Charter themes : Group E&S training for sales focus and Management, training of Account Managers on ESMS risks, eco-friendly actions, health and safety at work, training of all staff on preventing and dealing with psychosocial risks at the workplace .As part of its sustainability strategy, initiated nearly two decades ago, BANK OF AFRICA has consolidated its commitment to gender equality by adhering to the United Nations' Women's Empowerment (WEP) of the United Nations. This approach was reinforced in 2022 by BAM's recommendation No. 1/W/2022 on gender mainstreaming in credit institutions in credit institutions, in particular by setting parity targets and contributing to financial inclusion and the economic empowerment of women. In 2023, BANK OF AFRICA has updated its sustainability strategy to place greater emphasis on human capital and creating value through the diversity of talent within the Group.*

*The Bank's Diversity & Inclusion Charter, reaffirmed today, commits all members of the organisation to organisation to promote non-discrimination and equal opportunities, playing a key role in the Group's sustainability and development of the Group.*

*- Yearly celebration of Earth Day*

*- Performance Improvement Groups (PIG): these working groups are made up of Bank entities having a direct relationship with the commitments of the Sustainability & CSR Charter (Corporate Sustainability Charter). The meetings serve to share data and contribute to the Bank's extra-financial reporting, as well as raising awareness of compliance-related matters.*

*- Sustainability & NEW Sustainability Charter Deployment Workshops: these seminars are addressed to the Group's subsidiaries and are organized annually in order to implement*

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*responsible banking commitments across the Group and to monitor the improvement of the approach in these subsidiaries, in particular through the implementation of actions place and performance-monitoring indicators.*

- *As part of the in-house certifications (ISO 14001 & 50001 Environmental & Energy Management Systems, in addition to OHSAS Occupational Health & Safety), a Communication Plan has been put in place across a number of channels: internal magazines (Internews, Magnews, Intereso, ...), Apps (BeTalent...), Podcasts, internal eco-gesture press releases, etc.*
- *Appointments of Sustainability & CSR Focal Points across the Group in order to promote a culture of responsible banking.*
- *In dec. 2020, BANK OF AFRICA was the 1st Bank in Morocco to obtain the SafeGuard label of excellence illustrating the Bank's commitment to preserving the health and safety of employees and customers in the context of the Covid-19 health crisis, reaffirming the Group's societal commitments internationally and reinforcing its parties stakeholders on the effectiveness of its business continuity plan, in accordance with global health standards.*
- *Maintenance of OHSAS 18001 certification for the preservation of risks related to health and safety, and to well-being at work.*

*BANK OF AFRICA encourages its employees to develop their skills through a variety of training programmes which are primarily delivered by the BANK OF AFRICA Academy, a specialised training provider. In 2021, the Bank continued to digitise its training to adapt to the challenges posed by the pandemic. BOA Academy launched its Be Talent e-learning solution to ensure that learners could continue to access training.*

*BANK OF AFRICA Academy transformed its teaching approach in 2023 by adopting the Digi'Talent Learning platform. This change marks a significant step forward in the digitalisation of training within the Group. Digi'Talent Learning, launched in April 2023, uses artificial intelligence to deliver personalised training that matches employees' interests and professional goals, fostering a proactive culture of self-learning. The platform offers a diverse range of content, including foreign languages, office automation, and interpersonal skills, contributing to the massification and ongoing hybridisation of training within the organisation. In addition, BANK OF AFRICA Academy introduced its first MOOC in Financial Analysis in October 2023, which represents an important milestone in online training open to all. This MOOC features videos and interactive quizzes that help employees, particularly Account Managers and Business Managers, to master the financial analysis of credit files independently, enabling them to effectively assess the financial health of companies in their portfolio.*

*BANK OF AFRICA is the first commercial bank in Morocco to be awarded ISO 45001 certification for its occupational health, safety and wellbeing risk prevention system. This certification underlines the Bank's commitment to all matters relating to working*

*conditions and the workplace environment and its efforts at preventing risks relating to employee health and safety.*

### 5.3 Policies and due diligence processes

Does your bank have policies in place that address environmental and social risks within your portfolio?<sup>14</sup> Please describe.

Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures you have in place to oversee these risks.

*Response: BANK OF AFRICA, fully aware that large industrial and infrastructure projects might have adverse impacts on people and on the environment, decided to voluntarily adopt, in 2008, the Equator Principles based on the IFC's performance standards. Application of these principles within the Bank resulted in the latter implementing an Environmental and Social Management System (ESMS). Since 2010, in addition to carrying out standard analysis, a specialised team within the Bank's risk management department has been analysing and monitoring loan applications based on the requirements of the Equator Principles (EP) via the ESMS. To date, BANK OF AFRICA remains the only bank within the Moroccan banking industry to have adopted the Equator Principles. Its ESMS enables the Bank to significantly mitigate adverse social and environmental impacts generated by the projects it finances. Each year, the Bank publishes a fully transparent report about how the Equator Principles have been applied.*

*BANK OF AFRICA sets a high value on appraising its environmental and social impacts, which are an integral component of its risk profile in their own right. The Group carries out a systematic analysis of environmental, climate-related and social impacts, both positive and negative. This approach, which applies to all of BANK OF AFRICA's investment loans, enables it to develop a genuine dialogue with clients and helps improve the quality of the portfolio as far as environmental and social aspects are concerned. To ensure that each appraisal is carried out effectively, each loan application is processed either by the sales force or by the subsidiary's ES risk expert depending on its environmental and social complexity. The positive and negative impacts of each loan application are identified and appraised. A summary note is then assigned which covers the following three main points:*

- 1- The 'positive impacts' – economic, environmental and social – are identified and the extent to which they are important is qualified and appraised.*

<https://www.ir-bankofafrica.ma/sites/default/files/2024-07/Rapport%20Annuel%20Int%C3%A9gr%C3%A9%20BANK%20OF%20AFRICA%202023.pdf>  
page 56, 57-58-59-62-63-64-65

<sup>14</sup> Applicable examples of types of policies are: exclusion policies for certain sectors/activities; zero-deforestation policies; zero-tolerance policies; gender-related policies; social due diligence policies; stakeholder engagement policies; whistle-blower policies etc., or any applicable national guidelines related to social risks.

- 2- *The risks associated with the investment loan application are identified after analysing the negative environmental and social impacts and appraising the measures taken by the client to mitigate these risks.*
- 3- *The 'business opportunities' for the client, in terms of sustainable energy, water and waste, are identified for the purpose of catalysing investment decisions.*

*BANK OF AFRICA is equipped with solid governance and effective risk management, in line with the standards required at national, regional and international level: - Governance system - AML/CFT system - FATCA compliance - Anti-corruption management system - DH2.5 billion in taxes paid by the Group.*

*Established in November 2019, the Environmental, Social and Sustainability Committee - the EHS Committee - aims to monitor and oversee the implementation and implementation of the Group's strategy.*

*EHS Committee - is to monitor and supervise the implementation and updating of the Environmental, Social and Sustainability objectives defined. It sets up thematic Commissions which meet quarterly.*

*In this capacity, it is responsible for monitoring the deployment of the Group's action plan in terms of Social and Diversity & Inclusion action plans, developing and supervising performance performance indicators relating to Impact Finance, as well as overseeing the Group's overall commitments in terms of sustainable development and CSR. It also ensures the effectiveness of the Group's environmental, climate and social risk management practices.*

*within the Group.*

*As part of the preparations for the work of the EHS Committee, various commissions were held in 2023 to examine in greater depth the issues relating to (i) the new Sustainability strategy approved in June 2023 by the Board of Directors of BANK OF AFRICA's Board of Directors to meet the new regulatory requirements and challenges*

- (ii) strengthening the financial inclusion approach, with priority targets are women, Entrepreneurs/VSEs/Start-Ups, young people*
- (iii) the definition of a reference framework for the Bank in terms of sustainable finance, and (iv) framing the project to implement a low-carbon strategy and a climate risk analysis system.*

*Management of environmental responsibility, and social responsibility:*

*The framework for managing our environmental, climate and social responsibility, BANK OF AFRICA is based on the Group's values and its commitment to respecting human rights*

*and the environment. This framework applies to all the Group's banking subsidiaries, as well as to the financial products and services offered by the Bank.*

*BANK OF AFRICA integrates sustainable development considerations and objectives into its business strategies, thereby ensuring the management of environmental and social (ECS) risks associated with its activities.*

*ECS risks, which are inherent in all financial transactions , can have financial, legal, warranty or reputational impacts on the bank, or reputational impacts for the bank. For systems for identifying, measuring and analysing ECS and analysis of ECS risks are now an integral part of day-to-day management of operational risks.*

*In 2023, the Bank continued to report indicators for monitoring and steering the E&S risk the Environmental, Social and Sustainability Committee, To this end, 138 cases were given an E&S rating: 91 projects category B, 44 category C and category C and 3 category A.*

**EQUATOR PRINCIPLES**

*Since May 2010, BANK OF AFRICA has been the only Moroccan bank to sign the Equator Principles (EP). These principles, based on the IFC's performance criteria are the benchmark for best environmental and social practices in project project financing. During 2023, 12 projects granted and/or released are eligible for EPs and 3 have reached financial closing.*

*Implementation of an Environmental and Social Risk management System in partnership with IFC in 2008.*

*Voluntary adoption by BANK OF AFRICA of the Equator Principles - EP – in May 2010. A set of standards to identify, assess and manage social and environmental risks in the financing of projects worth more than USD exceeding USD 10 million.*

*1st African Bank to join the Task Force on Climate -related Financial Disclosures*

*- TCFD in 2018*

**Self-assessment summary**

Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system?

- Yes  No

Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)?

Yes  No

Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)?

Yes  In progress  No

## Principle 6: Transparency & Accountability



We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

### 6.1 Assurance

Has this publicly disclosed information on your PRB commitments been assured by an independent assurer?

Yes       Partially       No

If applicable, please include the link or description of the assurance statement.

*Response*

*Links and references*

### 6.2 Reporting on other frameworks

Does your bank disclose sustainability information in any of the listed below standards and frameworks?

- GRI
- SASB
- CDP
- IFRS Sustainability Disclosure Standards (to be published)
- TCFD
- Other: COP of the UN Global Compact., BERD, EP, Green Bound

*Response*

*Links and references*

### 6.3 Outlook

What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis<sup>15</sup>, target setting<sup>16</sup> and governance structure for implementing the PRB)? Please describe briefly.

*Response*

*Links and references*

<sup>15</sup> For example outlining plans for increasing the scope by including areas that have not yet been covered, or planned steps in terms of portfolio composition, context and performance measurement

<sup>16</sup> For example outlining plans for baseline measurement, developing targets for (more) impact areas, setting interim targets, developing action plans etc.

## 6.4 Challenges

Here is a short section to find out about challenges your bank is possibly facing regarding the implementation of the Principles for Responsible Banking. Your feedback will be helpful to contextualise the collective progress of PRB signatory banks.

What challenges have you prioritized to address when implementing the Principles for Responsible Banking? Please choose what you consider the top three challenges your bank has prioritized to address in the last 12 months (optional question).

If desired, you can elaborate on challenges and how you are tackling these:

- |  |   |
|--|---|
| <input type="checkbox"/> Embedding PRB oversight into governance                               | <input checked="" type="checkbox"/> Customer engagement             |
| <input type="checkbox"/> Gaining or maintaining momentum in the bank                           | <input type="checkbox"/> Stakeholder engagement                     |
| <input type="checkbox"/> Getting started: where to start and what to focus on in the beginning | <input checked="" type="checkbox"/> Data availability               |
| <input checked="" type="checkbox"/> Conducting an impact analysis                              | <input type="checkbox"/> Data quality                               |
| <input type="checkbox"/> Assessing negative environmental and social impacts                   | <input type="checkbox"/> Access to resources                        |
| <input checked="" type="checkbox"/> Choosing the right performance measurement methodology/ies | <input type="checkbox"/> Reporting                                  |
| <input type="checkbox"/> Setting targets   | <input type="checkbox"/> Assurance                                  |
| <input type="checkbox"/> Other: ...  | <input checked="" type="checkbox"/> Prioritizing actions internally |

If desired, you can elaborate on challenges and how you are tackling these:

# Annex

A set of indicators has been produced for the impact areas of climate mitigation and financial health & inclusion. These indicators will support you in your reporting and in showing progress against PRB implementation. Banks are expected to set targets that address minimum two areas of most significant impact within the first four years after signing the PRB. That means that Banks should ultimately set targets using impact indicators. Acknowledging the fact that banks are in different stages of implementation and on different levels of maturity and therefore might not be able to report on impact from the beginning, a Theory of Change approach has been used to develop the set of indicators below.<sup>17</sup> The Theory of Change shows the **pathway to impact** and considers the relationship between inputs, actions, outputs, and outcomes in order to achieve impact. The Theory of Change for climate mitigation can be found [here](#), the Theory of Change for financial health & inclusion can be found [here](#).

**How to use:** Both practice (action, outcome and output) and impact performance need to be understood because practice is the conduit for achieving desired impacts (including targets). The Theory of Change allows to identify metrics and set targets which align with a bank's maturity. The indicators below are all connected to a bank's impact and can be considered as steps towards measuring impact. Some of the practice indicators (on the action, output, and outcome levels respectively) are connected to portfolio composition and financial targets<sup>18</sup> (highlighted in **green**) or to client engagement<sup>19</sup> targets (highlighted in **blue**), which enable your overall target. If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex to measure your performance and baseline.<sup>20</sup> Once you have set the target, you can use the indicators as guidance for your action plan as well as defining Key Performance Indicators (KPIs) which you can then use to measure progress against the set targets.

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<sup>17</sup> It is not required from banks to work with the Theory of Change concept internally. In fact, the Theory of Change has been used to structure the requirements of setting SMART targets using relevant indicators.

<sup>18</sup> Financial targets also aim for real economy outcomes but are not directly expressed as such. Instead, they are expressed with financial indicators and metrics, e.g., to redirect flows of lending and investments to sectors, activities or projects aligned with SDGs and/or related to the selected impact area. Banks can also set financial targets related to specific types of customers e.g., low-income customers or female entrepreneurs.

<sup>19</sup> Client engagement targets involve engaging relevant clients and customers to enable your overall target. The purpose of client engagement is to support clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.

<sup>20</sup> You might not be able to report on all indicators and/or or levels of practice (i.e. from left to right), in which case you should report on all applicable indicators on the respective level of practice no matter if it is an action, output or outcome indicator.

- **For Signatories of the Net-Zero Banking Alliance:** please report on the climate targets set as required in the [Guidelines for Climate Target Setting](#). As a member of the Alliance, you are required to publish first 2030 targets for priority sectors within 18 months and further sectoral targets within 36 months after signing. You can use the PRB template to disclose the required climate target information if its publication date is in line with the committed NZBA timeframe.
- **For Signatories of the Collective Commitment to Financial Health & Inclusion:** please report on financial health and/or financial inclusion targets set as required in the [Financial Health and Inclusion Commitment Statement](#). As a signatory to the Commitment, you have agreed to set a SMART ambitious target within 18 months after signing. To facilitate your process, please refer to the [Guidance on Target Setting for Financial Health and Inclusion](#) and the [Core Indicators](#) to measure financial health and inclusion. Keep in mind that signatories of the Commitment are encouraged to measure as many indicators as possible from the Core Set or their equivalent to be able to set a SMART impact driven target.

- The table Performance measurement for financial health & inclusion updated according to the figures (as at end December 2023)

:

			Base de travail	High income	Low income	Middle income	Base de travail	F	M	Base de travail	18-30 ans	31-60 ans	60 et plus
Nb de clients*			87%	12%	40%	48%	99%	37%	63%	97%	17%	62%	21%
Nb de comptes*			84%	14%	38%	48%	92%	38%	62%	90%	18%	66%	23%
Volume Crédit*	Nominal	Crédit à la consommation	98%	26%	1%	72%	99%	20%	80%	99%	5%	84%	11%
		Crédit Immobilier	90%	39%	8%	53%	91%	34%	66%	50%	12%	321%	28%
	Capital restant	Crédit à la consommation	98%	28%	2%	71%	99%	19%	81%	99%	6%	86%	9%
		Crédit Immobilier	91%	40%	8%	52%	92%	34%	66%	96%	4%	91%	4%
Comptes d'Épargne (CSC)*			92%	14%	42%	44%	98%	47%	53%	94%	13%	64%	23%

(\*) Marchés Part/Pro/Migrant/Clientèle Privée

(\*\*) Base de travail (%) : correspond au nb des clients pour lesquels l'information en question est renseignée, divisé par total clients.

- Performance measurement for climate change mitigation (voir les lignes en surbrillance bleue) :

Catégorie	Code NACE	Somme de décaissement	%
Promotion Immobilière	68	-2 856 057 249	20%
Commerce, réparations automobiles et d'articles domestiques	45	-1 862 021 157	13%
Distribution Electricité	354	-75 613 937	1%
Energie renouvelables	3542	-1 064 624 199	8%
Energie fossile	3548	-164 376 153	1%
Eau	36	-541 159 237	4%
Industries extractives	07	-885 387 579	6%
Industries agroalimentaires	10	-795 512 807	6%
Industries métallurgiques, mécaniques, électriques et électroniques	25	-711 811 125	5%
Transport	49	-684 766 266	5%
Hôtels et restaurants	55	-546 071 133	4%
Fabrication d'autres produits minéraux non métalliques	23	-531 316 490	4%
Textile	13	-432 276 951	3%
Télécommunications	61	-417 618 143	3%
Bâtiments et travaux publics	41	-382 726 227	3%
Travaux publics	42	-378 446 432	3%
Commerce de détail	47	-235 674 202	2%
Santé	86	-252 993 614	2%

Industries chimiques et parachimiques	20	-205 048 763	1%
Education	85	-119 054 648	1%
Cuir	15	-116 381 691	1%
Agriculture, chasse et sylviculture	01	-89 970 326	1%
Commerce de gros	46	-79 730 134	1%

Impact area	Practice <sup>21</sup> (pathway to impact)									Impact <sup>22</sup>		
	1. Action indicators			2. Output indicators			3. Outcome indicators			4. Impact indicators		
	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics
A. Climate change mitigation	A.1.1	<b>Climate strategy:</b> Does your bank have a climate strategy in place?	Yes / In progress / No	A.2.1	<b>Client engagement process:</b> Is your bank in an engagement process with clients regarding their strategy towards a low(er)-carbon business model (for business clients), or towards low(er)-carbon practices (for retail clients)?	Yes / Setting it up / No;  If yes: Please specify for which clients (types of clients, sectors, geography, number of clients etc.)	A.3.1	<b>Financial volume of green assets/low-carbon technologies:</b> How much does your bank lend to/invest in green assets / loans and low-carbon activities and technologies?	bln/mn USD or local currency, and/or % of portfolio; please specify the definition of green assets and low-carbon technologies used	A.4.1	<b>Reduction of GHG emissions:</b> how much have the GHG emissions financed been reduced?	% over time; baseline and tracking GHG emissions in kg of CO <sub>2</sub> e (or applicable metrics) <sup>23</sup>
	A.1.2	<b>Paris alignment target:</b> Has your bank set a long-term portfolio-wide Paris-alignment target? To become net zero by when?	Yes / In progress / No;  If yes: - please specify: to become <b>net zero by when?</b> - <b>Emissions baseline / base year:</b> What is the emissions baseline / base	A.2.2	<b>Absolute financed emissions:</b> What are your absolute emissions (financed emissions = scope 3, category 15) in your lending and/or	Total GHG emissions or CO <sub>2</sub> e (please also disclose what is excluded for now and why)	A.3.2	<b>Financial volume lent to / invested in carbon intensive sectors and activities and transition finance:</b> How much does your bank lend to / invest in carbon-	bln/mn USD or local currency, and/or % of portfolio	A.4.2	<b>Portfolio alignment:</b> How much of your bank's portfolio is aligned with Paris (depending on the target set [A.1.2] either 1.5 or 2 degrees)?	% of portfolio (please specify which portfolio; for corporate and business clients: % of sectors financed)

<sup>21</sup> Practice: the bank's portfolio composition in terms of key sectors, its client engagement, and its relevant policies and processes, and, if applicable, its advocacy practices

<sup>22</sup> Impact: the actual impact of the bank's portfolio

<sup>23</sup> If possible and/or necessary, please contextualize the progress: Greenhouse gas emissions might even increase initially because the scope of measurements is extended and financed emissions from a growing proportion of the portfolio are measured, emission factors are updated etc. Emission reductions made by the clients should over time lead to a decrease in GHG emissions financed.

		year for your target? - <b>Climate scenario used:</b> What climate scenario(s) aligned with the Paris climate goals has your bank used?		investment portfolio?			intensive sectors and activities <sup>24</sup> ? How much does your bank invest in transition finance <sup>25</sup> ?			
<b>A.1.3</b>	<b>Policy and process for client relationships:</b> has your bank put in place rules and processes for client relationships (both new clients and existing clients), to work together towards the goal of transitioning the clients' activities and business model?	Yes / In progress / No	<b>A.2.3</b>	<b>Sector-specific emission intensity</b> (per clients' physical outputs or per financial performance): What is the emission intensity within the relevant sector?	Please specify which sector ( <i>depending on the sector and/or chosen metric</i> ): kg of CO <sub>2</sub> e/ kWh, CO <sub>2</sub> e / m <sup>2</sup> ; kg of CO <sub>2</sub> e/USD invested, or kg of CO <sub>2</sub> e/revenue or profit					
<b>A.1.4</b>	<b>Portfolio analysis:</b> Has your bank analyzed (parts of) its lending and/or investment portfolio in terms of financed emissions (Scope 3, category 15); technology mix or carbon-intensive sectors in the portfolio?	Yes / In progress / No;  <i>If yes:</i> please specify which parts of the lending and investment portfolio you have analyzed	<b>A.2.4</b>	<b>Proportion of financed emissions covered by a decarbonization target:</b> What proportion of your bank's financed emissions is covered by a decarbonization target, i.e. stem from clients with	% <i>(denominator: financed emissions in scope of the target set)</i>					

<sup>24</sup> A list of carbon-intensive sectors can be found in the [Guidelines for Climate Target Setting](#).

<sup>25</sup> Transition finance is defined as financing the transition towards a low-carbon future in alignment with the Paris climate goals. It entails any form of financial support for non-pure play green activities to become greener and reduce emissions.

	<b>A.1.5</b>	<b>Business opportunities and financial products:</b> Has your bank developed financial products tailored to support clients' and customers' reduction in GHG emissions (such as energy efficient mortgages, green loans, green bonds, green securitisations etc.)?	Yes / In progress / No; Please specify which ones, and what financial volume and/or % of the portfolio they account for		a transition plan in place?							
<b>B. Financial health</b>	<b>B.1.1</b>	# of products and services in the portfolio with a focus on financial health	Internal data based. Measures how many of the products and services in the portfolio have a financial health focus. We deem a product or service to have this focus when it facilitates decision making and supports financial health increase based on our definition of financial health. This covers products and services embedded with nudges to simplify decision making, round-up, high yield savings accounts, easy investment tools, etc.	<b>B.2.1</b>	# of individuals supported with dedicated and effective financial and/or digital education initiatives	Based on internal data. Measures the number of users (customers and non customers) of financial and/or digital skills-building initiatives offered by the bank. An initiative encompasses courses, programs, training videos, articles, SMS education campaigns, etc. Dedicated means that the initiative was specially created for a defined group of individuals (in many cases a prioritized group). Effective	<b>B.3.1</b>	% of individuals with a good and/or very good level of financial skills	Assessment based. Measures the percentage of individuals with a good and/or very good level of financial skills according to the assessment chosen by the financial institution. Should be measured on individuals benefitting from the bank's financial education initiatives.	<b>B.4.1</b>	% of customers with a high level of financial health	Survey and/or transactional data based. Measures the percentage of customers with a high level of financial health according to the score chosen by the financial institution.

					means that the bank has measured if the initiative is successful in generating the desired results of stronger financial skills, and thus, any individual that is supported with the initiative will achieve the desired results. A bank can't count a click as an individual so we encourage that the data is presented as # of individuals for deanonymized users and # of interactions for anonymized users.							
	<b>B.1.2</b>	% of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health	Based on internal data. Measures the percentage of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health. Including training to attend the needs of prioritized groups. Effective means that the bank has measured if the initiative is successful in generating the desired results of	<b>B.2.2</b>	% of customers actively using the online/mobile banking platform/tools	Transactional data based. Measures the percentage of customers logging in, at least once a month, to one of the following digital platforms (measure those applicable for your bank): Online internet banking and/or mobile phone banking and/or digital tools (including	<b>B.3.2</b>	% of customers who use the bank's services to create a financial action plan with the bank	Transactional and/or survey data based. Measures the percentage of customers who create a financial action plan with the bank using the bank's services. A financial action plan is anything that helps the customer build financial resilience. It is done "with the bank" if the bank can visualize,	<b>B.4.2</b>	% of customers for which spending exceeded 90% of inflows for more than 6 months last year	Survey and/or transactional data based. Measures the percentage of customers with a transaction account and/or savings/investment accounts for which spending exceeded 90% of inflows for more than 6 months in the year within the reporting period compared to the total of customers within PRB scope. Focus on main

			stronger skills, and thus, any individual that is supported with the initiative will achieve the desired results. Relevant employees are those the bank prioritizes in the training program due to their direct impact on the customers' financial health			financial health tools)			through the transactions of the customer, the results of the plan.			financial institution customers.
	B.1.3	# of partnerships active to achieve financial health and inclusion targets	Based on internal data. Measures the number of partnerships currently active to achieve financial health and inclusion targets. By active we mean that are currently undergoing actions and generating results. We suggest disclosing the results of the partnerships in the commentary of the reports.				B.3.3	% of customers using overdraft regularly	Transactional data based. Measures the percentage of customers using the overdraft option in their accounts or credit cards, regularly. Overdraft can be used to handle unexpected emergencies but more than 1/3 of the year (banks may deviate if proper reasons are provided) denotes regularity and a precursor to lower financial health	B.4.3	% of customers that feel confident about their financial situation in the next 12 months	Survey based data. Measures the percentage of customers that answered positively to feeling confident about their financial situation in the next 12 months compared to the total number of customers surveyed. By confident we mean not feeling worried about their financial situation.
							B.3.4	% of customers with a non-performing loan	Transactional data based. Measures the percentage of customers with past-due loans ("past due"	B.4.4	% of customers with products connected to long-term saving and investment plans	Transactional and/or survey data based. Measures the percentage of customers with products

								defined by policies at each bank) compared to the total amount of customers with loans in the bank's lending portfolio.			connected to long-term saving and investment plans. "Long-term" will depend on each bank's definition.	
							B.3.5	% of customers showing an increase or stable amounts in savings, deposit and/or investment account balances, quarter on quarter.	Transactional data based. Measures the percentage of customers showing an increase or stable amounts in savings and/or deposit AND/OR investment accounts balances, quarter on quarter.	B.4.5	% of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense	Survey based data. Measures the percentage of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense. We consider a major unexpected expense, one that the customer hadn't planned for and would require them to spend more than what they have available for secondary expenses in their monthly budget or 1/20th of the country's Gross National Income (banks may deviate if proper reasons are provided). A good example is: unforeseen medical bills, large appliance malfunctioning, car repair, etc. Survey based

												using the question: "If a major unexpected expense arises, how can you cover it right now?" and give the multiple choice options of insurance, emergency funds, loan, credit card, family/friends, etc.
<b>C. Financial Inclusion</b>	<b>C.1.1</b>	# of products and services in the portfolio with a focus on financial inclusion	Internal data based. Measures how many of the products and services in the portfolio have a financial inclusion focus. We deem a product or service to have this focus when its design facilitates the access and usage by the prioritized customer. For example, no-fee savings account, low interest microloan, offline access or sim-based banking apps, etc	<b>C.2.1</b>	# of individuals supported with dedicated and effective financial and/or digital education initiatives	Based on internal data. Measures the number of users (customers and non customers) of financial and/or digital skills-building initiatives offered by the bank. An initiative encompasses courses, programs, training videos, articles, SMS education campaigns, etc. Dedicated means that the initiative was specially created for a defined group of individuals (in many cases a prioritized group). Effective means that the bank has measured if the initiative is	<b>C.3.1</b>	% of individuals with a good and/or very good level of financial skills	Assessment based. Measures the percentage of individuals with a good and/or very good level of financial skills according to the assessment chosen by the financial institution. Should be measured on individuals benefitting from the bank's financial education initiatives.	<b>C.4.1</b>	% of customers with 2 or more active financial products, from different categories, with the bank	Transactional data based. Measures the percentage of customers with 2 or more active financial products, from different categories, with the bank. By active we mean there's at least one usage per month. By category we mean credit/debt, savings/deposit/payment, insurance, investment, etc. Once a target has been set for this indicator, we encourage banks to ensure responsible selling policies or other initiatives so that the target doesn't become a toxic incentive.

					successful in generating the desired results of stronger financial skills, and thus, any individual that is supported with the initiative will achieve the desired results. A bank can't count a click as an individual so we encourage that the data is presented as # of individuals for deanonymized users and # of interactions for anonymized users.					
	C.1.2	% of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health	Based on internal data. Measures the percentage of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health. Including training to attend the needs of prioritized groups. Effective means that the bank has measured if the initiative is successful in generating the desired results of stronger skills, and thus, any individual that is supported with the initiative	C.2.2	% of customers with effective access to a basic banking product	Transactional data based. Measures the percentage of customers with effective access to a basic banking product. By effective we mean the usage beyond first access. Basic banking products vary by bank. Good examples are: checking accounts, payment accounts, credit cards, saving accounts, deposit accounts, e-	C.3.2	% of customers supported with dedicated customer journey/advisory services	"Transactional data based. Where dedicated customer journey/advisory services are in place for prioritized groups, this indicator measures the percentage of customers using such services. Depending on size of bank, either number or percentage can be the unit of measure.	

			will achieve the desired results. Relevant employees are those the bank prioritizes in the training program due to their direct impact on the customers' financial health			money accounts, etc.						
	C.1.3	# of partnerships active to achieve financial health and inclusion targets	Based on internal data. Measures the number of partnerships currently active to achieve financial health and inclusion targets. By active we mean that are currently undergoing actions and generating results. We suggest disclosing the results of the partnerships in the commentary of the reports.	C.2.3	# of new customers per month	Transactional data based. Measures the number of new customers per month. Once the bank sets a target, this indicator can become a KPI to measure the percentage of new customers from the prioritized groups, per month.	C.3.3*	% of customers actively using the online/mobile banking platform/tools	Transactional data based. Measures the percentage of customers logging in, at least once a month, to one of the following digital platforms (measure those applicable for your bank): Online internet banking and/or mobile phone banking and/or digital tools (including financial health tools, if applicable)			