



التجاري وفا بنك
Attijariwafa bank
Croire en vous

ANNUAL REPORT

2013

A photograph of a modern bank building facade, featuring the Attijariwafa bank logo and name in Arabic and English. The image is partially obscured by large, stylized numbers '2013' and geometric shapes in orange and white.



Discover the Group's corporate website
attijariwafabank.com



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[Attijariwafa bank](#)



A PDF copy of this document
can be downloaded from
attijariwafabank.com

”

“

BELIEVE IN YOU

Firmly dedicated to its customers and broader ecosystem, the group Attijariwafa bank is accelerating its growth trajectory. This dynamic expansion is guided by its @mbitions 2025 strategic plan and powered by the unwavering commitment of its employees. Through this, the Group continues to strengthen the trust it shares with its stakeholders, embodied in its signature : "Believe in You".

Editorial by

**Chairman and
Chief Executive Officer**
of Attijariwafa bank group

“ We are moving forward with
determination and method, while
remaining true to our mission

”



Mohamed EL KETTANI

“

We have integrated the concept of sustainability into our investment decisions and management processes ”

Attijariwafa bank group has shown great strength in 2023, drawing on the efficiency of a diversified and integrated model, while relying on the relevance of its strategic vision, which has borne the desired fruit. This combination has enabled us to achieve solid financial results and to reaffirm every year our position as a Pan-African leader in banking and finance.

Halfway through its implementation, our strategic plan @mbitions 2025 is on track. Launched in February 2021, this plan is designed to consolidate the Group's leadership on the Continent, strengthen its positioning as a relational, socially responsible and innovative bank, and to explore further opportunities while ensuring shared and sustainable growth.

We are moving forward with determination and method, while remaining true to our mission : supporting our clients in their projects, anticipating their needs and providing increasingly effective solutions to continuously improve their experience. To this end, and in line with our ambition of being a resolutely technological bank, this year we have intensified our investment in new technologies and artificial intelligence, in order to strengthen our ability not only to deliver the highest quality of experience to our clients, but also to improve our operational efficiency.

During 2023, we reiterated our support for the development of small and medium-sized businesses. We have funded more than 40,000 projects and reached 420,000 entrepreneurs through Dar Al Moukawil thanks to strategic partnerships. Thousands of human stories lie behind these figures: young promoters who have seen their dreams come true by receiving tailored solutions and support, entrepreneurs who have been able to grow their businesses, and determined women who have been empowered in their entrepreneurial journeys. These individual successes are also shared victories that bear witness to the real impact of our day-to-day operations.

As a socially conscious bank, our commitment to Corporate Social Responsibility (CSR) has been a fundamental part of our strategy for several years. We have integrated the concept of sustainability into our investment decisions, processes and activities within a structured CSR framework.

We pressed forward with our efforts to support and finance projects that have a positive impact on communities and the environment, while simultaneously raising the awareness of our stakeholders of the importance of a greener and more inclusive development.

The Group also invested heavily in meeting regulatory compliance requirements by aligning itself with the best international standards.

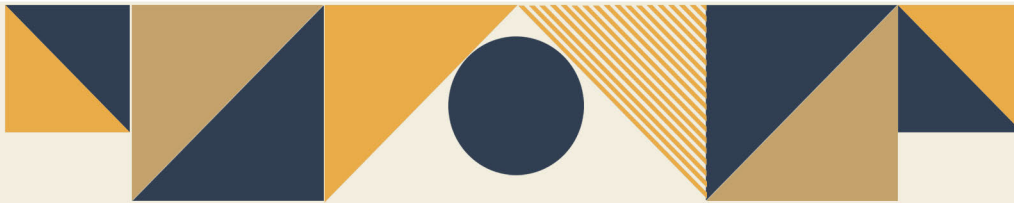
Our continental presence has been enhanced. Solid performance was also recorded by our International Retail Banking (IRB) subsidiaries. They now make a significant contribution to the Group's results. In an unstable global economy, this development highlights our ability to thrive while fostering the progress and resilience of the local economies in which we operate.

Moreover, through its subsidiaries, our Group is constantly distinguishing itself as a catalyst for the development of intra-African trade, a key lever in accelerating the continent's transformation process. Whether it be through its subsidiaries or its investor support services, the Group actively contributes to stimulating trade and driving economic expansion on a Pan-African scale.

All these achievements have been driven by our men and women, our workforce. They are the pillars of our ambitions, our most cherished capital. Their commitment and expertise are the engines of our success and it is they, first and foremost, who are building the future of Attijariwafa bank group each and every day.



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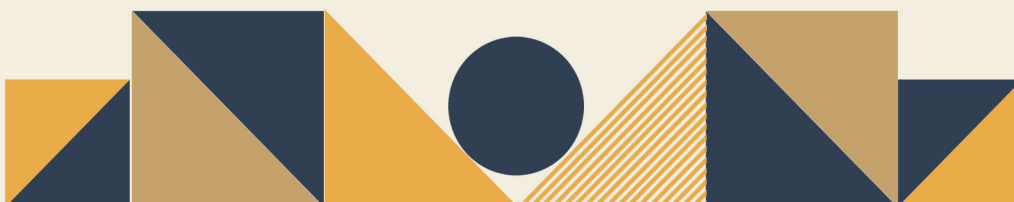
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Group profile

IDENTITY

A pan-African Group at the service of the Continent

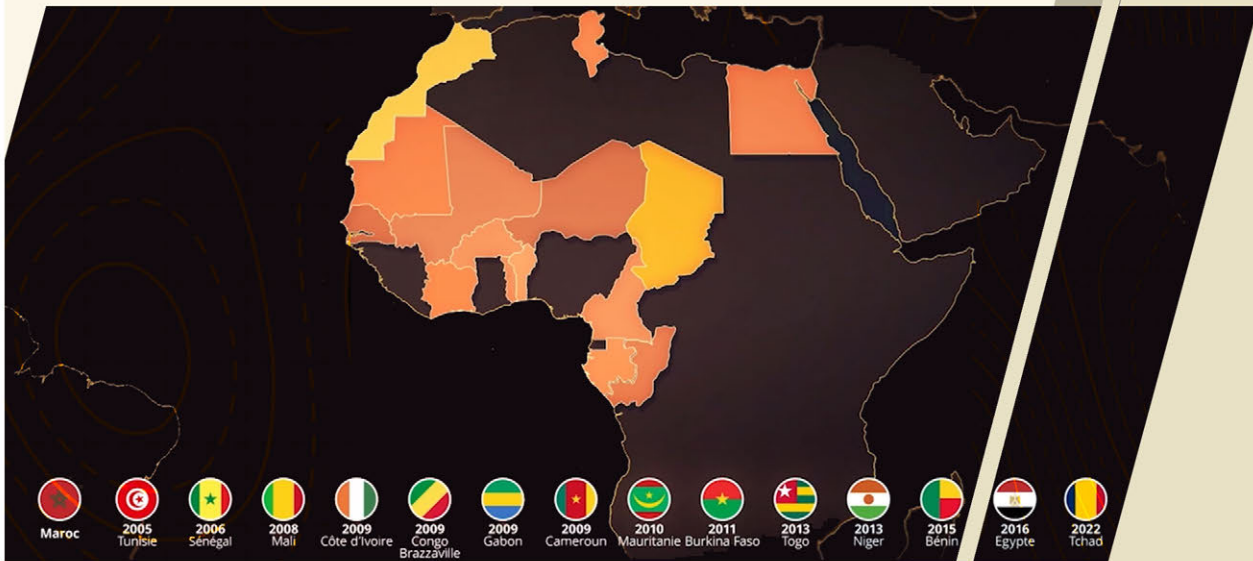
With a history dating back to 1904, Attijariwafa bank group is one of the oldest banking institutions in Morocco. Over the decades, it has established itself as a key player in the financial sector, both in Africa and an international scale.

Since its conversion in 2004, the Group has set out on a visionary path, adopting a growth strategy which has led to an extended presence in 27 countries around the world, including 15 in Africa.

Attijariwafa bank's resilience and ability to adapt have ensured its progress thanks to the synergy between its various subsidiaries. This seamless integration enhances the efficiency of its operations, while broadening and enriching its portfolio of financial and non-financial services. This strategy is backed up by a sustained commitment to growth in every region in which the Group is active.

As a driving force behind intra-African and intercontinental trade, the Group has cemented its position as a leader at the cutting edge of innovation, and is fully committed to digital transformation, a cornerstone for delivering lasting success and meeting future challenges.

Resolutely future-oriented, Attijariwafa bank is consistently motivated by a renewed ambition to contribute to a prosperous outlook for the African Continent.



Shareholders

as of December 31st 2023



**CAPITAL
MAD**
2,151,408,390

**MORE THAN
12 MILLION
CLIENTS**

**20,782
EMPLOYEES
WORLDWIDE**

A Group with roots in Africa and open to the world



AMERICA



Canada

AFRICA



Benin



Burkina Faso



Cameroon



Côte d'Ivoire



Egypt



Gabon



Mali



Morocco



Mauritania



Niger



Congo



Senegal



Togo



Tunisia



Chad

EUROPE



Germany



Belgium



Spain



France



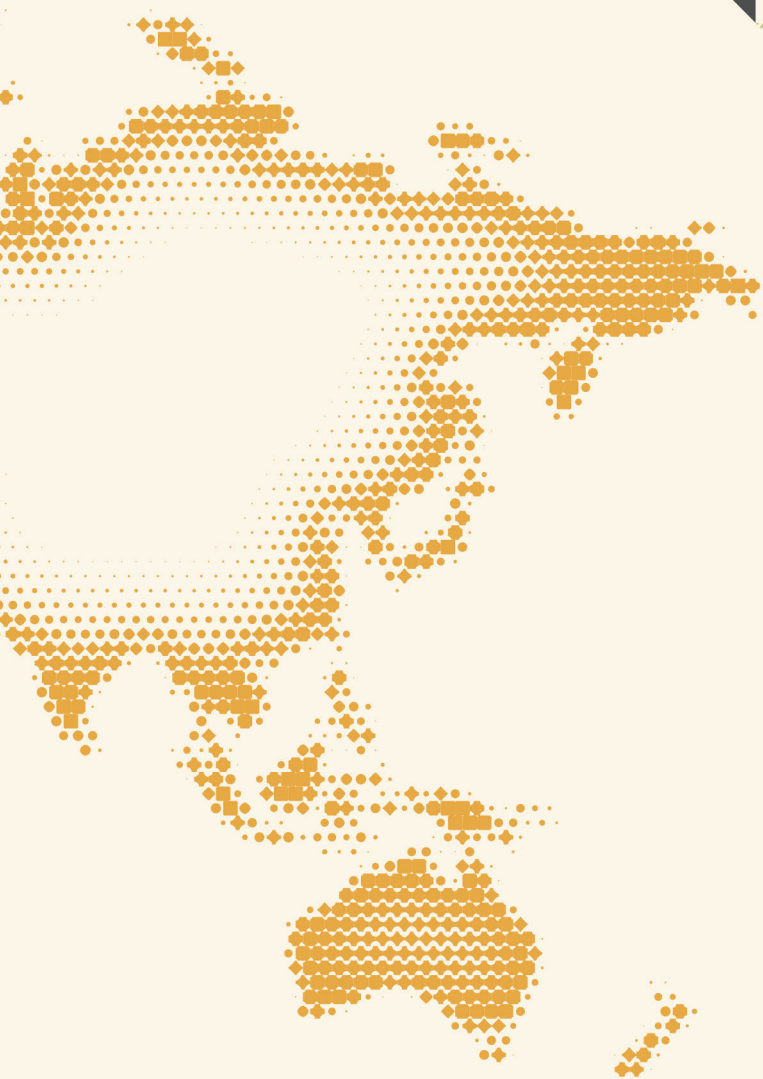
Italy



United Kingdom



Switzerland



N°1 network
with 7,223 branches
in 27 countries

4,788 branches in Morocco

299 branches in North Africa

1,248 branches in West Africa

828 branches in Central Africa

60 sales outlets in Europe,
the Middle East and America

MIDDLE EAST

ASIA



Saudi Arabia



United Arab Emirates



Qatar



China

A strategy designed to address future challenges

“

We are pressing ahead with the deployment of our @mbitions 2025 vision and embarking on a new strategic planning cycle driven by a renewed determination to support and hasten the emergence of our host countries and our Continent. We also remain committed to fulfilling our mission of responsible and sustainable growth, always placing the customer and the well-being of our employees at the core of our actions.

”



Yasmine ABOUDRAR
EXECUTIVE DIRECTOR
GROUP STRATEGY & DEVELOPMENT

Ambitious goals founded upon 3 key drivers

A PANAFRICAN AND LEADING BANKING AND FINANCIAL GROUP

Reinforcing the position of Attijariwafa bank as a leading African banking and financial Group, generating responsible and sustainable growth in its current regions and in new territories.

A RELATIONAL AND CITIZEN GROUP OF REFERENCE, INNOVATIVE AND AGILE

Accelerating the process of building an innovative, agile and competitive bank dedicated to customer relations and corporate citizenship, drawing on digital transformation, Big Data and synergies between all the components of the Group.

AN OPTIMISED GROWTH PROCESS MEETING THE HIGHEST STANDARDS

Aligning with the best international standards for operational efficiency, risk management and compliance, ensuring healthy and sustainable growth.

@mbitions  2025

A sustainable growth approach

“

The Group confirmed its leadership through strong gains in market share, underlining the effectiveness of its customer relationship approach and the quality of its workforce, and reaping the rewards of the massive investment made in recent years in digitalization and technology. This momentum and these achievements testify to the relevance of the Group's approach to geographic and commercial diversification, and reinforce our confidence as we embark on the final stretch of the @mbitions 2025 strategic plan.

”

+5.4%
659
MAD BILLION
TOTAL ASSETS

+15.5%
29.9
MAD BILLION
NET BANKING
INCOME

+19.9%
9.1
MAD BILLION
NET INCOME

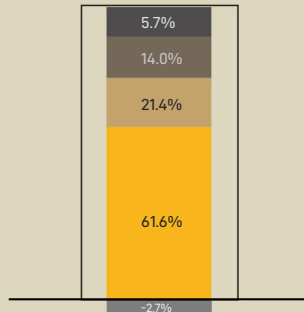
+23%
7.5
MAD BILLION
NET INCOME
GROUP SHARE



Rachid KETTANI
DEPUTY GENERAL MANAGER
GROUP FINANCE

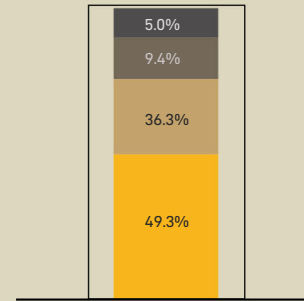
Structure of consolidated net banking income as of December 31st 2023

- Interest margin
- Commission margin
- Results of market activities
- Net income from insurance activities
- Results of other activities



Contribution to consolidated net banking income by activity as of December 31st 2023

- Banque Maroc, Europe et Zone Offshore (BMET)
- International Retail Banking (IRB)
- Specialized Financing Subsidiaries (SFS)
- Insurance



Breakdown of net banking income of Moroccan subsidiaries as of December 31st 2023

Net banking income of Moroccan subsidiaries: MAD 4,374.9 million

SFS net banking income: MAD 2,849.7 million

Insurance net banking income: MAD 1,526.2 million



Breakdown of net banking income from international subsidiaries by country as of December 31st 2023

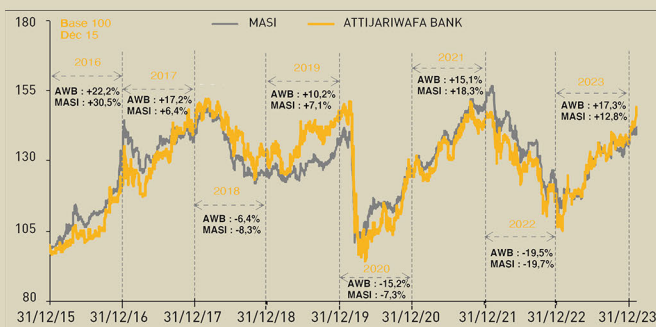
BDI net banking income: MAD 10 986,5 million



Attijariwafa bank share price performance

Attijariwafa bank vs MASI from 31/12/2015 to 31/12/2023

1st market capitalization in Morocco's banking sector: MAD 99.0 billion at 31st December 2023



Stock market indicators

Attijariwafa bank	2021	2022	2023
PRICE	487.00	392.00	460.00
P/B	2.00x	1.55x	1.71x
PER	20.4x	13.9x	13.2x
DY	3.08%	3.95%	3.59%
Number of shares	215,140,839	215,140,839	215,140,839
Market capitalization (in MAD million)	104,774	84,335	98,965

Awards

World-renowned performances

In 2023, Attijariwafa bank once again showcased its excellence and commitment to innovation, social responsibility, and exceptional customer experience. As a key player in both national and international finance, the Group has earned numerous accolades, highlighting its dynamism

and leadership. These awards reflect the Group's steadfast determination to enhance performance, promote sustainable management, and provide high-quality, personalized services to its clients.



GLOBAL BANKING & FINANCE REVIEW

- Best Investment Bank Northern Africa 2023
- Best Private Bank Northern Africa 2023

WORLD ECONOMIC MAGAZINE

- Best Investment Bank Morocco 2023

EMEA FINANCE AFRICAN BANKING AWARDS

- Corporate Social Responsibility - Pan Africa
- Best Private Bank - Morocco
- Best Bank - Morocco

THE ENTERPRISE

- Bank of the year Africa 2023
- Best bank in North Africa 2023
- Best private bank Morocco 2023

GLOBAL FINANCE

- Best Bank Awards
- Best Innovation Labs
- Best Investment bank
- Best Foreign Exchange Bank & Best SME Bank Awards 2023
- Best Private Bank
- Best Financial Innovation Labs

EUROMONEY

- Best Bank in Morocco
- Best Investment Bank
- Best CSR Bank
- Market Leader Corporate Banking
- Market Leader CSR
- Market Leader Best Solutions

INTERNATIONAL FINANCE

- Best Investment Bank Morocco 2023

WORLD FINANCE

- Best Investment Management in Morocco 2023

QORUS

- ESG: Fintech Catalyst
- Efficacité Opérationnelle: WeLab Boost
- MEA Innovator of the Year: Attijariwafa bank



TOP EMPLOYERS INSTITUTE

- ☑ Morocco Top Employer 2023

INTERNATIONAL BANKER

Société Ivoirienne de Banque:

- ☑ Best innovative in Retail Banking
- ☑ Best commitment to ESG policies
- ☑ Chief Innovator Officer Award



GLOBAL BRANDS MAGAZINE

- ☑ Best Private Banking Brand & Most Innovative Customer Service Banking Brand 2023

AFRICA BANK 4.0 SUMMIT

- ☑ CIO Award 2023

Rating

FITCH	JANUARY 2024
Long-term in foreign currency	BB
Short-term in foreign currency	B
Long-term National	AA+(mar)
Perspective	Stable

STANDARD & POOR'S	OCTOBER 2023
Long-term	BB
Short-term	B
Perspective	Stable

MOODY'S	JUNE 2023
Long-term in foreign currency	Ba1
Short-term in foreign currency	NP
Perspective	Stable

Governance

A governance providing the means to fulfil the Group's aspirations

Attijariwafa bank has established a highly **effective governance** framework to structure the workings of its Board of Directors.

This framework is based on a Group Governance Charter, which sets out the guiding principles, rules, procedures and processes used to identify and determine the activities of the bank and its subsidiaries.

The management of the Board of Directors relies on a well-structured set of internal rules. These regulations define the Board's remit, the organisation of its proceedings and the running of its meetings. There is also a Directors' Charter outlining the rights and duties of Board members, stressing the fundamental need to respect confidentiality, manage inherent conflict of interest and handle transactions involving the Group's shares.

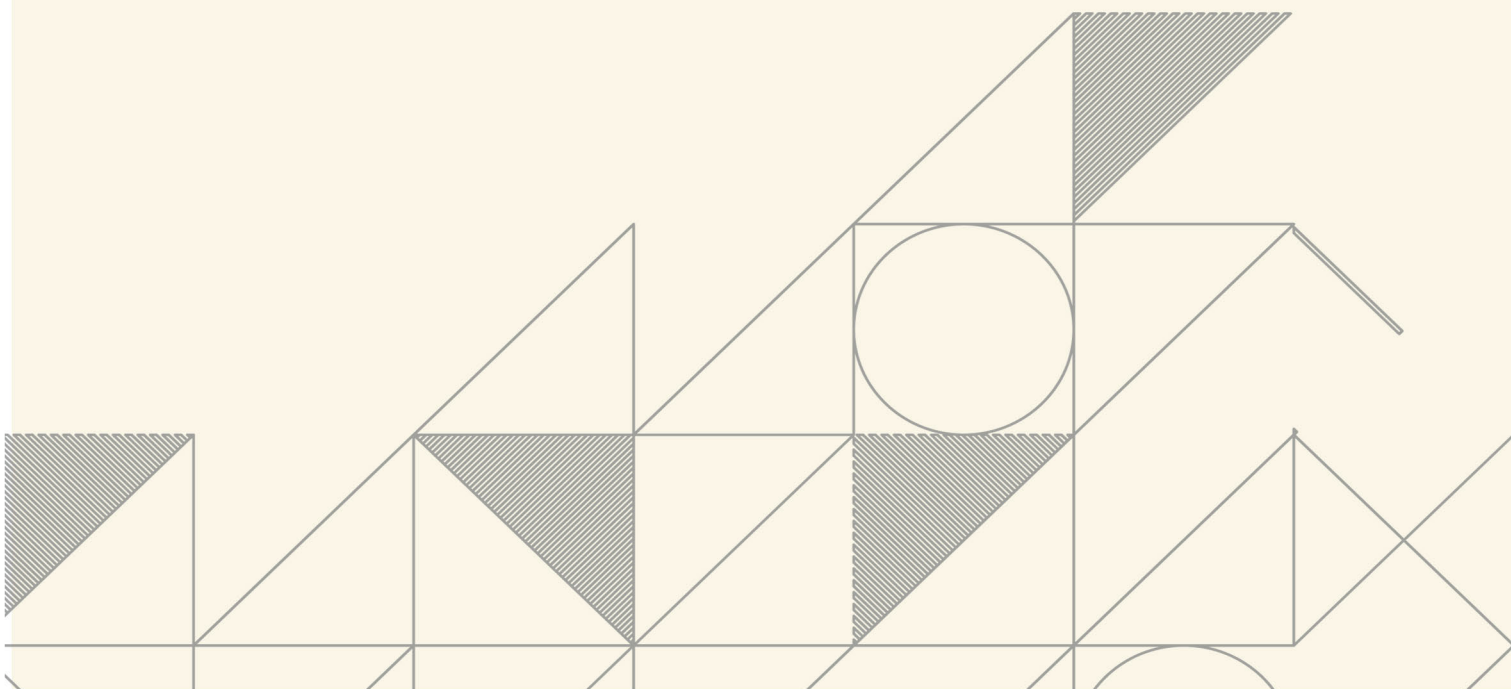
Consistent with best practice in corporate governance, the Board of Directors has set up 5 dedicated committees. Their role is to analyse specific issues and submit recommendations to the Board of Directors. They are governed by charters or internal regulations that lay down their mandate, membership, scope of action and modus operandi.

As at 31st December 2023, the Group Board of Directors is composed of 12 members, including 4 Independent Directors, each of whom is appointed for a 6 year mandate. Led by Mr Mohamed El Kettani, Chairman and Chief Executive Officer of the Group since 2007, the Board is tasked with managing the bank's strategy and overseeing the running of its activities, in line with the governance values laid down by the Group.

The Board of Directors convened at 6 meetings in 2023, with an attendance rate of 89%.

Compensation and Benefits

The compensation of the members of the Attijariwafa bank Board of Directors was set at MAD 5.7 million for the 2023 financial year by the Ordinary General Meeting of Shareholders. The gross annual remuneration of top management amounted to MAD 147.5 million, while the loans granted to them reached MAD 112.7 million by the end of 2023.



Board of Directors

as of December 31st 2023



Mr Mohamed EL KETTANI Group Chief Executive Officer
Mr Mohammed Mounir EL MAJIDI Director - SIGER Representative
Mr Hassan OURIAGLI Director, AL MADA Representative
Mr Abdelmjid TAZLAOUI Director
Mr Aymane TAUD Director
Mr José REIG Director
Mr Abed YACOUBI SOUSSANE Director
Mr Azdine EL MOUNTASSIR BILLAH Director
Mr Aldo OLCESE SANTONJA Independent Director
Mr Lionel ZINSOU Independent Director
Mrs Françoise MERCADAL DELASALLES Independent Director
Mrs Laurence DORS-MEARY Independent Director
Mrs Myriam NAFAKH LAZRAQ Board Secretary

Board Committess

Permanent Members	Strategic Committee	Group Risk Committee	Group Audit Committee	Group Governance, Nomination and Compensation Committee	Group Major Credit Committee
Mr Mohamed EL KETTANI	Chairman	-	-	●	Chairman
Mr Mohammed Mounir EL MAJIDI	-	-	-	Chairman	-
Mr Hassan OURIAGLI	●	-	-	●	●
Mr Abdelmjid TAZLAOUI	●	●	●	●	-
Mr Aymane TAUD	●	●	●	-	●
Mr José REIG	●	●	●	●	●
Mr Abed YACOUBI-SOUSSANE	-	-	-	-	-
Mr Aldo OLCESE SANTONJA	-	-	●	-	-
Mr Lionel ZINSOU	-	Chairman	-	-	-
Mr Azdine EL MOUNTASSIR BILLAH	●	-	-	-	-
Mrs Françoise MERCADAL-DELASSALLES	-	-	Chairman	-	-

Governance

The Executive Committee

Attijariwafa bank's Executive Committee steers the Group's performance, monitors its activities and ensures the operational implementation of the strategy approved by the Board of Directors.



Mohamed EL KETTANI
CHAIRMAN AND CHIEF EXECUTIVE
OFFICER ATTIJARIWAFABA BANK GROUP



Hassan BERTAL
Deputy Chief Executive Officer
Retail Banking Division,
Morocco and Europe



Hassan EL BEDRAOUI
Deputy Chief Executive Officer
Transformation, Innovation,
Technology and Operations



Ismail DOURI
Deputy Chief Executive Officer
International Retail Banking
and Specialized Financial
Subsidiaries Division



Youssef ROUISSI
Deputy Chief Executive Officer
Corporate and Investment
Banking



Choukri OIMDINA
Deputy Chief Executive Officer
Group Global Risk Management



Mohamed SOUSSI
Deputy General Manager
Group Human Capital



Rachid KETTANI
Deputy General Manager
Group Finance



Yasmine ABOUDRAR
Executive Director Group
Strategy & Development
(Comex secretariat)

Governance

The Coordination and Synergy Committee

The Coordination and Synergy Committee seeks to foster the exchanges between divisions and to improve the coordination of cross-functional projects and programs. It brings together the main senior managers of the bank and the members of the Executive Committee on a monthly basis.



Larbi KABLY
Executive Director Group
Compliance



Amine GUENNOUNI
Executive Director Group
General Audit



Issam MAGHNOUJ
Executive Director Group
Communications & CSR



Hind DRIQUECH
Executive Director
Company markets



Bouchra LHALOUANI
Executive Director Support &
Resources Retail Banking,
Morocco & Europe



Ghyzlaine ALAMI MARROUNI
Executive Director Individual and
Professional markets



Jalal BERRADY
Executive Director
Private Banking



Rachid MAGANE
Executive Director Tangier -
Tetouan - Al Hoceima



**Mahmoud Redouane
EL ALJ**
Executive Director
Casablanca - Settat



Ali BERRADA
Executive Director
Rabat - Salé - Kenitra



Mohamed Karim CHRAIBI
Executive Director
Souss - Massa - Sahara



Nezha EL JAI
Executive Director
Fez - Meknes



Othmane BOUDHAIMI
Executive Director Marrakech -
Béni Mellal - Tafilalet



Hassan RAMI
Executive Director
Eastern region



Jamal AHIZOUNE
Deputy General Manager
Retail Banking,
West & Central Africa



Adel BARAKAT
Executive Director Group
Corporate Banking



Faïçal LEAMARI
Executive Director
Group Capital Markets



Karim FATH
Executive Director
Group Investment Banking



Myriam DASSOULI
Executive Director
Counter party Risk Morocco



Mohammed BENTALEB
Executive Director
Group collections



Amine MARRAT
Executive Director
Risk Management



Hicham ZIADI
Executive Director
Group Information Systems



Rachid KAMAL
Executive Director
Group Services and Processing



Adil EL IRAKI
Executive Director
Transformation,
Innovation and Organization



**RELATIONAL
GROUP**

02

Relational Group

STRIVING FOR RELATIONAL EXCELLENCE

Attijariwafa bank group is committed to a customer-focused strategy and adopts a relationship approach which combines innovation and excellent interpersonal relations. This is intended to deliver an optimal customer experience, integrating technological advances, the preservation of the quality of customer relationships, and the development of new products

and services. The Group is deploying a number of initiatives to ensure the ongoing satisfaction of its customers, thereby consolidating its position as a benchmark operator in the banking sector. This effort is further evidence of the Group's ongoing dedication to responding proactively and effectively to the growing expectations of its customers.

DIGITAL LEADERSHIP

1st

player in digital banking and electronic payments in Morocco

91.6%

of transactions carried out via digital banking*

453.8

million connections to digital platforms

(*) All operations available on the various digital channels, ex : unit transfers, provision of funds, invoice payments...

Client-centricity drives all our ambition

“

We are in the process of transforming our relationship model towards an omnichannel model, which renews the contours of the Bank-Customer relationship in all our markets and customer segments by linking all our contact and distribution channels, be they online or offline physical or remote. To achieve this, we are relying on a cutting-edge technological base, which includes the use of artificial intelligence and Big Data.

”



Hassan BERTAL
DEPUTY CHIEF EXECUTIVE
OFFICER RETAIL BANKING DIVISION,
MOROCCO AND EUROPE

A LASTING COMMITMENT TO CUSTOMER SATISFACTION

As technology evolves to provide a customised offer and customer experience, Attijariwafa bank remains committed to customer satisfaction. It is a reliable partner committed to enhancing the customer experience by embracing a relational paradigm which incorporates the latest technological breakthroughs as well as the quality of human interaction.

This commitment to customer satisfaction is the cornerstone of the Group's strategy to deliver an optimum experience for its clients.

To this end, Attijariwafa bank group is striving to develop its ability to comprehend and consider customer feedback by gathering their input on a large scale, utilising its mobile application Attijari Mobile. As part of its external Customer Care Programme (PEC), the Group has established a solid framework for monitoring the customer experience by increasing the number of its surveys and setting up an online tool called "Feeling" dedicated to collecting customer assessments.

In 2023, this programme revealed a satisfaction rate of 95% and a steady growth dynamic with regard to recommendations (NPS).

AN INTUITIVE DIGITAL SERVICE

With omnichannel banking at the core of its strategy, the Group's ongoing drive to innovate and improve its services can be witnessed in the diversity of its channels and solutions. The bank seeks to ensure an optimal customer experience, meeting the highest standards.

In 2023, Attijariwafa bank confirms its digital leadership by constantly enriching and updating its interactive digital channels to create a distinctive and pioneering customer experience highly sought by its clientele. Moreover, the bank's mobile applications remain among the top-ranked on Apple Store and Google Play (Morocco).

As an example of this accomplishment, the new "Crédit Express" digital service launched in 2023. This service enables all of the Group's clients to apply for consumer credit directly on Attijari Mobile. Created as a strategic partnership between Attijariwafa bank group and Wafasalaf, this initiative provides customers with access to personalised simulations, the ability to apply for a secure Crédit Express on Attijari Mobile and a feedback in less than 4 hours without having to visit in person one of the bank's branches.



Furthermore, in 2023 Attijariwafa bank released Apple Pay, a secure and free solution allowing direct payment with an iPhone or Apple Watch. This simple and practical tool has been a great success and has been widely welcomed by the Group's customers.

1,300,000 payments via Apple Pay were carried out in 2023.

Crédit Express

Apple Pay

AN UNWAVERING BANKING SUPPORT

The Group added a number of initiatives to assist its customers. A preferential offer for the "Al Hirafi" pack, for example, has been implemented, designed for artisans who are registered on the National Crafts Register (Registre National de l'Artisanat - RNA) and who are recipients of the Mandatory Health Insurance (Assurance Maladie Obligatoire - AMO). Concurrently, a new portal dedicated to very small businesses has been rolled out to help small businesses.

The "Sahla" prepaid card has also been unveiled, as a convenient payment solution. Likewise Credit Assistance has been set up to increase financial aid.



A SOCIALLY RESPONSIBLE PERFORMANCE

Attijariwafa bank integrates the Corporate Social Responsibility (CSR) dimension into all its activities. During 2023, the Group strengthened this commitment by taking an inclusive approach, deploying a comprehensive response system to address the specific challenges of its very small business customers. By 2023, the Group had extended non-financial support to 155,000 customers and non-customers, 55% of whom were women, with a focus on the development of cooperatives through the DAM Senior initiative in conjunction with INJAZ Al-Maghrib.

Al Machrou3

It has also strengthened its contribution to the development of cooperatives via the Lalla Moutaouina Prize. Meanwhile, the Group went on to promote digital banking, consolidating financial inclusion using innovative and accessible means.

AN EXPANDED FIELD PRESENCE

By combining competitions, radio programmes and web series, Attijariwafa bank group reinforces its commitment to its customers through a 360° communication approach to fulfil their needs and meet their expectations.

This strategy is backed up by:

- ◆ The launch of the Ana Maak Trophies;
- ◆ The launch of the Radio Sawt Al Moukawil programme;
- ◆ The launch of the Al Machrou3 web series;
- ◆ The launch of the L'bankalik Music Tour and the Gaming Tour.

AN EMPHASIS ON THE YOUTH'S EXPECTATIONS

As for improving its commitment to youth, the Group has further promoted "L'bankalik", a free, 100% digital banking service targeting the 18-35 year-old age segment. The main purpose of this product is to foster the financial inclusion of this segment by providing an innovative and more accessible range of products and services. This product, which is both extensive and free of charge, is also available to people over 35 at a monthly fee of MAD 5.

And to further strengthen its proximity to young people, Attijariwafa bank has been increasing the on-the-ground marketing of this service, mainly via the "L'bankalik Music Tour" and the "Gaming Tour" initiatives. In 2023, some 360 sites were visited as part of these campaigns, spanning the entire Kingdom. The Group has also had significantly multiply its interventions at the Casablanca International Student Forum and during "L'Boulevard" festival.



AN UNFAILING SUPPORT FOR SMALL AND MEDIUM-SIZED ENTERPRISES

Supporting small and medium-sized enterprises (SMEs) remains a priority for Attijariwafa bank. From start-up to expansion, the Group is committed to being the best partner for businesses, supporting and helping them to carry out their growth plans. By providing them with financial and non-financial assistance, the Group collaborates with them to make their initiatives a reality and ensure their success.

In 2023, Attijariwafa bank strengthened its investment financing, providing MAD 7,804 million through 35,300 loans, with a market share of 74% for Damane Express and 42% for Intelak.

DAR AL MOUKAWIL SUPPORTS PROJECT OWNERS

Dar Al Moukawil (DAM) is a scheme launched by the bank, dedicated to entrepreneurs and project bearers in Morocco. This programme is intended to aid and accelerate the establishment and expansion of businesses by providing a range of services and solutions tailored to meet the needs of all businesses.

Through Dar Al Moukawil, beneficiaries have free access to personalised advice, hands-on training, a network of partners and financing solutions suited to each phase of managing their venture.

In 2023, 3 new Dar Al Moukawil centres were inaugurated to serve 3 new strategic locations: Beni Mellal-Khénifra, Kénitra and Agadir. This latest expansion brings the total number of centres serving customers and non-customers to 22.



DAR AL MOUKAWIL

- ◆ 22 centres opened since 2016
- ◆ 420,000 VSEs supported, 40% which are run by women
- ◆ 295,000 VSEs coached
- ◆ 84,000 counselling sessions

SAWT AL MOUKAWIL BROADCASTS

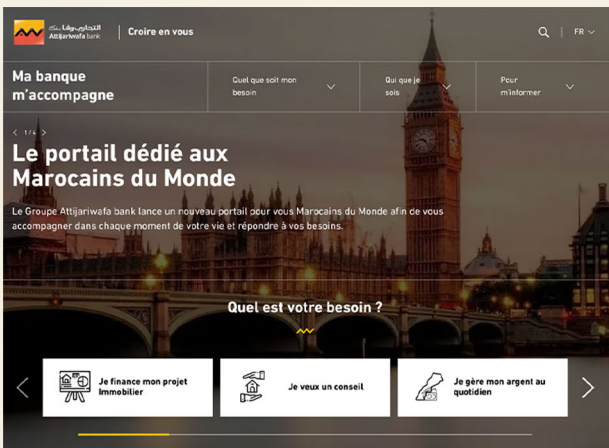
- ◆ 53.3 million audit beneficiaries with a monthly average of
- ◆ 8.2 million per programme

ANA MAAK AWARDS

- ◆ 11,238 candidates
- ◆ KPI Social networks
- ◆ 4,657,444 persons reached
- ◆ 22,224,644 views
- ◆ 7,386 of online registrations

A SOLID COMMITMENT TO MOROCCANS OF THE WORLD

Attijariwafa bank has reasserted its commitment to Moroccans of the World (Marocains du Monde, MDM), demonstrating at the same time its desire to be attentive to the concerns and needs of its customers. It has therefore adopted a more digital approach to enhance its efficiency throughout 2023 by rolling out 3 key initiatives: the Attijarimdm portal, providing an access points to subscribe to Injad Bila Houdoud services and Attijarinet online.



A STRONGER EUROPEAN SYNERGY

2023 was also a crucial year for Attijariwafa bank Europe. It has been distinguished by high-quality events intended to improve proximity with the Europe Network and to better understand the reality of the European market.

To this end, a series of major events were held, enabling greater synergies to be achieved and constructive exchanges to occur, as well as shedding light on the opportunities and challenges specific to the European market.

95%
customer
satisfaction
rate



AN EXPERTISE DEVOTED TO THE PRIVATE BANKING CUSTOMER'S SERVICES

Attijariwafa bank group has proven expertise on the markets and an in-depth knowledge of financial instruments. Combined with the renowned know-how of its teams, this expertise has shaped a genuine wealth management culture.

Backed by solid skills and a strong commitment to customer satisfaction, Private Banking strives constantly to ensure outstanding service quality. The structured nature of its client portfolios provides a high standard of service, enhanced by a workforce certified in wealth management and market knowledge. What's more, the expansion of the Group's network, with the opening of new branches nationwide, further strengthens the proximity and responsiveness required by customers.

Attijariwafa bank's Private Banking business is thus poised to become a leader in its sector, with the ambition of becoming a key regional force within the foreseeable future.

AMBITIOUS PROJECTS AND PERSONALISED SOLUTIONS

2023 saw Private Banking enhance its services with customised investment solutions spanning all markets and complex financial instruments, thanks to "Attijari Investment Solutions".

This new approach has consolidated the Group's Private Banking services, underpinning its expertise in legal and tax matters and, above all, in generational transmission. Innovation and digitalisation are also central to the Private Banking strategy.

To achieve this strategy, cutting-edge technologies have been put in place to optimise its services and offer its customers a modern, seamless banking experience.

Thanks to these digital platforms, portfolios can be managed simply and securely, ensuring transparency and real-time access to financial information.

A DEFINITE TRANSFORMATION

Moreover, Attijariwafa bank's Private Banking operations remain unrivalled in their ability to offer innovative, tailor-made wealth management solutions that meet the highest expectations of their clients.

Adhering to this approach, the Private Bank remains dedicated at the forefront of innovation to provide its clients with wealth management solutions that meet their most specific requirements, while taking advantage of technological advances to further enhance its services.

A tailor-made service designed for Corporates, Institutions et Governments

“

We will pursue our efforts to promote innovative solutions for our corporate, institutional and government customers, through the constant synergies between our various business lines and geographical locations. Moreover, we will strive to promote innovation and the digitalization of our services, as well as the development initiatives outlined in the @mbitions 2025 strategic plan. In doing so, we maintain full control over risks and compliance.

”



Youssef ROUSSI

DEPUTY CHIEF EXECUTIVE
OFFICER CORPORATE AND INVESTMENT BANKING

A COMMITMENT TO EXCELLENCE

Attijariwafa bank Corporate and Investment Banking (CIB) has multidisciplinary expertise at the service of a wide range of customers, including corporate, institutional and investors. Its operations encompass Morocco as well as the countries in which the Group is established and its influence zones in Africa, the Middle East and Asia.

Its strategic goals reflect its drive for excellence, innovation and sustainable growth.

It seeks to strengthen its leadership in Morocco through its main activities: financing, capital markets, investments, advisory and transactional activities, both local and international.

The CIB division is also committed to expanding the Group's presence in Africa and sustaining its momentum in new Asian territories through the local implementation of its expertise.



- ◆ Key figure in corporate financing.
- ◆ Key figure in M&A and ECM/DCM advisory services.
- ◆ Foreign Exchange Dealer and Market Maker.
- ◆ Intermediary in Treasury Securities.
- ◆ Assets manager.
- ◆ Brokerage Dealer.
- ◆ Custodian of assets.
- ◆ Player in electronic payments in Morocco.
- ◆ Player in Trade Finance.

AN ENHANCED DIGITAL SOLUTION

In order to improve its customer service, the CIB division pursues the enhancement of innovative digital solutions by rolling out new online channels, strengthening the security of its online solutions and customising its services to meet the specific needs of its corporate customers. This digital shift also entails the deployment of initiatives involving artificial intelligence, designed to improve insight into market activities.

A STEADFAST LEADERSHIP IN HOST COUNTRIES

To sustain its international growth ambitions, the CIB division pressed ahead with the development of its businesses in its various geographies through the ongoing deployment of its matrix organisation, which optimises synergies between skills and expertise at the Group's subsidiaries and its operational actions.

The expansion of the Group has reached far beyond the countries in which it currently operates, with the establishment of a representative office in Beijing to oversee the strengthening of the growth of business activity in the China-Africa corridor, as well as the upgrading of the management of market activities within the subsidiary Attijariwafa bank Europe. The aim is to better meet the needs of customers on the commercial and financial corridor between Europe and Africa.





A BROADER PRODUCT RANGE

Throughout 2023, Attijariwafa bank maintained its innovative stance by expanding its investment services by introducing multiple factor funds, equity funds and Undertakings for Collective Real Estate Investment scheme (OPCI), thereby providing its investing clientele with a wider range of solutions. It also improved its digital channels so as to speed up the uptake of remote banking solutions by customers. Furthermore, it enhanced the efficiency and transparency of its international operations, thus strengthening the trust and satisfaction of its customers.

A SUSTAINABLE DEVELOPMENT

Above and beyond its main activities, Attijariwafa bank engages in various initiatives with a strong social and environmental impact. Among other things, the Group has financed more than 2,000 MW of wind and hydroelectric projects, representing almost MAD 9 billion in undertakings, of which 1,436 MW in Morocco.

Meanwhile, Attijariwafa bank is distributing social aid via its banking networks and providing financial education to students and trainees in Moroccan and African schools, by familiarising them with the activities of the Trading Floor.

AN ACTIVE PLEDGE FOR FINANCIAL MODERNISATION

Attijariwafa bank CIB plays a dynamic role driving the development of financial infrastructures in Morocco as well as in many of the countries in which it operates in Africa. Throughout 2023, the division provided the authorities and regulators with active support in setting up new innovative financial products, such as derivatives, the establishment of a futures market, the OPCI market growth as well as the securitisation of receivables markets.

Moreover, Attijariwafa bank confirmed its position as a major player in the bond and private debt markets. It is positioned as the leading intermediary in treasury securities in Morocco and Africa, while fulfilling an important mission in originating, consulting and placing major transactions in the private debt market.

History of CIB





**INNOVATIVE
GROUP**

03

Innovative Group

FOSTERING TRANSFORMATION THROUGH INNOVATION

Digital transformation is not just a growth driver for Attijariwafa bank, it is at the core of the Group's forward-looking vision, embodied in its @mbitions 2025 strategic plan. Given the pace of change in the world, innovation is not only a competitive advantage, but also a prerequisite for meeting evolving customer needs and capitalising on growth opportunities in an increasingly complex market.

With this conviction, Attijariwafa bank group is pushing beyond traditional solutions to create the financial services of tomorrow.

Accordingly, the Group is keen to collaborate with the best partners, be they disruptive start-ups, major technology companies or specialists in new niches, in order to co-construct cutting-edge solutions able to address current and future challenges, while providing a customer experience that matches the finest international standards.

Over **240** start-ups assisted

**Global Finance
Best Innovation Lab**

Attijariwafa bank among the world's best financial innovation labs



Leading the way in disruptive innovation

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We are committed to providing a Total Experience geared towards excellence and Customer Passion. We are mobilising our teams around structured initiatives that reflect the Group's strategic orientations and are led by the various entities in the division. We emphasise a proactive and adaptable approach, grounded in anticipation and innovation, in order to provide an effective solution to the challenges and opportunities of an ever-changing environment. Our dynamic vision enables us to remain agile and ensure optimum customer satisfaction throughout all our activities.

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Hassan EL BEDRAOUI

DEPUTY CHIEF EXECUTIVE OFFICER
TRANSFORMATION, INNOVATION,
TECHNOLOGY AND OPERATIONS

A DATA DRIVEN TRANSFORMATION

At a time of digitalization, data management is fundamental to decision-making and to optimising all kinds of processes. In line with its ambition to become a Data Driven bank, Attijariwafa bank group is accelerating its digital transformation to achieve its strategic goals. The Group's commitment translates into a high-quality customer experience, particularly through the launch of personalised products and services. Moreover, operational efficiency, security and data protection are being further enhanced.

A REINFORCED CUSTOMER EXPERIENCE

The client experience is a priority for the Group, incorporating state-of-the-art digital solutions and innovative payment options.

This holistic approach allows the Group to achieve seamless, personalised interactions through multiple channels, in order to meet customer expectations and anticipate market trends.

“ **ATTIJARIWAFABA BANK:
A DATA DRIVEN BANK FOR
AN OPTIMAL AND SECURE
CUSTOMER EXPERIENCE.** ”



WENOV, AN EMPOWERMENT CATALYST FOR INNOVATION

Wenov, Attijariwafa bank's innovation laboratory, is constantly striving to streamline the Group's processes and boost its digital transformation. With this goal on the forefront, it is utilising innovative solutions like the Open Innovation-Fintech Catalyst programme, which favours collaboration between traditional financial institutions and start-ups.

This laboratory has carried out a number of simulations and experiments under its Welab Boost programme. It's an initiative that enables the Group to implement advanced technologies to improve its services, while adopting disruptive approaches, such as the "Design Thinking" method. This method focuses on the user or employee, who channels his or her creativity and iteration into resolving complex problems.

Furthermore, Attijariwafa bank group intends to build on the expertise of its talents and therefore relies on the "Wenov Think & Make" intrapreneurship programme. Renewed for a 4th edition in 2023, this programme has aroused considerable enthusiasm, with over a thousand ideas submitted by collaborators.

Bringing the most promising ideas to fruition also helps to align internal innovation efforts with the Group's strategic ambitions. Lastly, the bank has set up a system of acculturation, reflected in the monthly innovation circles.

A CONSTANT HIGH QUALITY STANDARD

Attijarwafa bank places its customers first and foremost, and is continuously attentive to their concerns in order to improve its services and processes in accordance with its Quality policy.

The quality dynamic that has been set in motion is reinforced by the action of a community of Quality Ambassadors, renamed "Customer Experience Vectors", whose mission is to relay the customer culture throughout the Group.

In addition, Attijarwafa bank has embarked on a proactive Quality management approach by complying its principal operations with the ISO 9001 standard.



INAUGURATION OF THE IA CENTER

Launched in 2023, Attijariwafa bank's IA Center is the first hub for innovation and excellence in Artificial Intelligence (AI) in the private sector. This facility aims to strengthen and accelerate the bank's breakthroughs in AI, by combining technological expertise, business know-how and scientific research. Its underlying ambition is none other than to consolidate links with customers and the external ecosystem, thereby enhancing achievements and innovation within the Group.



BORJ ATTIJARI TOWER: THE GROUP'S LATEST FLAGSHIP BUILDING

Thanks to intelligent buildings, innovative design concepts and cutting-edge technological equipment, the new headquarters, which will be operational in 2025, will become the bank's high-tech showpiece.

Based on AI and new technologies, the Group is keen as ever to deliver a unique and personalised working experience. This vision encompasses automated building management for optimum energy efficiency and intelligent space management for flexible and innovative use of its facilities. Over the medium term, this fresh perspective will be rolled out to all central sites, strengthening the Attijariwafa bank group's synergy.

95%
customer
satisfaction rate
in Morocco



0
non-compliance
in the renewal of
activity certification



Borj Attijariwafa bank.



**PAN-AFRICAN
GROUP**

04

Pan-African Group

ESTABLISHING RISK MANAGEMENT
TO ENHANCE PERFORMANCE

While remaining open to the world, Attijariwafa bank seeks to cement its position as a pan-African group rooted in its own Continent. To this end, the Group is determined to further deepen its African heritage through the expansion of its network in the territories where it operates. At the same time, it will be on the lookout for new markets and new opportunities. Through this expansion, the Group wants to strengthen its ability to meet the needs of all its customers. Attijariwafa bank is also intensifying its efforts to promote sustainable and inclusive development, thereby supporting Africa's economic growth.

15

COUNTRIES IN AFRICA

7,223

BRANCHES WORLDWIDE

1st

BANKING AND
FINANCIAL GROUP IN THE
MAGHREB AND A KEY
PLAYER IN THE CEMAC
AND WAEMU ZONES

2,375

BRANCHES IN AFRICA

Taking a proactive approach to sustainable development in Africa

“

Despite a complex and unpredictable environment, the financial trends remain very positive. Some subsidiaries, led by digital activities, are already reaping the benefits of their transformation programmes. Meanwhile, others are embarking on an ambitious transition and will see soon enough major benefits, financially and in operational performance, in the two remaining years of the @ambitions 2025 strategic plan.

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Ismail DOURI
DEPUTY CHIEF EXECUTIVE OFFICER
INTERNATIONAL RETAIL BANKING
AND SPECIALIZED FINANCIAL SUBSIDIARIES DIVISION

A CRUCIAL "PAN-AFRICAN" ANCHORING

With a presence in 15 African countries, Attijariwafa bank group has tailored its development model to support individuals, small businesses, SMEs and public institutions in the carrying out of their projects. This extensive regional presence is testament to the Group's willingness to make an active contribution to the construction of a prosperous and cohesive Africa. Each of the Group's subsidiaries operates autonomously, addressing regional challenges and operating according to local economic circumstances.

The pan-African dimension also manifests itself in the Group's role as a bridge between the economies of the North and the South, but above all in forging stronger ties among the economies of the South. As a major actor in the financing of intra-African and intercontinental trade, Attijariwafa bank facilitates trade flows between Africa and the rest of the world, thereby strengthening the inclusion of African economies in the broader global economy. In order to accomplish this mission, Attijariwafa bank relies on a diversified and innovative range of financial services designed to meet the needs of both large corporations and small and medium-sized businesses, which are the drivers of Africa's economic growth.

HIGHLIGHTS OF THE GROUP'S ACTIVITIES IN AFRICA

	PP Agencies Business centres Direct offices	Excluding intermediaries	
	Networks	Associates	Customers number
AWB Egypt	63	1392	176 028
ABT	185	1720	1 056 586
ABM	26	244	26 265
CBAO	90	1 088	378 322
CBAO Benin	1	17	1 064
CBAO Niger	1	14	2 247
CBAO Burkina Faso	6	55	14 524
SIB	70	921	384 259
BIAT	13	185	27 178
BIM	48	390	283 780
CDS	7	155	20 716
CDC	28	179	43 941
SCB	54	614	222 390
UGB	22	316	127 504
AWB Chad	1	36	581



ATTIJARIWAFABANK, A PIVOTAL PLAYER IN THE FUNDING OF INTRA-AFRICAN AND INTERNATIONAL TRADE



RELATIONAL EXCELLENCE & BREAKTHROUGH INNOVATION

Driven by the same ambition to offer their customers the utmost care through enhanced and innovative processes, the Group's African subsidiaries reached significant breakthroughs regarding relational excellence and innovative services in 2023. Such was the case of Attijari Bank Tchad (ATB), which launched secure money transfer services via Wafacash. The subsidiary also plans to launch the "Believe in You" institutional campaign in the near future, as well as the INFOCLIENT system for communicating directly with its customers.

Meanwhile, CBAO, the Group's Senegalese branch, had previously defined as its objective for 2023 the promotion, enrichment, upgrading and visibility of the brand, mainly on the digital front. The launch of "Orange Money Transfer", a groundbreaking solution for transferring money from bank accounts to all Orange Money wallets, has fulfilled this goal. This solution gives customers greater autonomy and reduces branch congestion. For added convenience, CBAO has also rolled out "Woyofal", a system that makes it easy to top up electricity meters, thanks to the CBAO Mobile application. Just like "Woyofal", the "Rapido" payment card recharge service is also designed for quick top-ups.



Société Camerounaise de Banque (SCB Cameroun) placed emphasis on modernising its IT infrastructure and upgrading its human resources practices to comply with international standards. SCB's "Share of Wallet" approach is moreover designed to improve its understanding of companies and institutions needs for personalised financial services, enabling SCB to tailor its services to each customer.

Banque Internationale pour le Mali (BIM), on the other hand, further accelerated its digital transformation to reassess human capital management and ensure the success of all its projects. In 2023, BIM created a team dedicated to the 3 year strategic development plan (SDP), while its customer service department benefited from a review of the product book and established a New Products Committee. BIM Mobile Banking and improvements to the internet portal were also introduced in the 2023 financial year.

The subsidiary is now seeking to expand its retail banking activities, strengthen the services it provides to all its customers, embark on a technological transformation of its channels and position innovation as a central feature of every initiative.

Understanding corporate and institutional needs for customised financial services

As for Attijari bank Mauritanie (ABM), it has focused over the past financial year on risk management and on the restructuring of its human resources. Following the establishment of an interbank foreign exchange market by the Central Bank of Mauritania, ABM began operating its Trading Room. The wallet project was also launched to extend its range of services. What's more, an e-learning training platform was implemented to improve the skills of its staff. This will allow them to acquire the most advanced equipment in order to effectively meet the expectations of their clients.

Furthermore, Attijari Bank Tunisia's ambitions revolve around digital change by enhancing the customer experience, commercial dynamism and human capital growth, as well as social and environmental responsibility. A number of measures have been put in place, such as the banking network digitalization and the launching of online services. The Tunisian subsidiary has also set up the "Attijari

Sourcing" platform along with an environmental and social management system.

Continuing and enhancing its financial inclusion efforts and strengthening its services to the diaspora remain the subsidiary Attijari Bank Tunisia's primary goals.



CAD

An inclusive Pan-African Network

A CONTINENT-WIDE PAN-AFRICAN INITIATIVE

Founded by Attijariwafa bank group, Club Afrique du Développement (CAD) serves as a platform for dialogue, exchange and collaboration among African economic and financial stakeholders.

The Club connects business leaders, investors, experts and public decision-makers through numerous events, forums, and conventions.

Backed by the sales teams from the 15 banks within the Group across the Continent, CAD also facilitates connections between operators. These initiatives aim to catalyze opportunities and create added value for African businesses.

A CONTINENTAL STRATEGIC LEVER FOR ATTIJARIWAFABA BANK

By end 2023, CAD network has reached 5,000 active members in Africa and partner countries.

As a leading player in the Continent's banking sector, the Group views this platform as a powerful tool to reinforce its commitment to the pan-African economy. Since its inception in 2016, CAD has conducted approximately 36 multisectoral missions, further solidifying its role in fostering African economic exchange through its 12 offices. Together, CAD and the Group work in synergy to champion inclusive and sustainable economic growth across Africa.

AN IMPETUS FOR AFRICAN ECONOMIC DYNAMISM

Through a series of strategic initiatives, CAD is driving economic growth across Africa. These initiatives include:

- ◆ Facilitating trade and economic exchange: CAD brings businesses together, fostering commercial partnerships.
- ◆ Promoting investment in Africa: CAD encourages both intra-African and international investments throughout the Continent.
- ◆ Building continental capacity: CAD offers workshops to help African companies grow and strengthen their operations.
- ◆ Creating business networks: CAD serves as a platform for entrepreneurs and business leaders to connect and collaborate.
- ◆ Supporting and promoting women entrepreneurs: Through its SUFAWE (Stand Up For African Women Entrepreneurs) programme, CAD actively empowers and supports African women entrepreneurs.



6

FIADs under the aegis of CAD

36

multisectoral missions since 2016

12

offices across the Continent

5,000

active members in Africa and partners countries

+ 21,000

representatives from 40 countries participating in CAD initiatives

+ 25,700

structured business meetings held key African economic sectors



**INTERNATIONAL
STANDARDS
COMPLIANT
GROUP**

05

International Standards Compliant Group

STRENGTHENING RISK MANAGEMENT
TO ENHANCE PERFORMANCE

Attijariwafa bank remains firmly committed to risk management, meeting the highest international standards and extending its practices to all subsidiaries. As well as cementing its risk management system, the Group has increased the digitalization of its processes. In order to better protect itself against financial and operational challenges, the Group has improved its risk indicators, modernised its management tools and strengthened its operational resilience.

98%

company
rating

90%

progress
rate of
risk
appetence
approach

6,5%
contingency
rate*

*Contingency rate at bank perimeter

Risk management for **responsible banking**

“

Group Risk Management seeks to accelerate its transformation initiatives, both regarding data and digitising processes, as well as introducing new artificial intelligence-based instruments and extensive use of internal and external data.

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Choukri OIMDINA
DEPUTY CHIEF EXECUTIVE
OFFICER GROUP GLOBAL RISK MANAGEMENT

A STEADY RISK MANAGEMENT STRENGTHENING

Attijariwafa bank adheres to professional, regulatory and international standards, as well as those recommended by the supervisory authorities. The Group has consolidated its risk management system by extending the risk assessment approach to its subsidiaries and integrating it operatively, especially in the strategic planning process.



The effectiveness of these strategies is demonstrated by a significant reduction in risk exposure



AN ACCELERATION OF DIGITALIZATION AND A REFINEMENT STRUCTURE

Digitalization has been integrated into all processes at the Group. With the ongoing completion of its credit management division and the launch of the instruction project, as well as the digitalization of overdraft requests, the overhaul of the credit chain began in 2023. There has also been an improvement with regard to the extent of the collection chain automation.

A ROBUST RISK MANAGEMENT SYSTEM

In the year under review, the Group was at the forefront of risk management tools with the implementation of new scoring models. The focus was on increasing the value of entrepreneurship and the independent professions. Adjustments were made to meet the requirements of IFRS9, while a review of the rating model was undertaken to ensure its relevance and effectiveness. Consistent with this dynamic, further steps have been taken to extend the rating to the Group's major subsidiaries.

A STRENGTHENED OPERATIONAL RISK AND PCA SYSTEM

Operational risk mapping is updated periodically. During 2023, the system was extended to the subsidiaries through the widespread deployment of specific tools.

Moreover, the Group has invested a great deal of effort in strengthening the system for reporting incidents, to ensure that the information provided is complete and of the highest quality.

Major progress has also been made on the Business Continuity Plan (BCP), including:

- ◆ PSI (Plan de Secours Informatique) test;
- ◆ Implementation of Trading Room and Custody BCP;
- ◆ Completion of BCPs in six subsidiaries;
- ◆ Participation in a cyber attack simulation conducted by Bank Al Maghrib;
- ◆ Optimisation of insurance policies.

AN ENHANCED SET OF COUNTERPARTY RISK INDICATORS

The resilience of the risk function has been strengthened through anchoring the rating approach, implementing an advanced credit approval system and rigorously managing counterparty risk. In doing so, the Group proves its dedication to an accurate assessing of possible risks and ensuring greater stability.

Proactive management has led to a significant reduction in the number of counterparties on critical watch lists, underlining the effectiveness of these strategies. At the same time, diligent management and effective recovery policies have contributed to a significant decrease in the number of companies on the Watch List 2 and Weak List.

By reducing risk, the Group has also achieved a significant improvement in capital and revenue recoveries, thereby strengthening its financial position.

**CITIZEN
GROUP**



06

Citizen Group

CREATING SHARED VALUE AS A SOCIALLY RESPONSIBLE CORPORATE

Inspired by a strong commitment to creating shared value, Attijariwafa bank group consolidates its leading role in the banking and financial sector. Such dedication is reflected in the implementation of a global strategy designed to strengthen the Group's focus on social responsibility and sustainable development, ensuring a positive impact in all the countries in which it operates. This major undertaking is perfectly in line with the policies of its reference shareholder, the pan-African fund AL MADA.



A CRS policy geared toward sustainable and share value enhancement

Attijariwafa bank is determined to adhere to strict ethical principles and to generate sustainable and shared value. Its Corporate Social Responsibility (CSR) policy focuses on 4 key areas. These are supporting the development of a sustainable economy, preserving the environment and combating climate change, leading an exemplary approach to business and

stakeholder relations, and giving back to communities and civil society. In order to achieve this mission, the Group has developed a CSR Roadmap up to 2025. Apart from guiding its annual plans, it involves all its units and partners in a responsible dynamic.

Attijariwafa bank
has been listed on
CASABLANCA

MASI ESG

index of the Casablanca
Stock Exchange since
its inception



Attijariwafa bank's approach to CRS: 4 priorities and 10 commitments

Supporting the development of sustainable economy

1. Provide access to banking and financial services for all
2. Work for regional development
3. Establish a lasting relationship of trust with clients

Preserving the environment and combating climate change

4. Reduce the Group's environmental impact
5. Support green growth

Leading an exemplary approach to business and stakeholder relations

6. Guarantee integrity, loyalty and transparency at all levels of the company
7. Improve living conditions for employees
8. Achieve responsible purchasing

Giving back to communities and civil society

9. Promote the well-being and development of communities
10. Strengthen exchanges with civil society



A sustainable commitment to Corporate Social Responsibility

Attijariwafa bank group's Corporate Social Responsibility (CSR) policy is steered by the Executive Committee (Comex) and integrated into all the Group's activities through dedicated mechanisms and entities. The CSR department is in charge of implementing this strategy. It is responsible for implementing the CSR roadmap and overseeing the preparation and monitoring of the related annual action plans.

To define the priorities of its CSR approach, Attijariwafa bank relies on international standards, among them ISO 26000 and the United Nations (UN) Sustainable Development Goals (SDGs).

The Group also complies with industry and national norms, such as the blueprint for sustainability in the financial sector submitted in 2016 at the 22nd Conference of the Parties to the UN Framework Convention on Climate Change (COP22).



THE GROUP COMPLIES WITH THE VERY HIGHEST INTERNATIONAL CSR REQUIREMENTS

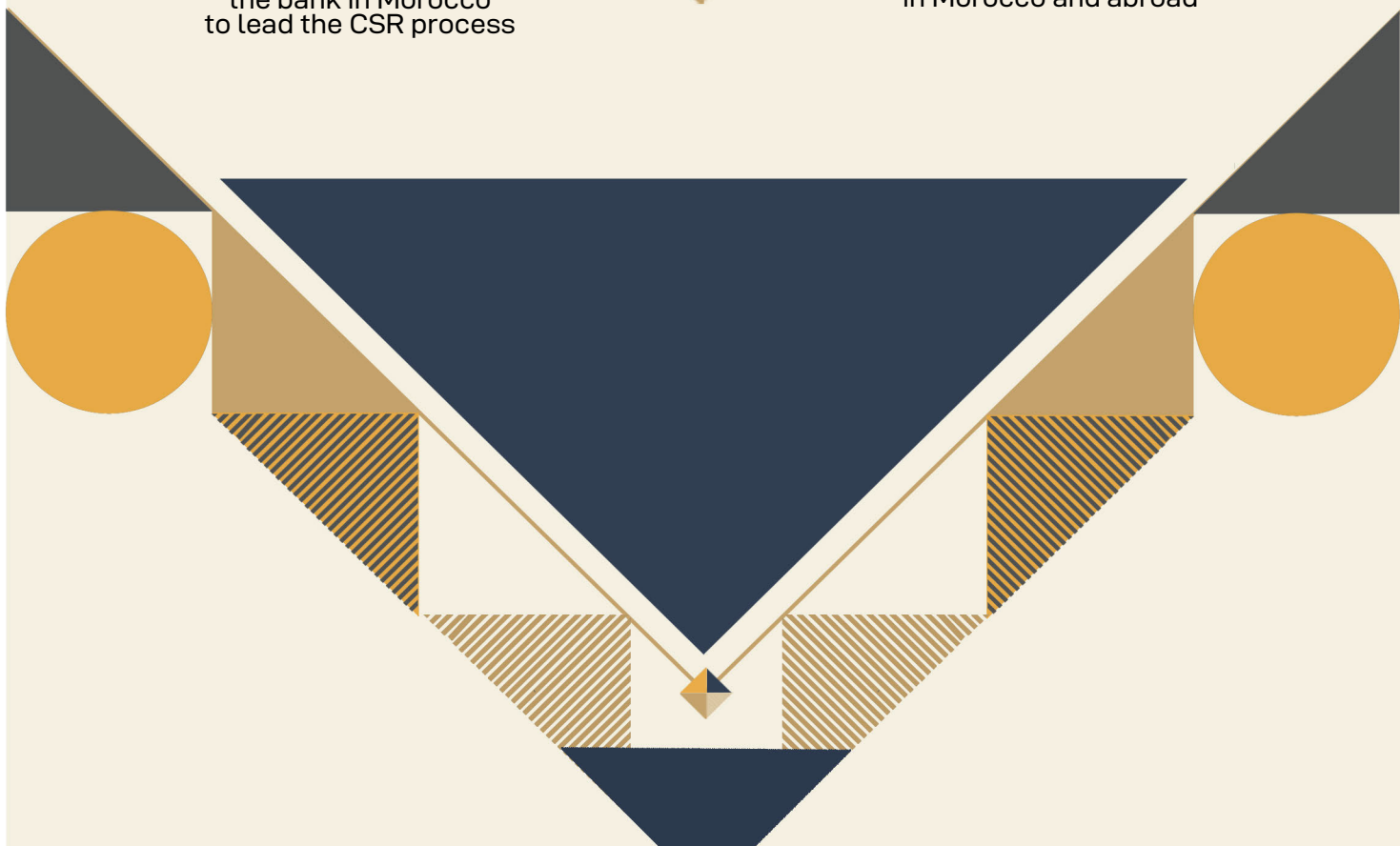


27

CSR coordinators appointed within the bank in Morocco to lead the CSR process

14

CSR coordinators within subsidiaries in Morocco and abroad



Priority issues

The United Nations Sustainable Development Goals are reflected in the 20 priority issues identified by the Group.

THEMES	PRIORITY ISSUES
Economic	Banking
Economic	Support for VSEs and SMEs
Economic	Support for entrepreneurship
Economic	Support for structuring programs
Societal	Client satisfaction
Economic	Regional integration and international cooperation
Societal	Preventing over-indebtedness and supporting clients in difficult situations
Societal	Accessibility of banking products and services
Environmental	Reducing direct environmental footprint
Environmental	Supporting the energy transition
Societal	Prevention of social and environmental risks in banking and financial activities
Social	Improving health, safety and well-being in the workplace
Social	Non-discrimination and promotion of diversity
Social	Training and career management
Ethical	Business integrity
Societal	Responsible purchasing policy
Governance	Transparency and best practices in corporate governance
Societal	Contribution to public interest causes
Societal	Financial education
Societal	Dialogue with stakeholders



A commitment to all stakeholders

The Group recognises that generating economic benefits while making a positive contribution to society and meeting the expectations of its stakeholders is fundamental to the long-term prosperity of a business. Therefore, it has embarked on a process of Corporate Social Responsibility (CSR).

This approach seeks to take into account the sustainable development issues that are important to stakeholders, focusing on their expectations and proactively engaging with them.

	KEY FOCUS AREAS	INTERACTIONS
Shareholders and investors	<ul style="list-style-type: none"> Financial performance Risk management Information transparency Long-term value creation Good governance Regulatory compliance 	<ul style="list-style-type: none"> Regular communications to shareholders Board of Directors and various specialized committees Annual General Meeting Investor relations team Dedicated investor website Activity report
Employees	<ul style="list-style-type: none"> Social dialogue and collective negotiation Training and career development Fair compensation Health, safety and welfare Non-discrimination 	<ul style="list-style-type: none"> Negotiation of agreements with social partners Internal communication through various media Community days Annual review Sharing the Code of Conduct
Clients	<ul style="list-style-type: none"> Information transparency Adapted and accessible product offering Service quality Assistance in difficult situations Investissement socialement responsable 	<ul style="list-style-type: none"> Branches and specialized centers Various Group websites Online banking Client relations center Satisfaction surveys Mystery visits Banking mediation Innovative products and services
Partners	<ul style="list-style-type: none"> Collaboration on common issues / interests Fair treatment Balanced and sustainable relationship 	<ul style="list-style-type: none"> Contractual CSR clauses Assessments and progress plans Adoption of Responsible Purchasing Charter Participation in meetings of various organizations (Maroc PME, GPBM, etc.) Strategic partnerships
Civil society	<ul style="list-style-type: none"> Contribution to social, economic and environmental issues Business ethics Information quality and transparency Sustainable finance 	<ul style="list-style-type: none"> Organization of conferences – debates Sponsorship of funds and skills Academic partnerships Press conferences Press releases Publications, media appearances, participation in trade fairs forums Annual CSR reports
Communities et territories	<ul style="list-style-type: none"> Job and business creation Economic and social benefits Taking rights and interests into account Management of non-financial risks 	<ul style="list-style-type: none"> Financial contribution Sponsoring of skills Organization of events Regional tours Various partnerships Dar Al Moukawil centers
Regulators and supervisors	<ul style="list-style-type: none"> Compliance with banking laws and regulations Development of best practices Business ethics 	<ul style="list-style-type: none"> Effective involvement in financial sector reform projects Participation in major events federating the financial community Active member of GPBM-led projects

AN ACTIVE FINANCIAL INCLUSION

The central dimensions and paradigms of financial inclusion are poverty alleviation, economic development, equal opportunities, crisis resiliency and social stability. A principle that corresponds to the Group's vision and essence. Accordingly, Attijariwafa bank has made it its mission to support the most vulnerable and has developed a range of banking products and services tailored to their needs.

Through its subsidiary Wafacash, which specialises in banking services for low-income people, the Group is committed to facilitating access to financial services through several initiatives. Such initiatives cover the "Hissab Bikhir" savings account, the "Floussy" payment card and "Jibi", the first mobile payment account in Morocco. Moreover, the subsidiary Attijari bank in Tunisia now offers its customers the "Floussi" mobile payment application, developed in partnership with the fintech company "Kaoun". This application allows customers to make payments and transfers from their smartphones safely and quickly. The launch of these solutions and the Group's determination to implement them demonstrate once again its commitment to financial inclusion for all its customers.

A PARTNERSHIP TO PROMOTE MICROFINANCE

Attijariwafa bank and Al Amana Microfinance have set up an innovative scheme to give very small enterprises (VSEs) and entrepreneurs access to adapted financial services and financing products. As part of a strategic partnership, the two parties are committed to promoting the growth of the entrepreneurial fabric.

This collaboration has resulted in a wide range of microfinance solutions to meet a variety of investment and cash management needs. The main aim of this initiative is to support the development of very small businesses, the self-employed and entrepreneurs. In so doing, it offers them the support they need to grow their businesses.

AN INSURANCE SCHEME MORE ACCESSIBLE TO ALL

Wafa Takaful, owned 100% by Wafa Assurance, is a subsidiary operating through multiple distribution channels dedicated to participatory banks. It offers a wide range of products, among which are family protection in the event of death, comprehensive insurance for financed assets, and a long-term savings plan to guarantee an additional income in retirement. At the same time, the subsidiary Attijariwafa bank Egypt has launched "Taamine lktissadi", a series of insurance products that feature clear and simple underwriting, fast payouts and competitive rates. This solution is part of a financial inclusion programme initiated by the Egyptian authorities to meet the needs of the population.



أنتَ لي يديك
كلها إبداع
أنبأ معاك
بعرض «الحرفي»

attijariwafabank.com
05 22 58 88 98

A dedicated offer for craftsmen

Always keen to promote financial inclusion, the Group has put in place a wide range of services designed for the artisan sector. Besides benefiting from a number of tax exemptions, they also have access to remote banking services, health and death insurance, and financing solutions tailored to their needs, all at very attractive rates.

+ 2

million Jibi
accounts

+ 2.5

million Hissab Bikhir
accounts opened

+ 50,000

microinsurance
policies distributed

Respecting the environment and tackling climate change

A CONTROLLED CARBON IMPACT

The Group has made a firm commitment to minimizing its carbon footprint. This is reflected in numerous measures taken to reduce paper usage, energy consumption, and waste production.

As part of its continuous energy improvement program, Attijariwafa bank has adopted several initiatives across its locations. By 2023, these efforts led to a 4% reduction in electricity consumption at its central and regional sites.

Moreover, to control its paper usage, Attijariwafa Bank has launched a proactive approach to digitizing internal processes and documents, as well as those intended for customers and partners. During the same year, the recycling of nearly 19 tonnes of paper saved approximately 60.7 tonnes of CO₂.

A KEEN ADVOCATE OF SUSTAINABLE GREEN GROWTH

As climate change intensifies, Attijariwafa bank group is making unwavering efforts to support its clients' energy transitions. It has developed a range of tailor-made financing solutions for public and private players. In doing so, the Group contributes to optimizing their energy consumption, particularly through the integration of renewable energy sources.

As a recognized leader in energy transformation in Africa, the Group has allocated more than MAD 13.5 billion to green projects since 2011. Out of this sum, MAD 9 billion has been invested in major renewable energy projects, with a combined installed capacity of over 2,100 MW.

AN ENHANCED COMMITMENT TO SUSTAINABLE

Attijariwafa bank continues to strengthen its commitment to sustainable construction, as evidenced by the High Environmental Quality (HEQ) certification awarded to its Rabat-Souissi regional management headquarters in 2018.

The Group has adopted a holistic approach in all its logistics projects in Morocco, ensuring they meet the building standards set by the international organization Cerway.

The Group's sustainability efforts were further recognized with an HQE certification at the "Exceptional" level for the design and construction of its Fez-Meknès regional office. This acknowledges the Group's dedication to conserving energy, protecting the environment, and promoting health and comfort.

AN ENVIRONMENTAL RECOGNITION AWARDED BY THE GREEN CLIMATE FUND

Lastly, in 2019, Attijariwafa bank group was accredited by the United Nations Green Climate Fund (GCF) as a financial intermediary responsible for deploying green finance in Africa. Since then, the Group has actively structured financing programs that comply with GCF standards. Among these programs are energy efficiency projects for Moroccan municipalities, carried out in partnership with the Moroccan Energy Efficiency Agency (Agence Marocaine pour l'Efficacité Energétique - AMEE). Additionally, the Group supports climate change adaptation initiatives across various regions in the Kingdom. It is also backing the Tunisian Solar Plan by funding 18 solar energy projects, with a total capacity of 260 MW.

9

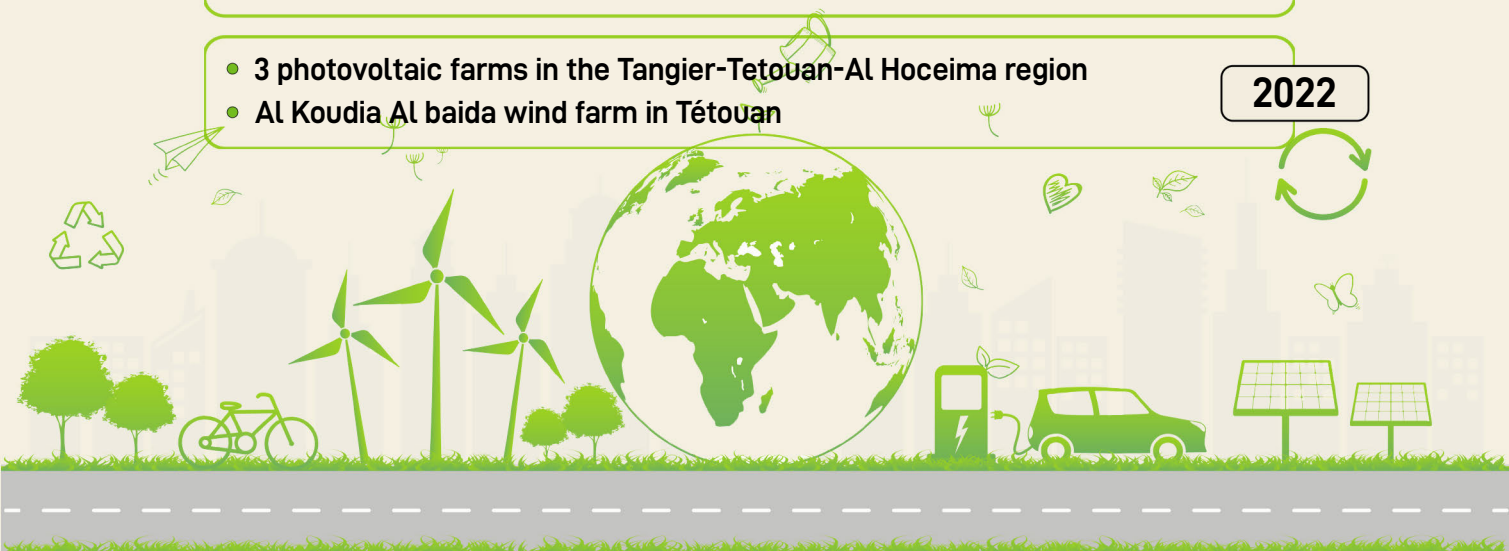
MAD billion dedicated to major renewable energy projects

13,5

MAD billion commitment to green projects by the end of 2023

Major environmental projects funded since 2011

<ul style="list-style-type: none"> • Foum EL Oued, Akhfennir and Haouma wind farms in Morocco • Installation of the anti-pollution system at Lydec in Morocco 	2011
<ul style="list-style-type: none"> • Tarfaya wind farm in Morocco 	2012
<ul style="list-style-type: none"> • Supply of drinking water to isolated areas in Morocco 	2014
<ul style="list-style-type: none"> • Expansion of the Akhfennir wind farm in Morocco 	2015
<ul style="list-style-type: none"> • Aftissat wind farm in Morocco • Protection of Cocody Bay in Abidjan, Côte d'Ivoire 	2016
<ul style="list-style-type: none"> • Ras Ghareb wind farm project in Egypt 	2017
<ul style="list-style-type: none"> • Nachtigal hydroelectric project in Cameroon 	2018
<ul style="list-style-type: none"> • Boujdour wind farm in Morocco • Abidjan landfill site in Côte d'Ivoire 	2019
<ul style="list-style-type: none"> • Landfill and waste recovery center in Morocco 	2020
<ul style="list-style-type: none"> • 3 photovoltaic farms in the Tangier-Tetouan-Al Hoceima region • Al Koudia Al baida wind farm in Tétouan 	2022



Enhancing the **employees** experience

“

Our strategic priorities include the continuous enhancement of the quality of working life and the improvement of our employees' skills. We plan to launch several major projects to harmonize practices and promote a performance culture, as well as new flexible working policies to meet the changing needs of our employees.

”



Mohamed SOUSSI
DEPUTY GENERAL MANAGER
GROUP HUMAN CAPITAL

« TOP EMPLOYERS » CERTIFICATION

Attijariwafa bank group has been accredited as a "Top Employer" by the Top Employers in 2024, a renowned international organisation that evaluates and recognises excellence in human resources practices. This certification is the result of an in-depth assessment of process maturity, HR policy innovation, skills development and well-being at work.



A STRONG EMPLOYER BRAND

Attijariwafa bank has adopted an ambitious, structured employer brand strategy to enhance the Group's standing both in Morocco and abroad. This strategy emphasises employee loyalty, helping young students to develop their talents and to integrate them into the workforce, transferring skills and sharing experience, and promoting diversity and gender equality.

A PROMOTING PARITY, A TOP PRIORITY

Committed to promoting the employment of women, Attijariwafa bank focuses on increasing the number of women in its entities, both in Morocco and abroad. By doing so, the Group is strengthening their presence and contribution.

Thus, in 2023, women account for 44.7% of the Group's workforce in Morocco. Furthermore, the bank approved a Gender Equality Policy, which reiterates its support for gender equality and fosters gender diversity within the Group and among all its stakeholders.

Women account for
44,7% of Group's
workforce at the end of **2023**

A CAREER STIMULUS FOR YOUNG SUB-SAHARAN AFRICANS

The YEELLEN programme is a major initiative of the Group directed at young Sub-Saharan Africans graduates living in Morocco. This professional springboard allows them to spend one to three years training within the Group. This initiative has enabled nearly 70 young people to be recruited, more than 80% of whom have already taken up positions within the Group's subsidiaries.

It thus contributes to the strengthening of local skills and the economic development of the Continent. This programme demonstrates the Group's willingness to support the skills of youth on a continental scale and to accelerate their insertion into the workforce.

AN INTRODUCTORY PROGRAMME OF TRAINING AND CERTIFICATION COURSES

Through a rich and varied training programme which keeps pace with the growth of its businesses, the Group is keen to enhance the skills of its employees. To this end, it offers training cycles in soft skills and job-specific training courses as part of its continuous training scheme.

Thanks to these measures, Attijariwafa bank group ensures the establishment of qualified teams ready to face the current and future challenges of the financial sector, while providing opportunities for professional development and career progress. In 2023, 99% of employees benefited from at least one training course during the year.



A STRONGER CAREER AND TALENT MANAGEMENT APPROACH

Talent management is one of the most important strategic issues to build loyalty and performance within the Group, as well as adding value to the HR offer. This approach is based on assessing skills and performance, designing career paths according to Attijariwafa bank's requirements and promoting internal mobility.

A COMPENSATION POLICY COMPETITIVE AND FAIR FOR ALL EMPLOYEES

To remain competitive within the labour market, attract and retain the best talent, and encourage and reward employee performance, Attijariwafa bank group has embarked on a process to modernise its compensation policy. Through this initiative, the Group intends to establish a remuneration system that is both competitive and fair as well as motivating for all its personnel.

A NURTURING SCHEME DEDICATED TO AFRICAN TALENT

The Group organised the third edition of the "African Talents" digital symposium as part of its strategy to promote excellence in Africa and develop the Continent's human potential. It brought together Moroccan and international diplomatic, academic, financial and economic figures, along with senior executives of Attijariwafa bank group, in a bid to create a real momentum around African talent on a global and continental scale.

AN EFFECTIVE HR WORKFORCE

Thanks to its HR transformation model, Attijariwafa bank, including the Group's subsidiaries, has successfully overcome major strategic challenges in 2023. This process is a decisive step in the modernisation and harmonisation of the Group's human capital management practices. Through the alignment of HR policies, processes and instruments with strategic goals, this initiative seeks to strengthen the cohesion, efficiency and performance of the entire Group.

Working in close collaboration with CHG's teams and managers, this transformation is building an inclusive working environment that fosters talent, innovation and the fulfilment of each individual's professional aspirations.





**SOCIAL
INDICATORS**

WORKFORCE INDICATORS (Bank in Morocco)

Steering indicators	Unit	2019	2020	2021	2022	2023
Total workforce	Number	8,769	8,639	8,345	8,094	8,051
o/w women	%	39.6%	40.1%	40.5%	41.2%	42.5%
Number of trainees (student trainees)	Number	1,050	226	229	388	759
Share of opene-ended contracts	%	95%	97.9%	98.5%	96.9%	96.3%
Share of fixed-term contracts	%	5%	2.1%	1.5%	3.1%	3.7%
Number of nex hires	Number	766	306	231	418	696
o/w women	%	47.39%	43.8%	45.9%	46.9%	50%
o/w managers	%	48.56%	63%	54.5%	50.5%	50.1%
o/w employees	%	51.44%	37%	45.5%	49.5%	49.9%
Number of layoffs	Number	31	20	25	35	32
o/w managers	%	35.48%	20%	32%	40%	40.6%
o/w employees	%	64.52%	80%	68%	60%	59.4%
Resignation rate (resignations/ average headcount for the period)	%	5.21%	3.03%	3.9%	6%	6.55%
o/w women (women resignations/total resignations)	%	32.60%	36.2%	39.9%	39.3%	38.5%
o/w managers (managers resignations /total resignations)	%	61%	57%	55.3%	56.7%	46.2%
o/w employees (employees resignations/total resignations)	%	39%	43%	44.7%	43.3%	53.8%
Percentage of employees under 35 yeras old	%	58.48%	54.9%	51.23%	47.47%	45.14%
Percentage of employees aged between 36 and 55	%	36.35%	40%	44.1%	47.56%	49.98%
Percentage of employees over 55 years old	%	5.17%	5.1%	4.67%	4.97%	4.88%
Percentage of employees with less than 5 years seniority	%	32.30%	29.3%	25.4%	21.7%	24.6%
o/w women	%	43.80%	45.4%	46.3%	46.2%	47.s27%
Percentage of employees with between 5 et 12 years seniority	%	38.70%	37.5%	35.5%	33.9%	28%
o/w women	%	38%	38.3%	39%	42.7%	45.76%

Steering indicators	Unit	2019	2020	2021	2022	2023
Percentage of employees with more than 12 years seniority	%	29%	33.2%	39.1%	44.4%	47.4%
o/w women	%	36.90%	37.2%	38%	37,5%	38.19%
Share of managers	%	55.25%	58.12%	58.32%	60.51%	62.82%
o/w women	%	41.57%	41.56%	41.81%	41.98%	42.33%
Share of non-managers	%	44.40%	41.54%	41.33%	39.1%	36.75%
o/w women	%	37.31%	38.17%	38.79%	40.2%	43.24%
Share of executive	%	0.35%	0.34%	0.35%	0.39%	0.43%
o/w women	%	17%	17.24%	13.8%	12.5%	14.28%
Percentage of workforce declared to disabled	%	0.137%	0.139%	0.143%	0.148%	0.137%
Workplace accident frequency rate	%	8.9%	7%	7.2%	7.8%	8.7%
Workplace accident severity rate	%	0.13%	0.09%	0.23%	0.25%	0.24%
Absenteeism rate	%	2%	3.07%	5.64%	5.88%	4.52%
Number of medical visits	Number	3,970	770	1,262	4,011	3,664
Number of health check-ups	Number	1,323	179	3,653	3,471	2,797
Total training budget	KMAD	44,400	21,500	23,532	28,436	31,067
Total number of training days (D/H)	Number	54,150	48,720	55,911	56,100	49,341
Average number of training days per employee	Number	6.17	5.64	6.7	6.9	6.1
Percentage of employees having attended at least one training course during the year	%	96.60%	79%	94%	98%	99%
Internal promotion rate (vertical evolution)	%	27%	26.3%	26%	26%	29%
Percentage of employees receiving periodic appraisal interviews	%	10%	6%	8%	8%	4.5%
Percentage of employees covered by collective labor agreements	%	95%	97.9%	98.48%	96.9%	96.32%
Number of agreements signed	Number	0	0	0	0	1
Number of strike days	Number	0	0	0	0	0
Number of labor disputes	Number	0	0	0	20	24
Number of employee representatives	Number	239	217	289	285	266
Number of meetings with employee representatives	Number	52	48	48	48	48

Integrity, loyalty and transparency throughout the Group

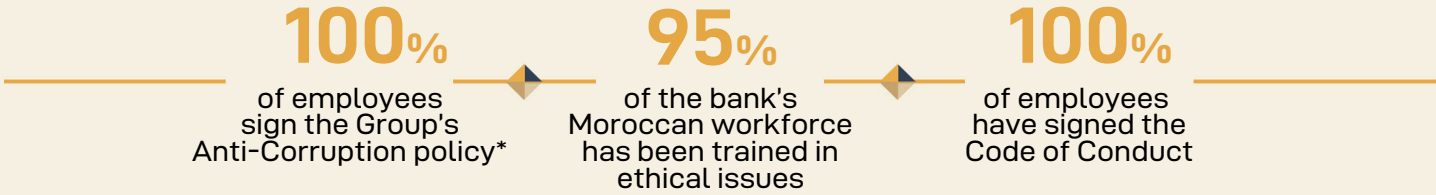
A ZERO-TOLERANCE POLICY AGAINST CORRUPTION

Attijariwafa bank group resolutely undertakes to strengthen the strictest integrity and ethics rules. This commitment applies to its banking and financial activities as well as to its internal and external relations with its stakeholders, whether on a national or on an international scale. The Group, under the leadership of the Chief Executive Officer, has established the Anti-Corruption Management System (ACMS) in 2022 in line with its ethical values. This wide-ranging initiative is consistent with the national policy against corruption.

The ACMS, which extends to all the Group's activities as well as its entities and networks, was certified to ISO 37001 for Morocco in August 2022. The same system is also in place at all the subsidiaries.

Since the end of 2022, the Group's national and international subsidiaries have adopted this framework, in accordance with the most stringent ethical requirements. In 2023, the Group's implementation of the ACMS was in full swing. The proof of this lay in the positive results of the external monitoring audit that was carried out in June of the same year. The audit, part of the 3 year ISO 37001 certification cycle, confirmed the absence of any non-conformities.

This latest certification is an endorsement of the ethical system in place since 2005. The Group has thus proven its dedication to prevent corruption. By supporting the national anti-corruption strategy, this positioning further consolidates the initiatives taken by national regulators and authorities.



*All new recruits sign a personal commitment to respect the Code of Conduct and Anti-Corruption Policy as part of the recruitment process.

Responsible purchasing

A STRICT POLICY ON PAYMENT CONDITIONS

Respecting supplier's payment deadlines is of great importance to Attijariwafa bank. In 2023, the average payment term for invoices was therefore maintained at 5 days from receipt.

A COMMITMENT TO LOCAL PURCHASING AND TO THE SOLIDARITY-BASED ECONOMY

In order to reduce procurement costs and support the local economy, Attijariwafa bank group, a major economic player throughout Morocco, favours local procurement as soon as possible. By 2023, 78% of the Group's suppliers were of Moroccan origin, 33% of which were regional.

The Group's responsible and sustainable purchasing policy has enabled it to reach 83% of its suppliers, of whom 34% are very small, small and medium-sized enterprises (VSSME). This approach is consistent with its strategy of financial inclusion of VSSME.

- ◆ Percentage of suppliers signing the responsible purchasing charter: **82% Suppliers**
- ◆ Number of suppliers assessed on environmental and social criteria: **95 Suppliers**
- ◆ Number of new suppliers approved: **107 Suppliers**
- ◆ Percentage of companies run by women among suppliers: **28% Companies**
- ◆ Percentage of VSE suppliers: **34% VSEs**
- ◆ Average payment terms: **5 days**
- ◆ Percentage of Moroccan and regional suppliers: **78% Moroccan/ 33% régionaux**

A PREVENTION OF DEPENDENCY ON SUPPLIERS

In order to avoid over-dependence on its suppliers, the Group has also implemented preventive measures. The Group limits the accumulated services of a supplier to 35% of its annual turnover. When registering with the Group, suppliers are also required to provide detailed information, such as balance sheets.

In turn, the Group's buyers are instructed to ensure a balance between suppliers and purchasing quantities per family. In the event of proven dependency, Attijariwafa bank offers assistance to the affected supplier in finding alternative arrangements.



Attijariwafa bank Foundation :

Moving towards achieving the possible

Attijariwafa bank Foundation has been passionately devoted to creating shared value for more than four decades. It has invested in the achievement of structuring and innovative projects. Drawing on its recognised expertise and benefitting from the Group's commitment, Attijariwafa bank Foundation has excelled in many fields. It is a prime lever of social and cultural inclusion and creativity for its communities, from education and entrepreneurship for young people to art and culture, debates on ideas and intellectual production, and support for associations involved in social initiatives.

Since its creation, the Foundation has sought to have a positive and lasting imprint on society. To this end, it is pursuing the forging of solid, long-term partnerships with civil society actors. It also encourages and invites employees to actively participate in the various civic initiatives it hosts throughout the year. Those Group's Ambassadors are voluntarily involved in a wide-ranging skills sponsorship programme.

THREE STRATEGIC PILLARS

AWAKENING MINDS

The Foundation has long been committed to promoting open-mindedness and intellectual curiosity, through a platform of exchange accessible to all. It aims to raise public awareness of the most relevant societal and generational issues, to popularize current affairs and to create useful content for the public.

Attijariwafa bank Foundation also organizes constructive debates that particularly benefit young people. Lively exchanges address current economic, social and societal issues. This innovative and inclusive approach fosters dialogue between generations, while at the same time promoting a rich cultural and intellectual heritage.

ART FOR ALL

Democratizing access to art and culture is a central pillar of Attijariwafa bank Foundation's CSR strategy. Art is a vector for development, self-fulfilment and social cohesion. For over four decades, the Foundation has supported the work of Moroccan and African artists. It devotes exhibitions, competitions and production support to these artists in order to increase their visibility, while setting up educational programmes to introduce them to art.

The Foundation also ensures the conservation and promotion of Attijariwafa bank group's pictorial collection, through thematic exhibitions, loans, publications and cultural mediation programs. It is also committed to heritage preservation.

CULTIVATING THE FUTURE

Attijariwafa bank Foundation is committed to education and promotes excellence and equal opportunities, by sponsoring support, guidance and coaching programs for students to enhance their chances of professional success.

Support for entrepreneurship is also a priority for the Group, through various awareness-raising and mentoring initiatives to promote responsible and inclusive entrepreneurship among young people, in tune with new environmental and societal challenges.



A celebration of art and culture



Produced by Chouaib CHOUKAÏRI

A MELTING POT OF CREATIVITY AND CITIZENSHIP

Since 2009, Attijariwafa bank Foundation, in collaboration with the Regional Academy of Education and Training (AREF) of the Casablanca-Settat Region, has created "Académie des arts". This is a programme designed to educate and introduce young people to the arts, and to cultivate their creativity. To this end, the "Académie des arts" continually identifies the most promising young artists and offers them tailor-made support.

The "Académie des arts" offers a two-year training programme focusing on 3 major disciplines: visual expression, multimedia and writing, each supervised by renowned professionals. This pedagogical programme encourages students to question issues linked to their environment and citizenship through artistic reflection and creation.

A CULTURAL IMMERSION AND ARTISTIC EXPLORATION

With classes taking place in the Actua art space, students are immersed in works from the Group's collection. And to sharpen their artistic skills, cultural outings, film screenings and debates are organized.

At the end of the cycle, an exhibition is organized to showcase the most relevant achievements, offering young talent visibility and the opportunity to connect with the professional world. With this initiative, Attijariwafa bank Foundation continues to strengthen its commitment to artistic education and the promotion of culture among new generations.



2 000 students sponsored

A HYMN TO CONTEMPORARY ARTISTIC CREATION

In 2023, Attijariwafa bank Foundation celebrated contemporary art with an original exhibition of works nominated in the national #Imaginetaville (imagine your city) art competition. This competition, dedicated to digital arts, invited young artists to imagine and represent their cities, real or fictional.

The competition attracted a great deal of interest, testifying to the wealth of artistic talent in the country. A jury of experts carefully selected 12 winners and awarded 6 special mentions in recognition of their creativity and originality.

The exhibition also included a cultural mediation programme, incorporating virtual reality, to welcome a wide range of visitors, including schools, associations and partners. This initiative provided a platform for exchange and discovery, underlining the Foundation's commitment to promoting contemporary artistic creation and enriching the cultural landscape.



200 applications
36 cities
12 winners
12 regions of the Kingdom

MIX & MATCH EXHIBITION AN ALLIANCE BETWEEN ARTISTS AND TALENTS

The aim of "Mix & Match" was to shine a spotlight on the creations of the students of "Académie des arts", inspired by the Group collection. This unique artistic event, open to all, was a tribute to nearly 60 works by renowned artists and talented students sponsored between 2010 and 2021.

The exhibition highlighted major works from Attijariwafa bank collection spanning more than 50 years. A playful approach in the form of a competition was adopted to enable the general public and employees to familiarize themselves with the masterpieces in the collection.

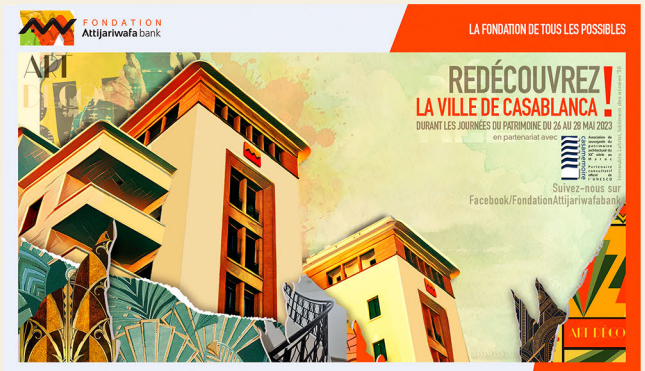


1 200 — 800
visitors to the exhibitions — students

LIVING HERITAGE RENEWED SUPPORT FOR CASAMEMOIRE

In 2023, Attijariwafa bank Foundation reaffirmed its commitment to the Casamémoire Association at the 12th edition of the Casablanca Heritage Days. To mark the occasion, it offered employees guided tours led by volunteer mediators.

Students from "Académie des arts", along with employees and their families, were able to benefit from an enriching experience.



Educational initiatives for a better future

129

students benefit from business
and science concentration weeks

PROMOTING EXCELLENCE

Through its Foundation, Attijariwafa bank is firmly committed to promoting social inclusion and upward mobility through merit. Among many initiatives, "Programme Grandes Écoles pour Tous", in partnership with the French Ministry of Education, Preschool and Sports, offers weeks of concentration dedicated to students in public science and business preparatory classes.

These intensive programmes prepare eligible students for the selective entrance exams to the prestigious business and engineering schools. This initiative transcends a spirit of excellence and guarantees tangible support, benefiting in 2023, 129 students from public preparatory classes across the Kingdom.

BUILDING FUTURE

And to give students in public preparatory classes the best possible guidance, Attijariwafa bank Foundation, in exclusive partnership with the Moroccan Association of prestigious business schools (AMGE-Caravane), organizes annual information and guidance caravans for the major business and engineering schools. In 2023, more than 2,800 students from Morocco's public business and science preparatory classes benefited from this initiative.

"Programme Grandes Écoles pour Tous" also includes equipping the libraries of public preparatory classes with digital subscriptions and books, to give students easier access to educational resources.

Nearly

36,000

students benefit from
"Programme Grandes
Écoles pour Tous"



NURTURING THE ENTREPRENEURIAL SPIRIT IN YOUNG PEOPLE

Attijariwafa bank Foundation places support for entrepreneurship at the heart of its commitments. As a founding member of the INJAZ AL-Maghrib association, the Group strives to stimulate and anchor the entrepreneurial spirit in young people, at a very early stage in the learning cycle, from primary school through to university. Since 2007, Group volunteers have been actively involved in supporting young people in public schools in several Moroccan cities, as part of initiatives and programmes deployed with the INJAZ AL-Maghrib association.

The year 2023 was marked by a number of distinctions and prizes awarded to "Junior Enterprises" mentored by Attijariwafa bank group volunteer employees, including the national Company Program prize for the best university "Junior Enterprise" and its qualification for the final of the MENA INJAZ AL-Arab competition in Qatar. The Foundation awarded the Responsible Entrepreneurship Prize to encourage social responsibility among young entrepreneurs.

Innovative entrepreneurship was also given pride of place through the organization of a large-scale "Innovation Camp" to challenge young people on projects involving innovation and new technologies such as Blockchain.

COMMITTED TO THE FINANCIAL EDUCATION OF YOUNG PEOPLE

Attijariwafa bank Foundation, in synergy with Dar Al Moukawil (DAM), took part in the 11th edition of "Global Money Week", to promote financial education among young people. This annual international event, piloted by the OECD and organized in Morocco by the "Fondation Marocaine pour l'Éducation Financière" in collaboration with players in the financial and educational ecosystem, encourages young people to become more aware of financial issues. For the 2023 edition, Attijariwafa bank Foundation organized regional visits to DAM centers and training sessions, benefiting nearly 800 young people across the Kingdom.



INJAZ AL-Maghrib

1,950
employee volunteers

49,691
young beneficiaries

28,654
hours of training





Stimulating minds and preserving heritage



34

conferences
organised since
its was created

with the
participation of

72

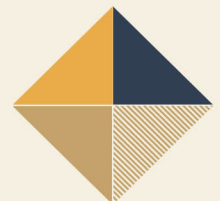
speakers



Attijariwafa bank Foundation was a pioneer in creating a platform for exchange open to all, dedicated to exploring social and economic issues. In 2023, the Foundation has redefined its scope of action to focus on the preservation and enhancement of Morocco's cultural and social heritage.

This represents a space for sharing where temporal and geographical barriers no longer exist. An opportunity to bring together generations, cultures and world perspectives. Furthermore, the Foundation cultivates an intelligible dialogue and works tirelessly to pass on a rich cultural and intellectual heritage, thus contributing to a more informed and connected society.

Over the course of 2023, a number of conferences were held on a variety of themes, from economic to social and societal topics. These exchanges tend to nourish the spirit, enrich discussions and fortify the link between past and present.



**FINANCIAL
REPORT**



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102.11 Application of precautionary principles or preventive approach	Group Profile	49-51 & 69	
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102.16 Values, principles, standards, and codes of conduct of the organization	A Civic group	68	
102.17 Advisory mechanisms and management of concerns regarding ethical issues	A Civic group	68	
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102.22 Composition of the highest governance body and its committees	Governance	18-23	
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102.24 Appointment and selection of the highest governance body	Governance	18-23	
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