

DEVELOPMENT CHAMPIONS OF EGYPT

TOWARDS STRENGTHENING RESILIENT SOCIETIES

VOLUME 2



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اتحاد الصناعات المصرية
FEDERATION OF EGYPTIAN INDUSTRIES



البنك الأهلي المصري
NATIONAL BANK OF EGYPT



EGBANK

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Companies have provided their workers with the necessary medical and preventive supplies to ensure their safety according to the guidelines produced by the Egyptian Ministry of Health and the World Health Organization.

I'd like to thank our international partners for their valuable efforts to support us during the last period through the effective guidelines, and for the excellent and efficient digital workshops on managing the workplace, business continuity, regarding safe return to work and guidelines on working from home

Eng. Tarek Tawfik
Vice Chairman
Federation of Egyptian industries



The effects of Covid-19 on public health and economic security will impact the business community for years to come. The most recent data from the International Labour Organization estimated that 436 million enterprises are currently facing a high risk of serious disruption due to the crisis.

As soon as the World Health Organization declared a global pandemic, the International Organization of Employers (IOE) and its 157 member federations in 148 countries mobilized the global network to provide maximum support to the over 50 million businesses we collectively represent.

2020 marks the Centenary of IOE, and while facing the challenges from the pandemic, we also used this historical moment to transform our organization and set out a Manifesto for the future action of IOE. Throughout the year, we successfully organized over 40 wide-ranging digital exchanges to bring international institutions closer to the private sector to strengthen relations

The Federation of Egyptian industries is proud to introduce the second volume of this Publication to praise and acknowledge the role of "Champions of Development" in Egypt from the private sector who contributed in reducing the burden of losses of COVID pandemic on the economy and on the society in full cooperation with the Egyptian government.

The pandemic has shown another example of the importance of achieving complementarity between government and business efforts.

Since the very beginning of the pandemic, the Federation has launched a permanent and solid dialogue with the government to align actions with the needs of the society and to fulfill synergies which ensures policy coherence and efficient responsiveness.

The Federation has implemented a number of initiatives based on coordination and cooperation with different development stakeholders to reach out new forms of partnerships to strengthen the resilience of our society.

The efforts of the Federation were addressed to provide medical equipment, to protect the whole industrial community and to allow the factories to play its expected role during the crisis.

We are delighted to see companies and banks acting jointly with the government to minimize the socio economic effects resulting from the pandemic, by providing direct donations, in kind support, and using their whole resources to meet the negative impacts of the pandemic.

The private sector in Egypt is keen on maintaining the highest global standards of safety and quality, it has committed itself to strict sterilization, hygiene and disinfection standards since the start of the pandemic, applying additional measures to enhance safety in its factories, offices and distribution centers.

and better target support. We also published valued studies and specific outcomes on relevant topics such as teleworking policies during Covid-19, if and how government economic support was reaching the business community and assessing the potential impact of the crisis on future of work.

IOE was also one of the first international organization's to call for action on the consequences of the pandemic on the global supply chain mobilizing companies and different stakeholders from across the world to address the issue. We also systematically advocated for a coordinated global response to the crisis in order to "build back better".

In many ways, "building back better" means to finally undertake the actions which we've known for a long time need to be done. It means accepting and pursuing the triple objectives of sustainable development and Agenda 2030 (society, economy, environment) at the same time. To achieve this the private sector needs to play a leading role in defining international response. Currently, IOE is supporting employers' organizations with ideas on how to expand their digital-centric capacities and share these with their members. We are leading business inputs to international consultations on business and human rights, fair and efficient migration, and future of work issues. Finally, we remain unflinchingly focused on promoting responsible social dialogue as one of the most effective ways, to emerge stronger from the pandemic.

IOE remains fully committed to supporting the Egyptian private sector, commends the publication of this second volume of "Development Champions of Egypt" and would like to thank the Federation of Egyptian Industries (FEI) for its active involvement in showcasing the great efforts of the private sector in Egypt to fight the negative impacts of COVID 19.

Roberto Suarez-Santos,
Secretary-General at International Organization
of Employers (IOE).



The Covid-19 created an unprecedented crisis, which affected all people whatever their situation. Regarding the ILO, our tripartite constituents - Government, employers' and workers' organizations - were dramatically impacted and we had to quickly respond to their challenges and needs.

The ILO initiated two surveys: one on the social impact on the labour market and one on the Women-led MSME (published). Both will give the way forward for the ILO to support business and to protect employees.

As the FEI is the constituent at the ILO representing Egyptian business, the ILO closely worked with the FEI. We adapted the ILO tools targeted to business association on COVID 19 response for the use by the FEI. The tools range from public statements, surveys, guides on managing the workplace, guides and tools for business continuity, guides on safe return to work and guides on working from home. These documents and tools were completed and disseminated to the private sector. The ILO also worked with the FEI with its tool on Business continuity plan for SMEs. The ILO also worked with FEI members, which participated in programme such as Better Work and SCORE to assess their needs and respond to them.

A major component of our response was communications (poster, videos, TV-shows, Precautionary Measures Manual with Ministry of Manpower). The purpose was to increase awareness of all actors at the workplace to be fully informed on the issues related to Covid-19 and in particular to the safety measures to adopt.

Covid-19 was a challenge for all. It stressed the important to be innovative such as the digitalization of ILO training tools - and to anticipate in order to avoid a vicious cycle which would have affected even more Egyptian business. Thanks to the cooperation with the FEI, we were able to limit the impact.

Eric Oechslin
Director, ILO Decent Work team for
North Africa/Cairo.
International Labor Organization



A strong OECD voice in defending open markets is essential, particularly to underline the fundamental importance of global value chains.

As Covid-19 has affected our economies and our societies broadly, breaking down silos is essential. Bringing economy, health, employment, and finance ministers together—under the auspices of the OECD - would allow for an inclusive dialogue to identify solutions to overcome the pandemic.

Our business advocacy can only be successful through the close dialogue we regularly have with our national business organizations, allowing us to learn about views as well as their policy deliverables, which have also been featured on our dedicated COVID-19 website. Going forward, we will continue to reach out and look forward to the active input Egyptian business can provide to our work through the engagement with FEI.

Hanni Rosenbaum,
Acting Secretary General

Ali Karami Ruiz,
Senior Director, Strategic Engagement and Communications
Business at OECD (BIAC)

The role of Business at OECD (BIAC) in addressing COVID-19

The COVID-19 crisis—and the different measures taken to address it—raise tough questions for policymakers around the world: how to get economies back on track, while also protecting people’s lives? Drawing on its economic strength and track record implementing G20 mandates, its cutting-edge research capabilities, and its ability to convene governments for policy coordination, the OECD can make a decisive difference. We stand ready to inform these important policy discussions with input from our global network representing over 7 million companies of all sizes in both OECD member and non-member economies, including the Egyptian business community through FEI.

As policymakers convene in OECD debates to compare what measures have worked to address the crisis, our top priority has been to reflect the on-the-ground business priorities and concerns that have emerged in recent months. We have produced targeted COVID-19 policy recommendations, presenting business considerations across critical areas - trade, investment, health and digitalization to name just a few - that need coordination and coherence to address the consequences from the pandemic. The feedback from the conversations we hosted points to three overarching areas where business expects OECD action:

- Protecting people’s health and livelihoods while minimizing economic disruption
- Defending open markets
- Pursuing a whole-of-government approach in the design of Covid-19 responses.

Beyond compiling different policy responses across countries, we need comparative analysis from the OECD on the policies that have worked, those that have not, their effectiveness and impact on business.



Migrants and the Private Sector in Egypt Curbing the negative impact of COVID-19

The private sector, governments and other stakeholders have an important role in protecting the rights and well-being of the estimated 164 million international migrant workers and their families around the world. This is becoming particularly true during the current COVID-19 pandemic that has impacted the lives and employment of millions of workers around the globe.

Migrant workers are disproportionately impacted by the negative effects of COVID-19, including soaring unemployment rates, loss of income, risks of exploitation and abuse and possible abusive recruitment practices. It is therefore vital that international

brands, their suppliers and other business partners respond comprehensively and collaboratively to the current situation. The private partners represent a lifeline for providing surge capacity to help responding to the pandemic effects, through a shared responsibility to protect migrant workers in close cooperation with the public partners towards avoiding the economic burden of damages on workers.

The International Organization for Migration (IOM) has developed a Guidance for Employers and Businesses on Protection of Migrant Workers during the COVID-19 Crisis. The general principles of this guidance are:

- Treat all workers with equality, dignity and respect, irrespective of their gender and migration status;
- Consider the health, wellbeing and safety of all employees, including migrant workers, a priority for employers during this crisis. Businesses must exercise an inclusive approach to their duty of care to respect human rights and meet the basic needs of all workers, especially those related to health;
- Monitor and comply with all requirements established by national and sub-national authorities regarding public health measures and ensure that critical information is communicated to all workers;
- Liaise with and seek the support of relevant Employer, Trade and Business Associations to share information, learnings and recommended steps to address the crisis through cooperative action;
- Conduct a rapid assessment of existing health, safety, labour and social protection measures at the workplace and in workers’ accommodation (if relevant) and identify the most pressing needs of employees;
- Focus on gender-sensitive measures and tailor a response to the needs of potentially vulnerable groups within the workforce, including migrants.

In many countries, the United Nations (UN) has established close relations with the private sector, instrumental for the economic recovery toward sustainable development, within a whole-of-society approach. In Egypt, the UN Socio-Economic Response Plan for COVID-19 places a strong emphasis on the partnerships with the private sector. On the one hand, it looks into making available food and cash support. On the other hand, the private sector is at the centre stage in creating conditions for economic recovery, growth and employment creation for all workers, including migrants.

IOM is keen on reinforcing its partnership with the private sector based on its existing strong links with businesses in Egypt and the Federation of Egyptian Industries. “If you want to go fast, go alone. If you want to go far, go together.” African proverb.

Laurent M.J. De BOECK
Chief of Mission to the Arab Republic of Egypt,
IOM Egypt-Country office.



Amid the COVID-19 outbreak, UNFPA is working to safeguard the rights of women and girls and ensure that reproductive health services are not deterred, especially as the pandemic took its toll on public health systems globally.

In its COVID-19 emergency response plan, UNFPA Egypt focused on three main pillars; support the national healthcare system to respond to COVID-19, and ensure that case management and referral pathway accommodates the needs of pregnant women with COVID-19, address the immediate reproductive health, maternal and family planning needs and address the consequences of the pandemic on gender-based violence in a safe environment.

To help contribute to its COVID-19 response plan, the UNFPA Egypt country office mobilized several partnerships from the private sector to develop and distribute over 15,000 Hygiene/ Dignity Kits to support frontline health workers, as well as women and girls in Egypt. Acting as a bridge between the private sector and the Government of Egypt, UNFPA delivered the kits to Abasseya, Imbaba, Helwan, Mansoura, Zagazig and Banha fever hospitals.

The kits include in kind donations including sanitary pads, hand soap, disinfectants, toilet paper/tissues, tooth paste and a tooth brush worth a total of USD 198,000.

UNFPA is also supporting the Ministry of Health and Population in its response to COVID-19 by procuring personal protective equipment for frontline health workers. These included eye protective goggle, gloves and N95 masks, all in line with WHO’s and the Ministry of Health and Population’s specifications. UNFPA also successfully negotiated a partnership with Danish shipping company Maersk, entailing a monetary contribution.

The contribution was used to procure essential PPEs to frontline healthcare workers in Egypt. The PPEs include surgical masks to be given to the Primary Healthcare Department at the Ministry of Health and Population, who will in turn deliver them to the hospitals most in need.

With the support of our private sector partners, we continue to work towards our mission and leave no one behind.

Dr. Aleksandar Sasha Bodiroza
Representative- United Nations Population Fund,
Egypt



Telecom Egypt (WE) has always been an integral part of the community and takes pride in placing its technological capabilities to serve Egyptians during difficult times

Nagla Noscir,
CSR Director - Telecom Egypt (WE)



Sustainability at AstraZeneca is about using our capabilities to make the most meaningful impact where society needs it- Health! During the current pandemic, AstraZeneca Egypt has led several partnerships out of our corporate responsibility, to support communities and patients.

Vivian Fibry,
Head of communications at AstraZeneca Egypt and North Africa.



We believe that this crisis, hard as it is, has made us more connected. Empathy, above all and respect for differences surfaced and became very evident as true values for EGMEF family.

Amina El Karamany,
HR and Admin Director, EGMEF



The FEI is keen on highlighting the positive role of the private sector in Egypt during crisis times. Sharing experiences and lessons learned will help developing CSR practices on the local and regional levels.

Dr. Khaled Abd El Aziz
Executive Director - Federation of Egyptian Industries



Henkel Egypt is committed to help address the unprecedented challenges related to COVID19- and also promote health and safety measures in the community. Accordingly, Henkel Egypt has devoted its technology and CSR initiatives to help fight the virus.

Mr. Omar El Masry -
General Manager, Henkel Egypt.



Extra-ordinary times call for extra-ordinary measures. Nowadays, prioritizing our employees well-being is of utmost strategic importance. We believe that resilience and business continuity are simply by products of agility, adaptability and acting responsibly not just towards our key stakeholders but towards our community at large

Yasmine Sabr,
Corporate social responsibility manager
-Raya Holding.



I Believe in the pivotal role of the CSR strategic multi-stakeholder partnerships which considered as indispensable vehicles for mobilizing and sharing knowledge, expertise, technologies and financial resources to support the achievement of the SDGs all over Egypt

Dr. El Sayed Torby,
Senior Advisor, Federation of Egyptian industries.



During Covid19-, our main vision is to support all activities and initiatives that ensure the well-being of all members of our society and give them the chance to live Our Purpose Today... and Every Day

Amira Farag,
Corporate and Government Affairs
Manager, Mondelez Egypt Foods



Galaa Holdings' multi-faceted investment strategy combines purpose with profit and has sustainability and environmental responsibility at its core. We contribute to the development of a circular, more inclusive economy, achieving the SDGs and building foundations for a more sustainable future.

Ghada Hammouda, Chief Sustainability & Marketing Officer-GALAA Holdings



CEMEX is recognized for being a responsible corporate citizen in constant dialogue with its communities. We listen, observe and engage, always with the purpose of sharing value, creating impact and building a better future.

Nancy El Baroudy,
Public Affairs & CSR Manager-
CEMEX.



We fully understand the overwhelming effect COVID19- has had on marginalized communities. That said, we quickly realized that we'll need to adjust our trajectory to cope with the pandemic's debilitating effects. This publication, which highlights the immense efforts employed by various actors, serves to give us inspiration on how the private sector, in partnership with government and civil society, can be a powerful force for social good

Eng. Noura Selim,
Executive Director - Sawiris Foundation for Social
Development



Having access to effective hygiene products has become more crucial during COVID-19, and as the producer of the world's only sterilized tissues, Fine Hygienic Holding vows to continue putting its efforts in protecting communities to the best of its ability.

James Michael Lafferty,
CEO of Fine Hygienic Holding Egypt.



As the world responds to the outbreak of COVID-19, at Microsoft, we're working to do our part by ensuring the safety of our employees, striving to protect the health and well-being of our communities

Samar Halawa,
(BS) | Philanthropies Lead,
Middle East Cluster
(MEC)-Microsoft.



The National Bank of Egypt is one of largest Egyptian institutions supporting various fields and projects of social responsibility, with contributions reaching EGP 8 bn in the last six years. NBE's philosophy relies on enhancing the lives of Egyptian citizens through the following strategic pillars: detailed planning, sound execution, and rigorous follow-up, in order to ensure optimum success and sustainable results.

Nermine Shehab El Din,
Head of Marketing and Social
Development - National Bank of
Egypt.



PDF realized that there is an urgent need to explore how we adjust to the pandemic, by creating awareness about COVID-19 to remote underprivileged villages in Aswan and shifting our activities and training programs to online and digital versions all over Egypt.

Jacqueline Mourad,
Executive Director- Professional
Development Foundation



Orange Egypt has developed an integrated plan during the pandemic of COVID-19, and that plan was characterized by diversity and spread of activities that focused mainly on two aspects, supporting the daily workers as well as the health care sector.

Hala Abdel Wadood,
Head of Public Relations and
Corporate Social Responsibility at
Orange Egypt



Within COVID-19 prevalence, Banque Misr kept its belief in CSR as an instrument to achieve sustainability in health as well as education, employment, environment, human & rural development, and in supporting female breadwinners. We also didn't hesitate contributing to mitigate implications of torrential rain flooding.

Dr. Fatma El Gouilly,
Chief Corporate communication
Officer- Banque Misr



Lafarge Egypt, a member of Lafarge-Holcim Group, follows the Global Agenda 2030 in shaping its CSR pillars. It extends a helping hand to underprovided communities with sustainable development projects, focusing on eradicating poverty, improving healthcare, education, training and preserving environment.

Mrs. Yasmine Sami,
Sustainable development Manager,
Lafarge.



At Vodafone Egypt, we believe in our role to serve the community, therefore we acted immediately to provide support during the pandemic. Our contribution was not only monetary donations, we provided our government, enterprises and society with accessibility from digital education, connectivity, networks solutions and services to avoid any disruption.

May Yassin,
Vodafone Egypt Foundation
General Secretary & Sustainable
Business Senior Manager



Our strategy in Shell is based on being a responsible investor and showing our genuine care to the neighboring communities where we operate. We contribute to support the Egyptian Government in achieving the best results in the battle against COVID-19.

Ahmed Gabry,
Social Performance
Manager-Shell Egypt



"Transforming challenges into opportunities" that's the approach we have followed during this unprecedented chapter, by focusing on our mission and our brand core essences. EGBANK is always committed to serve its stakeholders and community in Egypt.

Nelly Mahmoud,
Head of Corporate Communications at
EGBANK.



With a mission to protect families for a healthier and happier life, leading with science amid the pandemic, Dettol took upon itself protecting families against infection. Dettol serves the global community with 99.9% efficacy against COVID-19, as recognized by the American Journal of Infection Control.

Mrs. Menna Zaghoul,
the Marketing Director for Reckitt Benckiser
Egypt.



We had a deep responsibility to help address this crisis & to show solidarity with the community facing this exceptional situation, especially those who are working at frontlines of the battle. L'Oréal Cairo plant worked around the clock with committed spirit to be able to provide some relief during this challenging time

Nahla Mokhtar,
Communication & Sustainability Responsible Manager, L'Oréal.





Banking in the time of COVID-19: NBE's commitment to wellbeing and safety

COVID-19 has had a noticeable and profound effect on people's lives and the global economy. Banks have proved pivotal in managing these critical times, not only by supporting customers and employees, but society as a whole.

Most banks have triggered their business continuity plans (BCP) and are grappling with the immediate impact of the pandemic, including changes in the workplace and the ways we now work. The structures put in place now will determine how individual banks, and entire communities, not only weather the storm, but ultimately emerge stronger.

The National Bank of Egypt (NBE) undertook several initiatives to mitigate the problems that surfaced with the onset of the COVID-19 crisis. Those took into consideration the bank's employees and customers, as well as NBE's commitment to social welfare.

To uphold NBE's social responsibility:

In support of Egypt's medical sector who was diligently fighting against the pandemic, NBE opened on Sunday, April 4, 2020, a donation account number 11111 available in all its branches, or electronically through the bank's call center, mobile banking application, or Al Ahly Net.

The account, opened in coordination with the Higher Education Ministry, is dedicated to assist university hospitals and Egypt's healthcare personnel, the "White Army", who are essential in curbing the outbreak of the virus.

NBE urged Egyptians to add their donations within the first two critical weeks to enhance the potential of the university hospitals in the face of the virus.

Meanwhile, the bank itself donated EGP 10 mn to ease the economic repercussions of the virus outbreak on citizens.

To demonstrate its pledge to enhancing Egyptians' quality of life, and as a leader of social responsibility, NBE canceled its Ramadan TV advertising campaign this year in order to divert its cost to different channels of donation in order to fight this virus. These include:

- EGP 80 mn to combat the COVID-19 virus, the Federation of Egyptian Banks.
- EGP 80 mn to support "Tahia Misr" fund.
- EGP 40 mn for the Ministry of Health to provide hospitals with equipment.
- EGP 10 mn to prepare the main building of Ahl Misr Hospital for the quarantine of infected patients.
- EGP 3 mn to support the isolation in Ein Shams Specialized Hospital in El Obour City, and to support doctors and nurses.
- EGP 3.4 mn to support university hospitals' laboratories to purchase two PCR devices for virus analysis.
- EGP 500 mn to support different governorates to fight the spread of virus.



To ensure employees' safety and wellbeing:

NBE implemented Employees Safety actions in response to COVID-19 during May, 2020.

These actions comprised measures that targeted a medical response and ways to safely navigate work and the workplace in these critical times. They included:

A dedicated HR Medical Emergency team:

NBE formed an Emergency COVID-19 Response Team and dedicated four hotlines to receive employees' inquiries and provide all necessary medical advice and support for all employees and their immediate family members;

The emergency team is responsible for investigating any suspected cases, taking the necessary medical actions including testing and follow-up until recovery.

Tracking all contact cases and testing them. All contact cases are requested to be quarantine for 14 days as a precautionary action, regardless of the test results.

Premises with active cases are quarantined for 14 days and sterilized before re-opening.

A daily report with all active and recovered cases is being submitted to NBE management team for updates and further action if needed.

Buses and cars designated for employee's transportation are being sterilized and sanitized on a daily basis.

Internal communication regarding employees' wellness and safety measures:

The HR team is in constant communication with all NBE employees using the available digital channels to provide tips and guidelines on hygiene and necessary social distancing, as well as safety practices.

Exceptional paid leaves during the pandemic:

NBE granted employees who are vulnerable to COVID-19 (elderly and employees with underlying health conditions) an exceptional paid leave during the pandemic.

Employees with personal and family-related situations have been granted an exceptional paid leave during the pandemic, including but not limited, to mothers with young children and pregnant women.

Work from home strategy:

NBE encouraged working remotely from home during the pandemic and decreased physical attendance in all premises to be between 50% and 70% of the work force.

On-premises employee safety: NBE took safety measures to protect the on-premises employees, including:

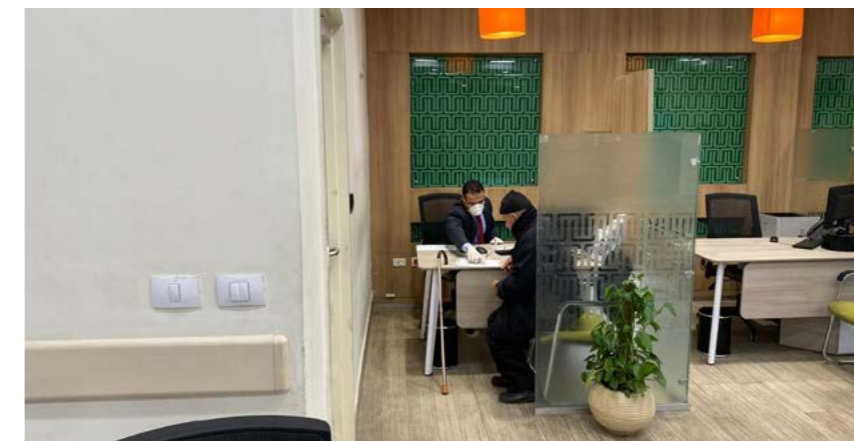
Reducing working hours to six hours a day instead of eight.

Providing face masks and medical gloves (mandatory inside all premises).

Fever detection devices when accessing any of NBE premises.

Providing hand sanitizers on all floors and work areas.

Sterilizing all premises, ATMs, buses, elevators and branches daily; and



To protect customers' interactions:

As the biggest bank in Egypt with 14 million customers, it was essential and necessary to control and minimize traffic within the branches. Therefore, only a limited number of customers is allowed at a time to enter the branch, with the waiting area occupied to a maximum of 50% of its capacity.

- All branches cash-vaults have been sanitized.
- Raise customer awareness with preventive measures and procedures via signboards within customer areas in the branch and ATMs.
- NBE provides outdoor waiting areas outside branches and organizes entries into the branch to prevent overcrowding.
- Floor signs in customer areas visibly illustrate social distancing.
- Branches are supplied with one time-use pens for customers.
- All NBE ATMs are sterilized and sanitized on a daily basis.
- ATMs are paired with wall-mounted sanitizer dispensers and gloves are distributed to customers.

Moreover, NBE provided more services via internet banking, mobile banking, call center, and digital branches to minimize the traffic within branches.

- The bank urged customers to carry out their transactions through electronic channels and cards instead of cash transactions.
- NBE provided mobile ATMs to remote areas across Egypt to minimize customers' transportations and also for districts under full quarantine.
- Cash transactions are limited within branches to minimize customers' traffic and human interactions, thus encouraging customers to use ATMs, internet banking, mobile banking, call center, and digital branches.
- NBE extended debit and credit cards expiry date. Furthermore, NBE accepts to perform transactions within branches for customers with expired national IDs.

To that end, NBE has enhanced and launched several services for customers to eliminate physical visit to branches, minimize footprint and enforce social distancing for public safety. Accordingly, NBE's existing customers can subscribe to Al Ahly Phone Cash, internet banking Al Ahly Net, and mobile banking NBE Mobile services via NBE official website. Online customers are digitally authenticated, before their requests are processed, they are then informed via a text message or an e-mail when their request is fulfilled.

The internet banking platform provides balance inquiry and financial transactions services, including opening sub accounts for existing customers, real-time transfers between own and other accounts inside NBE and for domestic transfers in Egyptian Pound; instant own credit card payments; issuing time deposits and certificates of deposit; making donations; and inquiring about checks under collection and account statements, etc.

In February 2020, NBE launched its first version of the mobile banking application "NBE Mobile" serving both retail and corporate customers. The application is available on both Google Play and Apple Store and has all the functions available in the internet banking but it adds with convenience, thereby reflecting a smoother customer experience on-the-go.

For the first time, e-payment services include making transfers between local accounts using the International Bank Account Number (IBAN) and e-wallet transfers via ACH. They also offer the ability to pay for traffic services, telecommunication operators, electricity, gas and water bills, and club membership fees. This is in addition to activating and stopping credit cards and payroll debit cards, resetting a new PIN for the card, and applying for replacement cards via Al Ahly Net and NBE Mobile. Furthermore, NBE allows its customers to digitally activate the Hard Token which is used to digitally process financial transactions inside or outside the bank.

In parallel, the bank focuses on its Phone Cash wallet which delivers the following services:

- Peer to peer (P2P) transfers.
- Payment to merchants (P2M) which can also be executed through QR code scan.
- Bill payment services in coordination with Fawry, allowing

Phone Cash wallet customers to pay their mobile bills, recharge their lines, make top-ups and donations, and pay utility bills such as electricity, gas, water, license renewal fees, and more.

- Recently, NBE has been one of the first national banks to enable mortgage customers to pay their due installments through their e-wallets by a fully automated direct debit, starting November 2019. As a result, the number of customers visiting branches to make their due payments at maturity dates has been reduced, thereby minimizing unnecessary customer footprint in branches.
- Virtual card number services which enable customers to create a one-time virtual card with a 24-hour validity for online shopping.

Consequently, under NBE's effective strategy for e-payment services, the beneficiary customers and online transactions have remarkably increased, reflecting customers' greater awareness of NBE's quick and consistent dedication to develop cutting-edge services and products.

- NBE contact center supports our customers 24/7. They can request to issue new certificate of deposits, to register for internet banking services, ask for cards limit increase or internet profile changes, which are all services fulfilled upon customer verification and without the physical branch visit.
- NBE activated the Central Bank of Egypt initiatives regarding postponing the payment of loan installments and credit card debt for a period of six months, canceling withdrawal fees from ATMs, points of sale and electronic wallets, and applying CBE initiatives to support the industrial and agricultural sectors.



For our own business and economy

In order to minimize the repercussions of such critical times on businesses and the national economy, NBE has:

- Revised and modified the operational risk measures and procedures to comply with the new risks associated with COVID-19;
- Facilitated more branches to work 24/7 to serve Egyptian international ports to fast-track the logistics of imported strategic goods;
- Implemented IBAN standard to fast-track transfers with correspondent banks to support import and export businesses;
- NBE has launched multiple Certificates of Deposits with 14% and 15% interest rate to support the Egyptian economy;
- Increased the social funding and donations for quarantine hospitals to support healthcare and the economy at large.

Moreover, following CBE's instructions, NBE gave retail and SME customers the option to wave loan installments for six months, and the bank also waved all inter-charge fees.

To increase public awareness:

- NBE always plays a great role in increasing people's awareness especially in financial literacy. During COVID 19, NBE focused on raising customers' awareness regarding different types of electronic services such as internet banking, mobile banking, ATMs, services offered by the official website, and more.
- The bank implemented measures and enhanced its electronic services to reduce crowding inside branches for the public's safety and wellbeing.
- Several tutorial films aired to demonstrate the ways to benefit from the bank's electronic services. Diverse media platform was used to reach different types of audience and increase exposure.
- NBE shed lights on best practices to manage the crisis by global banks for maximum benefit and to ensure that the measures and actions implemented reflected the highest global

AstraZeneca 



Health is at the Heart of AstraZeneca's Business

Partnering to Combat COVID-19 and Provide Access to Healthcare

AstraZeneca, a global pharmaceutical leader, has always been a key partner in the Egyptian medical sector since establishment in 1968. Access to healthcare at AstraZeneca goes beyond its medicines; it provides healthcare solutions along a journey to improve health – from prevention and awareness, diagnosis, treatment, to post-treatment.



Thus, as a responsible partner during the current pandemic and stemming from its keenness to support the society in combatting COVID-19, AstraZeneca Egypt signed a partnership agreement with the Ministry of Health and Population and the leading health services platform in the Middle East; Vezeeta, joining our forces to support our community.



First steps started by AstraZeneca providing the necessary supplies to help doctors fight and detect the disease; the donations included:

- 100,000 face masks
- 20,000 rapid diagnostic tests
- 100,000 medical gloves
- 5,000 surgical covers
- Over 3 tons of disinfectants



Under the slogan of 'Your Health is Your Strength', this partnership helps in supporting the Egyptian government's efforts, as well as mitigating the risks of this global pandemic.

Efforts were focused on contribution to support hospitals affiliated with the Ministry of Health and Population with the necessary preventions supplies and devices to use during patients' detection and treatment. Additionally, contributions for doctors' medical education about COVID-19, as they are the front line of defense against the virus. This is alongside of raising awareness amongst the patients as well as the public with helpful educational messages on different satellite TV channels and social media in order to protect the largest number of citizens.



Moreover, in order to decrease the traffic on the Ministry of Health and Population's hotlines regarding inquiries about COVID-19, a new service on Vezeeta's website and application was provided allowing citizens to call specialized doctors in order to receive medical advices and free consultations, according to MOH instructions. It is worth mentioning that this service is provided by a group of the best physicians in all specializations, which ensures a quick response to the citizens' inquiries.

Furthermore, AstraZeneca, in collaboration with the Ministry of Health and Population, under the supervision of the scientific committee, organized virtual lectures for doctors to educate them on the latest treatment protocols and observe other countries' expertise on combating the virus. This is in addition to offering illustrated pieces to raise awareness on how to decrease the risks of infection, fight false information and limit the spread of rumors.

Believing in the significant role of pharmacists in fighting Coronavirus, AstraZeneca led the Egyptian market through launching an awareness program in collaboration with the Egyptian Pharmacists Syndicate and representatives of Egyptian Drug Authority, in addition to Chinese experts. The program aimed to discuss the Egyptian and Chinese perspectives regarding the pharmacists' practices as well as the necessary instructions and protocols to combat the global pandemic.



Furthermore, virtual meetings were held since the beginning of the epidemic, with various digital communication channels to facilitate communications with healthcare professionals, reaching around 15,000 doctors and pharmacists. The company in Egypt also launched a public awareness campaign through a group of university professors and the Ministry of Health and Population to educate citizens, especially immune-compromised patients and their caregivers, on various satellite television channels to raise as much awareness as possible.

In cooperation with Vezeeta, AstraZeneca stands behind the Ministry of Health and Population in raising awareness on the importance of taking the necessary precautions, how to disinfect, apply social distancing and stay at home, besides other infection control principles on social media platforms.

Another solidarity action that confirms that AstraZeneca is exerting its maximum efforts to offer aid to all the groups of society, is the collaboration with the Egyptian Food Bank NGO which took place to support their efforts in their initiative "Supporting Day Labor is a Social Responsibility" and provided support together with the company employees' contributions to 10,000 Egyptian families who were highly affected by the current situation.

"AstraZeneca is a key partner in the Egyptian health sector; thus, it is our responsibility to support the efforts exerted by the government and the Egyptian Ministry of Health and Population during the current situation that the country is facing to combat Covid-19. It is also our duty to spread and uphold the precautionary measures as well as continue to raise awareness to prevent the spread of the virus among Egyptian citizens," confirmed Country Director of AstraZeneca Egypt, **Hatem El-Werdany**.

In addition to the cooperation with the Ministry of Health, Civil Society organizations and HCPs, the company also supports its patients and announced a free month of treatment for the listed patients in the 'Partners for Health' program, to offer some treatments as a gesture of solidarity with the patients in Egypt during the current situation.

"AstraZeneca is among the leading global companies in the field of biopharmaceuticals. Hence, we dedicate all our capabilities to counter the coronavirus until Egypt passes through this tough time" **El-Werdany added**.



بَنْكُ مِصْرَ
BANQUE MISR

WORKING TOGETHER FOR PROSPERITY



WORKING TOGETHER FOR PROSPERITY

Once COVID-19 was declared a pandemic, Banque Misr took a proactive approach to compile a special contingency plan for dealing with this threat in order to ensure the continuity of the Bank's business - The Bank formed a Crisis and Emergency Committee which prepared a contingency plan to monitor the situation, take the necessary decisions and follow up on implementation via the various departments.

The main objectives of the plan were as follows:

Reduce the possibility of infection with COVID-19 amongst Bank employees and customers, suppliers and vendors dealing with the Bank.

Ensure business continuity in the event of infection of any employee.

The approved plan included precautionary measures to cover several aspects as follows:

A. Precautionary Measures Related to Employees

- 1- Instruct employees to commit to home isolation if they demonstrate any symptoms related to COVID-19, or if it is proven that one of their relative's tests positive and notifying their Managers and the medical team to conduct an immediate medical checkup as per the protocol.
- 2- Ban travel overseas or between Egyptian cities for any reason. For employees travelling outside the country, they are to take 15 days leave upon their return and to undergo a medical checkup before returning to work.
- 3- Adopt all training activities using digital channels.
- 4- Instruct the Administration Department to sanitize all the Bank's transportation vehicles.
- 5- Offer medical service communication channels for all employees around the clock and provide an immediate response to any inquiry, with doctors being available 24 hours a day, 7 days a week.
- 6- Provide thermometer devices at all entrances.
- 7- Provide interest-free cash loans to employees to help their parents whom are not covered under the Bank's health insurance scheme.
- 8- Send Welcome Back cards, chocolate and flowers to employees who recovered from the infection.

B. Precautionary Measures Related to the Workplace

- 1- Publish several communications, educational videos, etc. on how to prevent the spread of COVID-19.
- 2- Post a series of posters, ads and screen savers that include content on how to wash hands and maintain personal hygiene.
- 3- Sterilize all surfaces using antiseptic substances every two hours.
- 4- Install disinfection devices for hand sanitizers and periodically clean elevators of all buildings.
- 5- Cease all practices that include sharing beverage gadgets.
- 6- Clean ATM machines periodically.
- 7- Instruct major suppliers dealing with the Bank to take precautionary measures for their employees working in our sites
- 8- Instruct the security team to control all elevators and not to exceed elevator capacity.
- 9- Shut down the branch, building, or entire floor in the event of a confirmed case of infection.



- 10- Replace all meetings and workshops with Video Conference or Tele Conference.
- 11- Provide all possible facilities MiFi Mobile Internet, Virtual Private Network (VPN) Remote Access, Laptops) to enable work from home.
- 12- Close all buffets at headquarters and ensure that every employee prepares their drinks using their personal utensils.
- 13- Stop the circulation of memos and only use electronic channels.
- 14- Provide alternative locations in nearby areas so that customers are directed to the nearest branch, in the event of closure of any branches.

C. Precautionary Measures Related to Customers

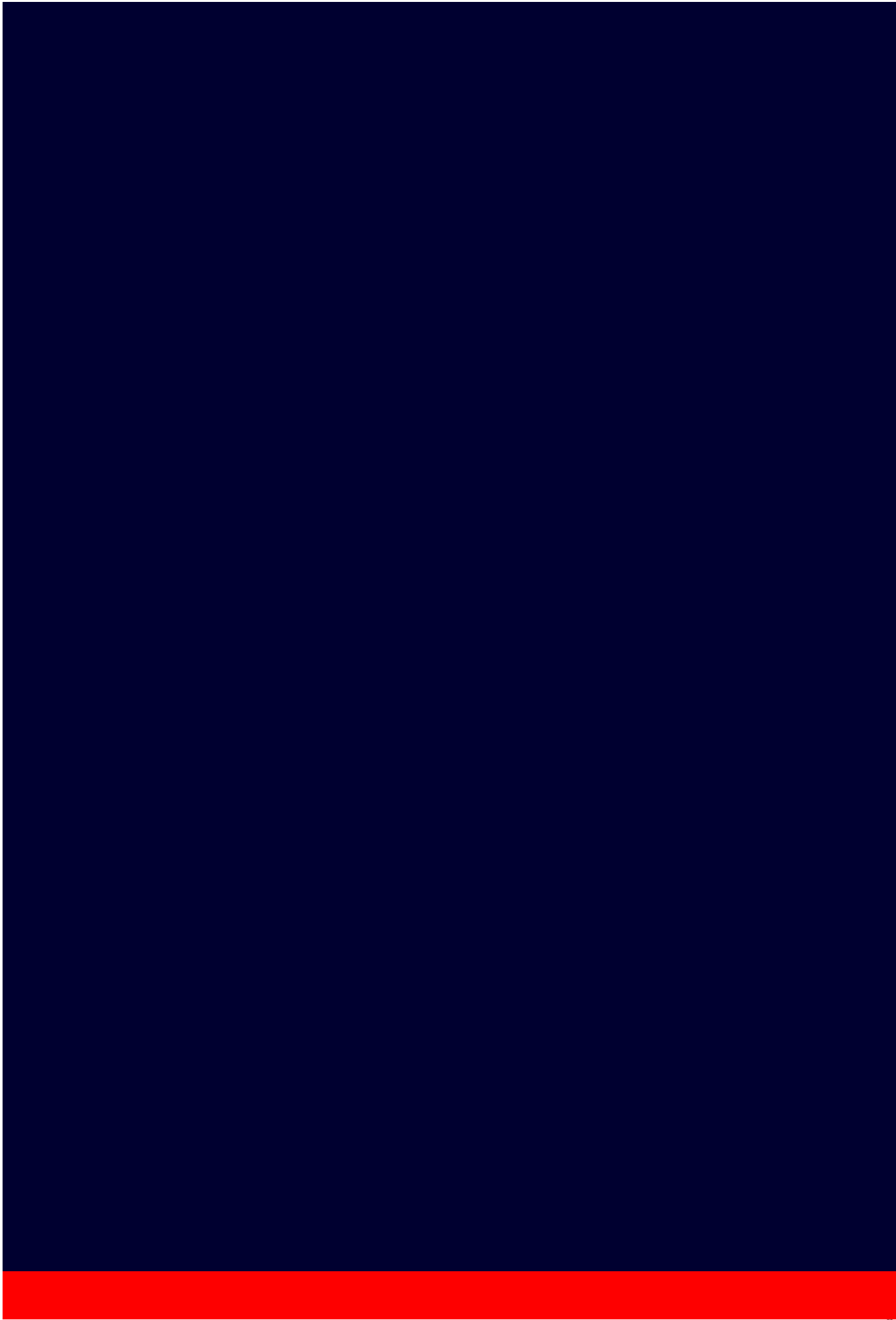
- 1- Urge customers to use electronic channels.
- 2- Educate customers on the preventive measures to protect them from COVID-19.
- 3- Reduce the number of clients present inside the branch to be 50% of the number of waiting seats in branch halls.
- 4- Place wipes and disinfectants at ATM machines.
- 5- Provide hand sanitizers in branches.
- 6- Instruct cash companies to feed ATM machines more frequently.
- 7- Increase cash balances in branches to reduce cash movement trips
- 8- Grant Bank customers access to all electronic service facilities (Bank internet / Bank mobiles / electronic wallets).
- 9- Provide online subscription to non-Bank customers for the electronic wallet from the Bank's website, through providing some basic data.
- 10- Waive all fees of issuing prepaid cards and ATM withdrawal fees.
- 11- Provide mobile ATM machines to customers at needed locations.



D. contributions related to community:

- Banque Misr participated in the initiative of the Federation of Egyptian Banks to assist families affected by the loss of jobs of irregular employment due to the Coronavirus, at an amount of EGP 80 million.
- The Bank supported the Egyptian Food Bank and Misr El Kheir Foundation - to purchase 10,500 family parcels containing various basic foodstuffs and antiseptic materials.
- The Bank supported Misr El Kheir Foundation in the construction of 24 homes in Sharqia Governorate.
- Banque Misr has supported governorates of Egypt with an amount of EGP 500 million in order to meet the needs of medical hospitals in terms of equipment in order to contribute to the rehabilitation of these hospitals to face the repercussions of Coronavirus.
- Banque Misr supported the Ministry of Health with an amount of EGP 20 million to contribute to the provision of CT scanners for hospitals designated to receive infected cases of corona virus.
- Donation for field hospital furnishings as part of procedures to combat Corona virus
- Urging BM staff to participate in supporting families affected by Corona virus as much as they can on the account number allocated to it (Emergency and Crisis Account No. 2030)

It is worth noting that the Bank has expended some EGP 1.4 billion in community development during the fiscal year 2019/2020.





It is no doubt that the humanity is passing through an inflection point in its history. As of today, life is not what we know, and no one can claim enough knowledge to say where the ship is heading. Amidst all that uncertainty, life has to still go on. Being a responsible corporate citizen, CEMEX has decided to dedicate a considerable amount of resources into what we call the "Covid Aid" rescue plan. Both, CEMEX and its employees extended their arms to their communities in various forms

UNITED AGAINST COVID19 PANDEMIC

Disinfection of Assiut University Campus and Hospital

Solidarity is the key to overcome hard times! CEMEX in cooperation with Assiut Governorate and Assiut University, disinfected the vital areas of Assiut university campus. CEMEX's Ready Mix trucks, in a novel practice, were used to pour water, chlorine and soap in targeted areas, which was then swept to carry out the thorough disinfection. The scope of this activity included the university hospital, which has been prepared to host the university staff in the event of COVID-19 infection.



National Cancer Institute – Breast Cancer Hospital New Cairo

Being among the most vulnerable segments, cancer patients rank high due to jeopardized immunity. Acting responsibly, CEMEX in cooperation with National Cancer Institute (NCI), CEMEX Ready Mix trucks were used to disinfect the vital areas and entrances of the hospital's branch serving breast cancer patients in New Cairo. This activity complemented the NCI's efforts to provide treatment protocols for its patients in a clean and safe environment.



Innovation for Crises

We pride Assiut Cement Company's operations team for coming up with a novel idea to help minimize the spread of COVID-19. The team developed an engineered disinfection solution that caters for widespread areas through modifying a stationary industrial fog canon and fixing it on mobile equipment. In coordination with Assiut Governorate and the presence of Mr. Mohamed Al Basheer, Head of West Assiut District, and district officers CEMEX disinfected the roads and alleys of Assiut. Activities were performed in presence of representatives from CEMEX's Operations, Safety & Security departments to ensure the process is safely carried out.

Food for Orphanages, Shelters & Daily Workers

Supporting our community in Assiut, Assiut Cement Farm has been gifting its produce to the most vulnerable segments in the governorate. In coordination with H.E. Mrs. Fatma Al Khayat, Head of Social Solidarity Unit in Assiut Governorate, meat and vegetable parcels are being delivered bi-weekly to those who lost their primary caregivers and are hosted in orphanages and elderly care centers. Additionally, the most affected daily workers were identified in Mankabad, Bani Ghaleb and Gahdam villages and received similar packages. CEMEX's message to them emphasizes that we as a member of the community see and appreciate them and care to stand by them during hardships.



Gifting of Medical Supplies

In solidarity with the medical teams in Assiut and appreciation of relentless efforts to treat Covid19 patients, CEMEX gifted the Ministry of Health office in Assiut disposable single use bedsheets and medical supply kits. Each kit consists of yellow protective suits, N95 masks and an eye protection google. This is to support the dedicated and selfless health workers and ensure they are taken care of while they carry out their noble job at unprecedented times.



Transporting Stranded Egyptians

In cooperation with Assiut Governorate, CEMEX availed 17 buses to transport Egyptians who were stranded in UAE, and had just returned to Assiut International Airport on their way to the quarantine location in Menya Governorate. Public and private establishments alongside police and army cooperate to facilitate the government's plan to evacuate Egyptians stranded abroad as a result of covid19 pandemic and its effect on aviation. CEMEX values being an active contributor to these efforts.



Covid19 Social Media Awareness

CEMEX utilized its social media platforms as a channel to spread awareness about the pandemic. Among the many messages that were shared across the community, the ones shared by our employees were the most valuable and effective, and touched on the day-to-day lives of many Egyptians. CEMEX's employees do not spare an effort to play a vital role in the containment of this pandemic, whether through raising awareness in their social circles or through acting as role models in implementing over 50 inhouse developed health and safety protocols tackling Covid19.

Employee and Family Medical Support

The health and safety of CEMEX's employees and their families is a target never to compromise. A few weeks before we hear about the first case of Covid19 in Egypt, our staff was provided with a complete medical kit in anticipation of the arrival of Covid19. The kit included gloves, medical masks, Vit C tablets, immunity boosters and sanitizers in anticipation of the arrival of Covid19 to Egypt. Not only that, but also the company doctors were available for consultations for employees and their family members and worked around the clock to ensure the well-being of everyone involved.



Family Competitions & Zoom Sessions

Moreover, CEMEX understood the big role families played in emphasizing safe practices outside the workplace, so accordingly Family Zoom Sessions with the company doctor were held throughout several weekends to guide the family and address their concerns. In addition, children of employees were recruited in "CEMEX Safety Inspector @ Home" challenge in an aim to reinforce CEMEX's safe behaviors at home just as they are mandatory at work.





Dettol Egypt Remains Committed to Protecting Egyptians against COVID-19

Following the release of the novel SARS-CoV-2 strain, Dettol products proved 99.9% efficacy against SARS-CoV-2 known as COVID-19. Such ground-breaking result is to enrich Dettol's impressive prevention record of its long-proven & tested efficacy against MERS-CoV, H-CoV, and Ebola. In addition, the American Journal of Infection Control (AJIC) has recognized the significance of testing and has published an abstract on its website; emphasizing the competency of Dettol's high-end products against the novel virus.

In this public health crisis, Dettol Egypt's primary focus falls into two pillars. The first pillar is to work closely with HCPs and the scientific community to share the recent details regarding the efficiency of its products. Whereas the second pillar is to fulfill its role towards the Egyptian society. Accordingly, Dettol Egypt has allocated total investments of 7 Million EGP to meet the humanitarian needs of underprivileged societies across Egypt.

Dettol Egypt Partnered with Academy of Scientific Research & Technology (ASRT)

Since Coronavirus outbreak, the government adopted the strictest disinfecting practices; wherein ASRT together with its subsidiaries have played a pivotal role in preserving the wellness of the Egyptian community that entailed a prosperous partnership with Dettol. Dettol Egypt held in collaboration with ASRT a virtual medical conference titled: **"The Latest Science on Coronavirus & Infection Control Measures"**; showcasing the most prominent scientific researches encountered to curb the spread of Coronavirus along with the means of prevention. The webinar unveiled as well the latest emerging laboratory findings held by Dettol R&D Center. Through the partnership, Dettol Egypt provided the ASRT with 2K Liters of Dettol ASL, in addition to 10K medical facemask.

Dettol Egypt & Supreme Council of University Hospitals Joint Efforts:

In collaboration with the Supreme Council of University Hospitals, Dettol Egypt has recently devoted its CSR initiatives to protect the Egyptian society against COVID-19 by providing 12 Thousand Liters of Dettol ASL. The 2 Million EGP donation aims at boosting the wellbeing of university students, researchers, visitors and patients of university hospitals against infection.

In addition, Dettol Egypt has devoted EGP 3 Million to protect university students before the beginning of the new academic year, providing 200 Thousand facemasks to the Supreme Council of Universities and supreme council of university hospitals.



Dettol Egypt Supports Local Hospitals

At the start of Covid-19, Dettol Egypt launched **"It's our Role to protect"** initiative to help remind people to protect the most vulnerable during the pandemic, reiterating its support to the community, and these included:

- Lending hand to many hospitals that offer free medical support to underprovided patients, Dettol supplied those hospitals with their disinfection needs, in a move to decrease their risk for COVID19.

- Being one of the most trusted protectors of health and effective product, Dettol Egypt donated its disinfectant products to Abo El Reesh Hospital, the 1st destination for all kids and mums in Egypt from all governorates. Similarly, Children's Cancer Hospital Egypt, also known as 57357 hospital, received Disinfectant products to protect our kids amid the pandemic



- With a great sense of belonging towards the nation, Dettol Egypt in cooperation with the Ministry of Health, Ministry of Social Solidarity, the Red Crescent, and Ahl Masr Foundation paved the way to support **COVID hospitals/Quarantines** and their frontline workers with their disinfection needs. This allowed the government to focus time and funding on equipping more hospitals and providing the best care for consumers who are infected by COVID 19. Dettol provided its disinfectant products to Ahl Masr Foundation, to protect their COVID quarantine buildings



- As a trusted brand by doctors, Dettol distributed vanity kits through the United Nations for Family Planning (UNFPA) to frontline health workers, and women and girls, particularly those quarantined for prevention, screening and treatment. The initiative targeted 50,000 impacted families and women.

Dettol Egypt & Day workers

Driven by its vision to fight hunger, Dettol Egypt succeeded, in collaboration with Egyptian Food Bank, to support thousands of day workers and irregular workers who lost their jobs during the pandemic and the most affected by the crisis. The company provided up to 1,000 homes with food cartoons.



Dettol R&D in a Nutshell

For over 60 years now, Dettol has unceasingly paid due respect to R&D, developing its portfolio with revolutionary products that pledge a cleaner & healthier world. With 9 key R&D centers and many laboratory testing units across the globe, Dettol leads with science through its 1500 dedicated researchers. Encouraging innovation, science and technology, the company has invested £105 Million in 2019, establishing a state-of-the-art Science and Innovation Centre in Hull.



EG BANK



Transforming Challenges into Opportunities

Ensuring the healthy lives and well-being of our people:

At EGBANK, our people are the heart of our business. Our operations, our success and achievements rely on them. None of our milestones would have been possible if it were not for their dedication and ardent commitment! We always believe that their safety, health, and wellbeing are of paramount importance. Ever since the emergence of the novel coronavirus pandemic, we took swift yet steady safety measures throughout the bank's premises.

To that end, the decisions mandated by the bank's senior management, were entirely in line with the government, as well as the WHO's announcements and endeavours that were recommended to combat this pandemic.

- EGBANK managed to establish open and daily communication with all employees, in an attempt to educate them about the virus, as well as keep them up to speed with all the recent updates and the necessary precautions.
- Due to EGBANK 's keenness to adopt the stiffest health standards and safety measures to its employees, at all headquarters and branches, masks, face shields, thermometers, and alcohol sprays were distributed among them.
- Moreover, sterilizing gates in front of the head offices and branches were installed, so that both employees and customers can walk through them prior to entering and exiting the bank.
- Since the daily presence of our employees was crucial for serving our customers, snack boxes were provided, at all EGBANK's branches and headquarters, twice a week as an appreciation for their diligent work amid the testing times. Those boxes were filled with a wide range of items such as; immunity boosters, fruits, fresh bakeries, and other snacks.
- EGBANK was also at the helm of underpinning the employees' mental health during the lockdown by sending mental health tips, in addition to offering virtual meditation sessions to the employees twice a week.

Giving back to the community in times of challenges

We firmly believe in the role of the private sector in supporting its surrounding communities in times of turmoil. In this context and to mitigate the ramifications of COVID-19, EGBANK conducted a myriad of initiatives in the hope of curbing the pandemic. These initiatives were done due to the bank's belief that the government should be reinforced while encountering and combating the pandemic. As a result, the following initiatives occurred to attain the previous objective mentioned beforehand.

السادة الزملاء والزميلات.

نتمنى تكونوا قضيتهم أجازة عيد سعيدة ونحب برضه نرحب بعودتكم للمكتب.

مع رجوعنا بشكل كامل بفكركم دائما أن صحتكم وسلامتكم هي أولويتنا دائما وعلشان كده نشدد علي اتخاذ كل الإجراءات الوقائية والاحترازية المتبعة التي هتسهل فترة التعايش على الجميع.

من أهم الإجراءات دي :

- 1 التباعد الاجتماعي
- 2 استخدام الكمامة
- 3 غسل اليدين
- 4 تجنب المصافحة باليدين
- 5 إقامة جميع الاجتماعات من خلال Google Meet أو الهاتف إن أمكن.
- 6 التأكد من المرور عبر بوابة التعقيم الموجودة في مدخل المبنى / فرع
- 7 والأهم هو النعم تتناولوا المأكولات والمشروبات التي بتساعد على تقوية المناعة زي الخضار والفاكهة لضمان سلامتك .

نحب نوجه الشكر لبحكم على كل مجهوداتكم المتواصلة و ايجابيتكم في الأزمات وبالخاص في الفترة الاخير.

EGBANK

1. Contributing to the recovery of Egypt's society at large:

EGBANK donated the cost of its Ramadan TV Airing Campaign to "Tahya Misr" as a much needed assistance and show of gratitude to the residents of the country where it the bank thrives.

2. Aiding Egypt's White Army in their fight against COVID-19:

EGBANK donated 500,000 worth of medical supplies to "Al Kasr El Ainy" hospital to make sure that the doctors are safely & fully equipped while dealing with the current Coronavirus pandemic.

3. Spotlighting the work of freelancers through "Maa El Shabab" competition:

As part of our efforts to support the National notion towards youth empowerment, the bank launched "Maa El Shabab" competition to give a helping hand to young freelancers who were highly and negatively impacted by COVID-19.

That is to say, freelancers from 8 different sectors were brought together to submit their work. Their projects/work were assessed and appraised by experts from the field they belong to.

Then, their showcased work got votes from the public via Facebook's platform. In fact, 600+ freelancer applied, and 5 winners were announced in each field. The competition's total number of winners was 40, where each one was granted monetary prizes from the bank, as well as other benefits presented by our 17 partners in the competition such as; Wuzzuf and Freelance Yard.

4. Presenting the economy's financial champions with especially convenient loans:

Since bankers are the economy's champions and first line of defence, EGBANK offered special loans to help facilitate their lives during the COVID-19 challenges and its significant negative impact on them. The loans were presented to all bankers with zero administrative fees and highly competitive interest rates.

Getting recognized by Google for harnessing the power of digital for our customers

EGBANK's customers have always been one of the bank's growth drivers, hence the continuity of duly serving them during the outbreak of COVID-19 was mandatory.

EGBANK carried out social media awareness campaigns through a communication strategy that tackled the topic of banking services during COVID-19 and our outstanding endeavours in digital communication were recognized by none other than the global tech giant, Google. In a workshop they held to address the region's digital marketing opportunities in the MENA region, Google singled out EGBANK as the only financial institution in Egypt for providing the most superlative contributions and practices in their digital communication to customers.

EGBANK has also optimized the digitalization of their banking services during COVID-19 to reduce their customer's reliance on branches for services and partake in the digital transformation move that the whole world is adopting.

Finally, since challenging times call for challenging measures, EGBANK opted for reducing the burden of movement for its customers, lessening their interaction, ensuring social distancing, and hence confining the congestion rates.



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#ادعم_بلدك

3 WAYS TO CHECK YOUR BANK ACCOUNT

- 1 ATM
- 2 CALL CENTER
- 3 ONLINE BANKING

EGBANK

BANKING SAFETY

علاج بلا معاناة
صحتنا

With the announcement of the Covid-19 pandemic, EGMED started to implement various measures to ensure the safety of employees and for the community. These measures were guided by our values.

- We believe in teamwork and transparency. A weekly management meeting was held to discuss all aspects, share information and make quick decisions. These decisions and information, in turn, were shared immediately with EGMED population. With the first case of an employee infected with Covid-19, we shared the information with all company staff, and asked the people who mingled with the Covid-infected colleague to stay home and monitor results. This transparency in sharing information is being continued because we truly believe we are all members of one family.

- **Disinfection of the main premises and of all our branches and warehouses is being done daily, in addition to providing all possible measures; masks, gloves and temperature measuring before entry, as well as installing disinfectant gates.**



- All meetings and gatherings were cancelled early March and were substituted by online meetings. The IT department made sure we all stay connected and stay safe.

- The first decision was to ask employees with any kind of symptoms to stay home. This was followed by another decision for a staggering schedule for a capacity of 50% of employees. This was then changed. And we asked employees, whose work permitted, to work from home.

- At the same time, our field force of engineers and sales people were available for all assistance and help to hospitals. They were equipped with special overalls and face shields and their main priority was to support hospitals in their efforts to save patients. **We believed, employees and management, that we do not want to leave the healthcare arena in such dire circumstances, whilst taking all the possible necessary measures. Our “heros” were present for support and to contribute to saving lives in their own way. We even received various thank you letters from many hospitals**

Pictures:



- For employees who were diagnosed with Covid-19, or even any member of their families, our main concern was their recovery, and ensuring that no other employees get infected. We provided online support and guidance from a qualified physician, we covered all expenses and provided any necessary equipment that was needed. We followed each case one to one until, thank God, everybody was well and fine. A very difficult time, especially when some of our team members had severe symptoms. We also provided and arranged the testing for the COVID 19 for employees who had symptoms. This was followed up with another test, after the symptoms disappeared to ensure the virus is not spread to others.

- We also provided online workshops and sessions on how to handle stress better, as we knew it was a very stressful time and for some more than others.

- At this difficult time, EGMED employees have donated on an individual basis from their own money 150k to purchase patient monitors for Qasr Eini hospitals' ICU units.

- EGMED donated premium medical equipment to government, universities' hospitals as well as to National Medical Institutions.

- EGMED donated equipment to Universities' Hospitals valued EGP 4,297,595 including Qasr Eini, Zahraa, Hussain, Assiut, Aswan, Sohag, Tanta and Benha Universities' Hospitals. While Ain Shams University Hospitals "Dmerdash" received a large share of EGMED donations as one of our prime health partners. Donations given to Dmerdash valued EGP 2,839,349 for operating units, ICUs, dialysis, etc.

- EGMED donated equipment to government Hospitals of EGP 1,878,827 including Mounira Children, Suzan Mubarak, New Cairo Hospitals. Aswan and Kom Ombo Corona Hospitals received equipment of EGP 582,000

- Donations were made to National Medical Institutes including: Aswan and Sohag Tumors, Shibin El Kom Liver, Alexandria Research, National Tumors' Institutes with a total value of EGP 1,704,305

- EGMED donated 2000 face masks to doctors and staff of the National Blood Transfusion Center.

- **Sehetna Foundation the CSR arm of EGMED played a very active role during the pandemic by donating EGP 2,780,548 for various health causes. Sehetna donated 22 Sterilization Gates to Dmerdash, Zahraa, Ain Shams and Rabeaa Takhassossi Hospitals and Menia University, 8000 face shields by EGIC were provided to Universities' hospitals, 8000 face masks to the National Blood Transfusion Centers, 25000 face masks to Mania University Hospitals. Sehetna donated a long list of top quality medical equipment to El Obour Hospital, Qasr Eini ICUs Center, Dmerdash (ICU), Benha and Aswan Universities' Hospitals; to support life-saving initiatives during the pandemic Sehetna has partnered with Bank El Shifaa, the Egyptian Federation of Industries and the Unified Purchase Authority for the repair and maintenance of out of service ventilators reaching 380 ventilators across public hospitals to fill the gap of insufficient number of ventilators available for patients' treatment. To show appreciation to the medical teams fighting COVID 19 across University Hospitals EGMED in cooperation with Sehetna donated gift boxes of Kahk Eid El Fitr by Coppermelt.**





ExxonMobil

ExxonMobil

About ExxonMobil Egypt:

ExxonMobil Egypt (S.A.E.), part of Exxon Mobil Corporation, has been privileged to share more than 117 years of partnership in Egypt's growth, dating back to 1902. During that time we not only expanded our business, but very importantly, we grew together with the communities in which we operate. Today, ExxonMobil Egypt's downstream portfolio includes operating a broad chain of Mobil service stations that very dependably provides fuel and services across Egypt; we also blend and market lubricants and specialties recognized for their world class quality throughout the country; and in the last fifteen years we invested in an expanding chain of what have become the cutting-edge convenience retailing stores in Egypt, Mobil's On the Run and Way to Go. Bringing back ExxonMobil upstream technology to Egypt, ExxonMobil signed two concession agreements for offshore exploration in January 2020.

ExxonMobil Egypt continuously invest in the communities where we operate not only financially, but more importantly through the transfer of knowledge and expertise. ExxonMobil Egypt community investment programs focus on education, capacity building and development initiatives, serving diverse segments and categories in the Egyptian community.

Work place precautionary mitigations:

The health, safety and environmental protection are core values for ExxonMobil and the health and safety of our employees and the community go hand in hand. Accordingly, ExxonMobil Egypt undertook several precautionary measure at the head office and all other company locations, to help limit the spread of corona virus, including but not limited to installation of hand sanitizers, awareness signs of social distancing, applying seating protocols in common areas, regularly checking temperatures, awareness sessions to all employees and enhancing cleaning and sanitizing methods applied.



Spreading awareness on Egyptian streets:

In light of our continuous care to the communities in which we operate, ExxonMobil Egypt activated a constructive Mobil branded - COVID19 Awareness Campaign, using haulers' trucks. We were able to help spread awareness through this campaign on the Egyptian streets by highlighting some key precautionary measures that are recommended to be followed during the pandemic, to help limit the spread of the corona virus.

Through two separate waves, a total of 30 delivery trucks were branded on both sides carrying these awareness messages, traveling across Egypt and delivering packed products to our customers.



Supporting the community against COVID-19:

As part of our social responsibility and in support of our Egyptian community during hardships and challenging times, ExxonMobil Egypt participated in contributing to "One Hand" initiative with Misr el Kheir Foundation. An initiative launched under the high patronage of H.E. Minister of Petroleum and Mineral Resources, with the collaborative efforts and financial contributions of companies of the petroleum sector, aiming to support the Egyptian medical sector through the purchase of medical supplies and materials (including medical gowns, goggles, surgical masks, and other medical supplies needed) for the Ministry of Health public hospitals.



ExxonMobil Egypt long history of continuous contribution towards the Egyptian community:

We are involved in several education initiatives targeting 'out-of-school' rural adolescent girls and preparatory school, university students and vocational trainees. Additionally, we have completed the circle of integrated education initiatives by focusing on developing the skills of the teachers and administrators of public schools. Capacity building of the youth and women's economic empowerment are two of our key areas of focus. ExxonMobil Egypt was one of the first companies that supported students to reach their goals through enthusiastic volunteerism, to generously contribute their knowledge and time, and provide sessions and workshops that provide students with the opportunity to gain insight into what the business market is all about in their undergraduate years. ExxonMobil Egypt invests in communities not only financially, but more importantly through the transfer of knowledge and expertise. It is through this vision that ExxonMobil Egypt continues to build strong, effective partnerships with the civil societies, governments, and NGOs.



ExxonMobil Egypt STEM students of petrochemical department-established 2013

For more info you can visit our website: <https://egypt.exxonmobil.com/>

You can also follow us on:

Linkedin: <https://www.linkedin.com/company/exxonmobil-egypt/>



Henkel



How Henkel reacted to Covid-19

At Henkel, we stand united in our fight against the pandemic, striving to protect our employees and their jobs, serving our customers and supporting the communities in which we operate.

Henkel Egypt operated in full capacity and never stopped production. The company is committed to continue production to supply the Egyptian markets with the needed hygiene and disinfection products, necessary in the fight against the spread of the virus, while taking all the necessary safety measure to ensure the safety of all employees.

The Company has meticulously set a wise strategy to support the government, employees, customers and communities facing the global COVID-19 pandemic. The first pillar of Henkel's strategy encompassed applying sustainable development for products to meet local market demands in the current happenings. The second pillar involved working with NGOs to support the communities and specially the healthcare workers and services.



Launching GENERAL disinfectant

In an unprecedented rapid response, Henkel Egypt announced the launch of a cutting-edge production line for «GENERAL Disinfectant» in record time, killing 99% of germs with its revolutionary formula. The new disinfectant product was made available in the Egyptian markets in April.

CSR

Reinforcing Hospitals Fighting Coronavirus

Henkel Egypt collaborated with the Egyptian Cure Bank, donating two medical ventilators to isolation hospitals fighting Coronavirus across Egyptian governorates. This initiative was an attempt to boost the preparedness of the emergency services and intensive care units as they continue to provide the needed healthcare in such difficult times



“They protect us, we support them” campaign

Henkel Egypt's second initiative with the Egyptian Cure Bank was launched under the title «They Protect Us, We Support Them», to support the Egyptian healthcare staff and boost the medical sector ability to respond to COVID-19.

Henkel Egypt provided 10,000 families of the Egyptian medical staff who are at the front-line directly fighting the Coronavirus, with their needs of Henkel personal and household hygiene products, delivering them to their doorstep as a simple act of appreciation for their painstaking accomplishments.

Another important aspect of the campaign is raising awareness of the important role being executed with extreme diligence by the Egyptian medical staff through social media platforms, and also encouraging people to send messages of compassion, and gratitude to the Egyptian healthcare staff who are working tirelessly & fiercely, risking their own lives, fighting the Coronavirus.



With genuine gratitude & sincere appreciation, Henkel Egypt earnestly acknowledged the endeavors of Egyptian health sector in fighting Coronavirus through illuminating Cairo Tower with the slogan of the campaign “They Protect Us; We Support Them” and has also launched a song “What Comforts Us” by Hany Adel, hailing for our white army and their unceasing efforts in healing Covid-19 patients.

Henkel's Global Reaction

Henkel's local interventions are in line with its comprehensive global solidarity program which was launched in March to address the global COVID-19 pandemic. The global program included a donation of 2 million euros to WHO/UN Foundation COVID-19 fund and selected organizations, along with a donation of 5 million units of personal and household hygiene products.

About

Henkel Egypt, a leading company in Laundry & Home Care and Beauty Care sectors, began its business operations in Egypt in 1992 and it is continuing to develop its business on a sustainable basis. Henkel Egypt is proud to have established a fruitful relationship with Egyptian consumers and the Egyptian government through its pioneering brands and the trust in both the Egyptian economy and Egyptian talents. Currently, Henkel Egypt employs more than 700 employees. In addition to more than three thousand indirect jobs. Henkel offers excellent development and career opportunities in an international environment. Henkel prides itself as a leader in technology and is committed to technology transfer to the country and development of the Egyptian labor/youth through training and on-the-job development. Henkel is committed to operating sustainably in Egypt and is a responsible corporate citizen; it invests in the community and the environment it operates in as part of its global sustainability strategy and targets.





**fine
hygienic
holding**



Since its inception, Fine has always put national, humanitarian and developmental work at the core of its CSR operations and commits itself to support the governing entities throughout the MENA region in their efforts to manage emerging challenges. FHH supports the national institutes in all the countries that encompass its operations and plants, providing highly-hygienic products and monetary aids to the underprivileged communities.

FHH is dedicated to being part of the solution in the fight against the pandemic, and to offering innovative hygienic products in order to safeguard public health and safety. In the light of Coronavirus outbreak overshadowing the whole world with its threatening implications, we believe that the health sector is the most crucial of all.

FHH has focused on three main pillars; supporting the white army and the hospitals, dedicating a year on fund to support all countries they operate in and finally the shift and focus on innovation for new products that will take responsibility of keeping the communities safe.

1- Abbasseya Hospitals

while In support of the Egyptian government’s efforts to combat the spread of the Coronavirus (COVID-19), and as a contribution to preserving public health and safety in Egypt, Fine Hygienic Holding (FHH), one of the world’s leading wellness groups and manufacturer of hygienic paper products, donated a sizable quantity of its unique, sterilized tissues and hygienic products to Abbasseya fever hospitals. Fine’s sterilized tissues are manufactured using the patented SteriPro technology, which utilizes ultraviolet light to destroy germs, producing a 99% sanitized product.

The CSR initiative and donation were targeted across Egypt and different governorates to reach to all Egyptians as part of FHH support for the government during the outbreak.



The governorates:

- Cairo
- Behira
- Fayoum
- Bany Suweif
- Sharqeya
- Meina
- Dakhleya
- Assuit
- Menofya
- Sohag
- Gharbiya
- Qena
- Kafr El Sheikh
- Luxor

2- Fund in MENA Region

As a wellness group built on valuing and promoting consumer health and well-being, FHH has taken on the responsibility to mitigate the high risk and the fast spread of COVID-19 in its communities in the MENA region by establishing a Relief Fund. The fund, initially valued at \$1 Million USD, has since been doubled to \$2 Million USD, covers a dynamic range of relief for those most in need during the crisis in the form of free hygienic products, and anti-viral Fine Guard face masks to essential workers, as well as monetary donations in support of governments and various charities.

The aid is distributed mainly among the communities in which FHH operates including Jordan, Egypt, KSA, the UAE as well as Morocco, in contribution to each country’s fight against the spread of COVID-19.



3- Innovation

FHH has consistently invested in R&D to safeguard its customers and their families against infection. The company allocates a huge amount of its profit to complement its innovative hygienic products with cutting-edge technologies, raising the bar for other players while maintaining its prominent position in the wellness segment. In 2020 as part of its approach to unite with the world in such challenging times, the Group released its highly advanced, reusable hygienic face mask, Fine Guard, which offers consumers the highest possible level of protection. Each mask is enhanced with a patented and certified, advanced filtration and sterilization technology which effectively kills 99.9% of all viruses and bacteria on contact, including the Coronavirus. Unlike conventional masks which only serve as thin barrier to germs, Fine Guard offers a chemical-free solution by neutralizing harmful pathogens at the molecular level, a feature which is vitally important to the health and safety of the teams directly working against the spread of the virus. Moreover, Fine Guard is a sustainable solution as it can be washed up to 30 times and used for one whole year without affecting the efficiency of the technology.



L'ORÉAL
EGYPT

L'ORÉAL EGYPT

1- Solidarity Program:

In line with global efforts launched by L'Oreal Group around the globe, L'Oreal Egypt launched its solidarity program to support combating coronavirus. In this framework, L'Oreal's Cairo Plant started production of hand sanitizers under its natural beauty brand "Garnier"; by which it joined 28 L'Oreal plants around the globe to support community needs.

More than fifty Thousand sanitizers were donated from the initial production, with an aim to support various stakeholders: hospitals and healthcare professionals, who are on the front-line in the fight to curb the spread of Coronavirus.

More than 10,000 units of personal care and hygiene products were distributed.

L'Oreal Egypt collaborated with two well-esteemed non-profit organizations Ahl Masr Foundation & the Red Crescent to support Covid-19 isolation hospitals, healthcare professionals & patients, in addition to vulnerable communities.

Needless to mention supporting its partners including retailers staff & distributors, who are the main force to support daily consumer's needs and at the front line during COVID19 pandemic.

In addition to the small and medium size salon partners, where L'Oreal provided safety and hygiene training to salons, provided them with alcohol-based hand sanitizers, and supported them along the journey of reviving their businesses post pandemic period.

#L'OrealTakesPart:



Within the context of supporting healthcare professionals, L'Oreal Egypt cooperated with the Egyptian Red Crescent under the supervision of the Ministry of Social Solidarity in the second phase of "Thank you alone is not enough" campaign. This campaign intended to distribute medical protective kits, which targeted more than 7,000 doctors and nurses as a message of gratitude and appreciation for the great role that medical teams play in tackling the spread of the Corona virus.



2- For Women In Science Egypt 2020 Young Talent Program:

In line with L'Oreal's belief in supporting scientific research and empowering women, 21 years ago, L'Oreal Launched "L'Oreal UNESCO" For Women In Science program where more than 3000 researchers from 118 countries has been recognized 3 of them won Nobel Prize. Over the past years more than 100 Arab women among them 23 Egyptian scientists won the international, regional fellowship. In 2018 L'Oreal Egypt in partnership with The Academy of Scientific research and Technology launched Egypt edition to support and empower more Egyptian women in science field.

Three fellowships granted to post-doc and PhD students. During the COVID19, it was more than ever important to continue these efforts and support science - by November 2020 three new fellows would be announced by L'Oreal Egypt



3- L'Oreal For The Future:



L'Oreal launched its new sustainability program "L'Oreal for the future", laying down the Group's latest set of ambitions for 2030. In the context of growing environmental and social challenges, L'Oreal is accelerating its transformation towards a model respecting planetary boundaries and reinforcing its commitments to both sustainability and inclusion:

- **Transforming L'Oreal's business to respect the planet's limits:**
 - By 2025, all of L'Oreal's sites will have achieved carbon neutrality by improving energy efficiency and using 100% renewable energy;
 - By 2030, 100% of the plastics used in L'Oreal's products' packaging will be either from recycled or bio-based sources;
 - By 2030, L'Oreal will reduce by 50% per finished product, compared to 2016, its entire greenhouse gas emissions.
- **Contributing to solving the world's challenges by supporting urgent social and environmental needs:**
 - L'Oreal is allocating €150 million to address urgent social and environmental issues.

It is worth mentioning that L'Oreal launched "Sharing Beauty with all" program in 2013, which was based on four main integrated axes: **sustainable innovation, sustainable production, sustainable living, and sustainable development**. L'Oreal Egypt factory represented a pioneering model in operational efficiency to ensure sustainability in the production process. The factory also attained remarkable success in achieving a 29% reduction in energy consumption, 27% in water and 32% in waste, which qualified L'Oreal Egypt factory to receive twice the 2016, 2018 Sustainable Development Award from the Federation of Egyptian Industries.



LafargeHolcim, the mother company of Lafarge Egypt, aims to assess local needs, and partner with local stakeholders involved in its operations in order to contribute to areas in need of economic development, as well as encourage and support the volunteering culture among its employees. The company has been praised for reinforcing its health measure and prevention precautions facing (COVID-19) pandemic.

The International SOS, the world's leading medical and travel security company supporting 10,000 multinational corporations worldwide, has announced LafargeHolcim's response as "the best-in-class benchmark"

This recognition comes within the framework of LafargeHolcim's keenness to implement its key principles, and its subsidiaries', including Lafarge Egypt, whereby health and safety standards come as first priorities, considering them the most important core value of the company.



Reinforcing Health and Safety Aspect...

Way before the pandemic, Lafarge Egypt has never ceased to generously invest in the health and wellbeing of underprovided citizens in Egypt. & with COVID-19 outbreak, the company took upon itself investing even more, inaugurating further philanthropic initiatives to encompass additional underprivileged vicinities with the much-needed healthcare.

Suez Governorate:

- Hand in hand with Suez Governor, Lafarge Egypt has provided public services employees in Suez Governorate with Protection supplies.
 - Lafarge Egypt's initiative objective is raising protective actions of the health and safety of Suez Governorate families and youth, throughout offering a donation of protective masks, hand gloves & sanitizer packages to the community to help in fighting the coronavirus spreading.
 - Providing this donation was following the instructions of WHO to limit the spread of the pandemic.
 - Providing this donation was to put measures in place in order to protect Lafarge Egypt's employees and its stakeholders including communities near its sites.
 - Providing this donation was to set an example to follow by other investors in the Suez governorate.



- Hand in hand with Suez Governor Lafarge Egypt has provided through the Egyptian Food Bank the cost of 20,000 food boxes, targeting to have 3500 beneficiaries of daily Labor families in the informal sector who negatively affected from the COVID-19 crisis

Al-Qalyubia Governorate:

Lafarge Egypt joined forces with the Egyptian Cure Bank, assured founding for the maintenance & modernization of 122 ventilator devices in Al-Qalyubiapublic hospitals amid COVID-19 outbreak, ensuring a proper healthcare service for financially-embarassed Covid-19 patients.

Al-Dakahlia, Al-Sharqia, Al-Gharbia& Al-Menoufia Governorates:

Lafarge Egypt has successfully complemented the above-mentioned endeavor with another through collaboration with CMD Association, the company donated 56.000 facemasks to the healthcare providers in public hospitals of Al-Dakahlia, Al-Sharqia, Al-Gharbia and Al-Menoufia governorates.

Delta, South Sinai, Suez & Giza governorates:

Lafarge Egypt has partnered with The Egyptian by launching medical convoys to the underprovided neighborhoods in Egypt.

- Lafarge Egypt's medical convoys have significantly contributed to the wellbeing of examined patients; providing early detection for various diseases, operating minor surgical operations, while ensuring free-of-charge medication for all cases. The convoys covered an array of medical subspecialties including; Pathology, Endocrinology, Pediatrics, Orthopedics, Ophthalmology, and E.N.T., along with Virus C and Blood Sugar tests.



Safety is A Creed to Pursue...

- At Lafarge Egypt, Health and Safety is a core value. In the face of the corona virus pandemic, the company has continued to live up to this core value, acting quickly and with great solidarity to protect employees, contractors and all its stakeholders in the time of Corona virus.
- In early January 2020 in compliance with LafargeHolcim, the Business Resilience Team was established to meet the confronted challenge. The BRT put in place their expertise in HR, Health & Safety, Communications, Operations, Procurement, IT, Legal, Compliance, Security and Resilience to provide monitoring, guidance, advice and reporting on the preparedness of Lafarge Egypt. Response is prepared using a four alert level Trigger Action Response Plan (TARP), with specific actions at each deteriorating alert level.
- Lafarge Egypt has have put in place a range of local measures to protect it's teams and contribute to the containment of the disease. These measures are: strict adherence to social distancing in operations and offices, adaption of Health and Safety guidance for all operations in relation to COVID-19, creation of company-wide COVID-19 online resource center available to all employees, travel restrictions and work-from-home arrangements wherever possible, strong promotion of digital (i.e. 'contactless') initiatives in the company's markets.
- Lafarge Egypt is complying with all government WHO directives to help stop the spread of the virus, ease the suffering and bring about an end to it as quickly as possible, with one clear goal: to create shared value with society.







Microsoft Philanthropies

Microsoft's response to Covid-19 in Egypt

2020 has emerged as one of the most challenging years in many of our lifetimes. Over the past year, Egypt has endured multiple challenges, including a pandemic that threatened to take thousands of lives and disrupt the economy.

We quickly realised that we were in a unique position to address the broader socio-economic impact of the virus by helping those looking for a job. In June we launched our ambitious skills initiative to help Egyptians acquire digital skills by the end of 2020. To date, we have impacted over 82,000 learners in Egypt, with the number one goal to help Egyptians get the skills they need to find and land their next job. With more than a quarter of employed Egyptians suddenly without a job due to the pandemic, setting up the unemployed with the skills and tools they need became one of our top priorities.

Our team worked on our Skills for Employment Programme "Tawar w Ghayar" to facilitate online trainings - empowering over 160,000 youth with access to courses in Arabic. We also worked with the team to provide an additional 66,580 youth with instructor-led trainings in digital and employability skills. Finally, we mobilised across the company to launch the Give Campaign where Microsoft employees donated funds to nonprofits to save lives and serve vulnerable groups impacted by Covid-19.



Microsoft Global Skilling Programme

As Egypt begins to reopen, it's apparent that the economy in January 2021 will not be what it was in January 2020. Increasingly, one of the key steps needed to foster a safe and successful economic recovery in Egypt is expanded access to the digital skills needed to fill new jobs. Key to genuinely inclusive recovery is programmes that provide easier access to digital skills for people hardest hit by job losses, including those with lower incomes, women, and underrepresented minorities.

To help address this need, Microsoft launched a skills initiative aimed at bringing more digital skills to Egyptian citizens by the end of the year. This initiative brings together every part of our company, combining existing and new resources from LinkedIn, GitHub, and Microsoft. It's grounded in three areas of activity:

- 1- The use of data to identify in-demand jobs and the skills needed to fill them;
- 2- Free access to learning paths and content to help people develop the skills these positions require;
- 3- Low-cost certifications and free job-seeking tools to help people who develop these skills pursue new jobs.

So far, we have impacted over 82,000 learners across Egypt.



Microsoft Give Together Campaign

From April to May, Microsoft launched its Give together campaign. The campaign rallies Microsoft employees to donate funds to nonprofits to save lives and serve vulnerable groups impacted by Covid-19 in the communities where we work and live. Every time a Microsoft Employee donate funds towards the cause, Microsoft matches this amount up to \$10 000 per employee. In Egypt, we supported the Egyptian Food Bank's Daily Labour Relief Campaign as well as the Misr El Kheir Foundation's Covid-19 Relief Campaign.

Tawar w Ghayar's Response to COVID-19

Tawar w Ghayar was launched in 2013 to improve skilling and employment outcomes of Egypt's youth so that they could keep up with and benefit from digital transformation. To achieve these ambitions, Tawar w Ghayar was specifically designed to create systemic change by strengthening the institutional capacity of a wide array of youth-serving organisations, including strategic partners like the Ministry of Youth and Sports, the Ministry of Communication and Information Technology, the Ministry of Education as well as dozens of nonprofits.

Given that Tawar w Ghayar has spent years building organisational capacity, when Covid-19 began to spread around the world in early 2020, the programme's youth skilling and employment ecosystem was able to quickly adapt and move entirely online. Due to the preparedness of Tawar w Ghayar to leverage existing - and quickly build additional - capacity, the process to move 100 percent online took place in just three weeks in March 2020.

9.1. Targeted Programmatic Changes as a Result of COVID-19

The onset of Covid-19 in March 2020 led to a rapid acceleration of Tawar w Ghayar's pre-existing plans to implement the following changes and additions to the programme.

9.1.1. Conversion of 'in person' trainings to online models on www.tawarwghayar.com while working on the localisation and development of more than 15 courses in Arabic. More than 160,000 youth are users of the portal and using the new localised contents.

9.1.2. Provision of additional training to existing trainers to assist in online delivery and the creation of related materials. More than 200 trainers were upskilled in blended learning techniques and Microsoft Teams in order to effectively teach more youth online. Due to these efforts, since the beginning of the pandemic, almost 66,580 youth have received instructor-led trainings in digital and employability skills to date.

9.1.3. Increased support to employers as well as employees who lost jobs and as well as youth seeking their first jobs. Furthermore, Tawar W Ghayar carried out their first virtual mini Job Fair on 4 July in collaboration with four companies in the pharmaceutical, communications, and sales sectors while continuing to carry out virtual open days for employment.

9.1.4. Development of additional virtual events to engage and inform benefiting more than 30,000 youth.





Mondelēz
International



Mondelēz Egypt Foods: we always put the safety of our colleagues, products and consumers first

Fighting Covid19 inside Mondelēz

At Mondelēz International we always put the safety of our colleagues, products and consumers first and we have taken appropriate measures to protect our workforce and our facilities during Covid19. In addition, we have introduced measures at our facilities to protect the health and wellbeing of external guests and employees alike. We have followed stringent practices to achieve these goals including:

- Implementing social distancing measures to reduce the frequency and duration of contact between our employees wherever possible
- Increasing our already stringent hygiene and employee safety measures in esp. in factories' production lines and in all gathering points.
- Restricting external visitors and adopting health screenings (and temperature checks) at our business units and factories.
- Encouraging flexible and remote working where necessary and possible. This also helps families manage changing childcare needs as situations are constantly evolving.

In addition, we have requested that employees follow a 14-day self-quarantine process if they or a family member have travelled for personal or business reasons to the countries most affected by the crisis or if they have been in contact with a Covid19 patient.



Our Children Healthy Habits

"Our Children's Healthy Habits" program, aims to promote healthy lifestyle for children and to address the issues of nutrition and obesity in rural areas in Upper Egypt, specifically in the provinces of Minya and Sohag in partnership with CARE International in Egypt, with investments reaching more than EGP 8 million. Based on 3 main pillars, the program includes promoting awareness on healthy nutrition practices and eating habits among children and their parents, and encouraging active play among children, especially girls, in addition to improving access to and consumption of fresh food.

The project, launched in 2018, comes as part of the company's strategy in the area of social responsibility and sustainable development and its keenness to make a difference in the life of the communities in which it operates and in light of recent national campaign launched by the Ministry of Health for the early detection of obesity, anemia and stunting among children.

Our Children's Healthy Habits

- Launch**
Pilot phase end of 2017. The program was launched in 2018, for 3 years, total cost EGP 8 million
- Geography / Demography**
2 Provinces in Upper Egypt: Minya, Sohag reaching 6500 - 10,000 people
- 3 Main Pillars**
 - 1- Raising awareness on healthy nutrition habits among children and parents
 - 2- Promoting active play among children esp. girls
 - 3- Improving access to and consumption of fresh food
- Our Partners**
 - 1- Social Solidarity NGOs in Sohag
 - 2- Educational directorates in Minya
 - 3- Children and parents in both provinces
 - 4- Care Egypt, as main strategist and collaborator
- The program impact worldwide**
 - 1- 1.5 m children in 18 countries, 5 continents
 - 2- Raise awareness on basics proper nutrition.
 - 3- Increasing adoption of active play (to 30 minutes a day)
 - 4- Increase general know-how on ways to grow simple fruits and vegetables at home.

Egypt was one of the countries affected by the Covid19 pandemic, and the project activities had to be halted in order to ensure the safety of children and all participants. But with the government plan to coexist with the virus, we have decided to develop alternative plans and resume activities in the best ways possible in order to ensure that we provide everything in our power to spread proper nutrition habits among members of the Egyptian society, especially in Upper Egypt.

Despite the difficulties of the exceptional circumstances posed by the Covid19, and the precautionary measures in which activities are held, the program was able to achieve a set of goals:

- 3 meetings in Minya Governorate, two of them with the directors of educational administration of five school in Abu Qurqas and one meeting with the teachers to develop plans on how to resume activities in schools once started.
- In addition, 500 parent women were trained on the fundamentals of correct nutritional habits using interactive learning methodology.
- A set of theoretical and practical classes were implemented targeting 325 parent women carried out during strict precautionary measures such as distributing masks and dividing groups inside the halls into 15 individuals instead of 25 to ensure maximum social distancing.
- The first 5 minutes of each session were allocated to raise awareness about the Covid19 precautions and the importance of wearing face masks, washing hands at all times and keeping a distance of at least 1.5 meters away from nearest individuals.
- In Sohag governorate, meetings were held using zoom technology with representatives of NGOs involved in the project to get acquainted with their ideas on how to resume activities with the best possible protection for children and parents.

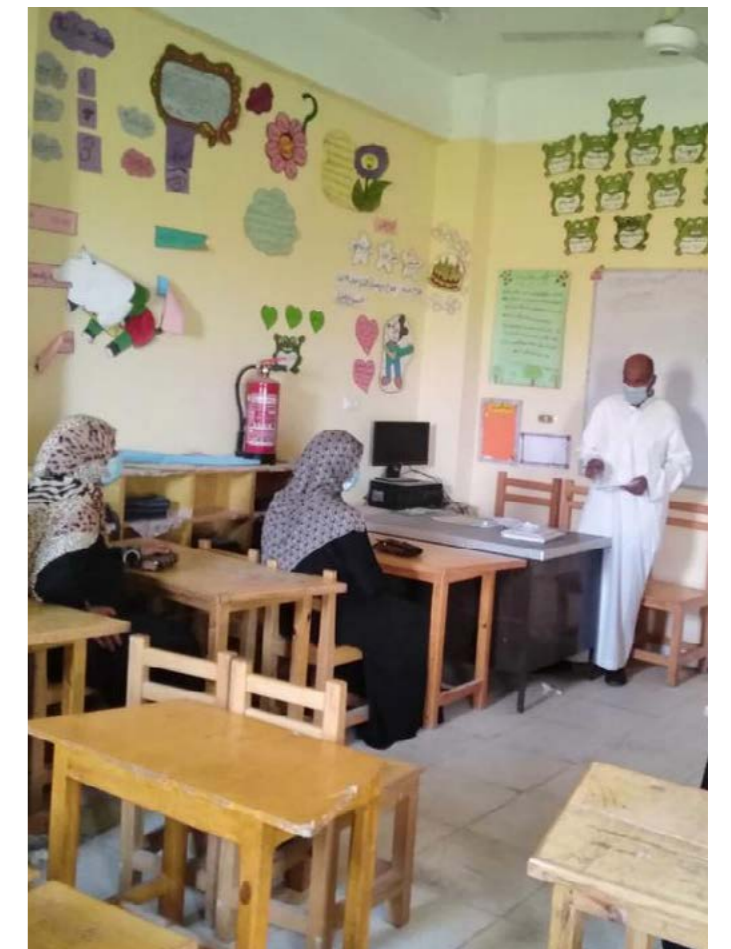


Nutrition and agriculture activities were also implemented in 21 nutrition / agriculture dedicated classes, with the participation of a total of 427 children. Another 21 classes for nutrition, and 14 classes for agricultural where implemented for parent women with the participation of a total of 427 women.

As for sports activities, sports equipment, such as skipping ropes, has been provided to enable children to exercise regularly indoors, helping them to stay active, fit hence stimulating their healthy growth and development and improving their self-esteem.



Mondelēz Egypt Foods is highly concerned with the health of its consumers, encouraging them to eat the right meals, adopting healthy food practices, and taking care of physical activity. This comes as part of a clear strategy to improve consumers' food habits, prevent the spread of diseases caused by lack of nutrients, and also those associated with weight gain.





**بنقربك
للى يهمك**



بنقربك
للى يهملك

Orange Egypt during COVID-19: A Story of Giving back to the Egyptian Society

Immediately after the outbreak of the COVID-19 pandemic in early March, the top management of Orange Egypt decided to intensify the societal activities that the company carries out towards the Egyptian community, believing that investing in Corporate Social Responsibility brings many benefits to society as a whole, which is a major role for Orange Egypt.

Supporting Daily workers

At the beginning of the COVID-19 pandemic, Orange Egypt was the first company to focus its efforts on supporting the daily workers who were affected by the COVID-19 crisis and continues its support to them even with the current decline of infected cases in Egypt.

The company started its support to the daily workers by contributing a total sum of EGP 5 million as a financial support to thousands of families whom daily income was severely impacted by the precautionary measures that were implemented to prevent the spread of Corona virus.

This initiative was made in cooperation with the Ministry of Social Solidarity and was followed by the government's initiative towards digitalization where Orange utilized its technological capabilities by availing its Orange Cash services to beneficiaries in order to make sure the transactions are being done in a fast and safe manner.



Orange Egypt has also supported thousands of Daily Workers Families by providing more than 65 thousand Food supplies in Cooperation with Egyptian Food Bank, Misr El Kheir Foundation, and Awlad Ragab retail stores.

In addition, the initiatives with el Orman association included the distribution of sacrifice meat among hundreds of needy families in Egypt's villages during Eid el Adha.

The efforts done with these entities were supported by more than 562 non-governmental civil societies in order to reach out to 17 governorates, including Aswan, Luxor, Halayeb, Qena and Beni Suf.



Supporting the Health Care Sector Governmental Hospitals and the Ministry of Health & Population

Orange has worked really hard to support the health care sector in various ways as the country continued to battle the virus and gave a helping hand where it matters the most on the frontline of the battle at quarantine hospitals in different governorates in cooperation with Ahl Misr, Egyptian Cure bank, Tahya Misr Fund, Misr El Kheir Foundation and Breathe Egypt initiative.

Orange has been even rolling out its fleet of sales vans to distribute the medical supplies across the governorates. In addition, it has supplied high-speed internet to help medical staff and patients in some quarantine hospitals to allow them to stay in touch with family and loved ones.

Furthermore, Orange has been particularly quick to support the thousands of those who got infected and accordingly has offered them extra buckets and minutes, while also giving them priority services at all Orange stores.

Orange also supported the health sector by providing financial aid to the Egyptian Cure Bank in order to maintain and repair medical ventilators while carrying out the necessary maintenance with its specialized partners and work on delivering the ventilators to the Ministry of Health & Population for technical and health checkup before distributing them among the hospitals.



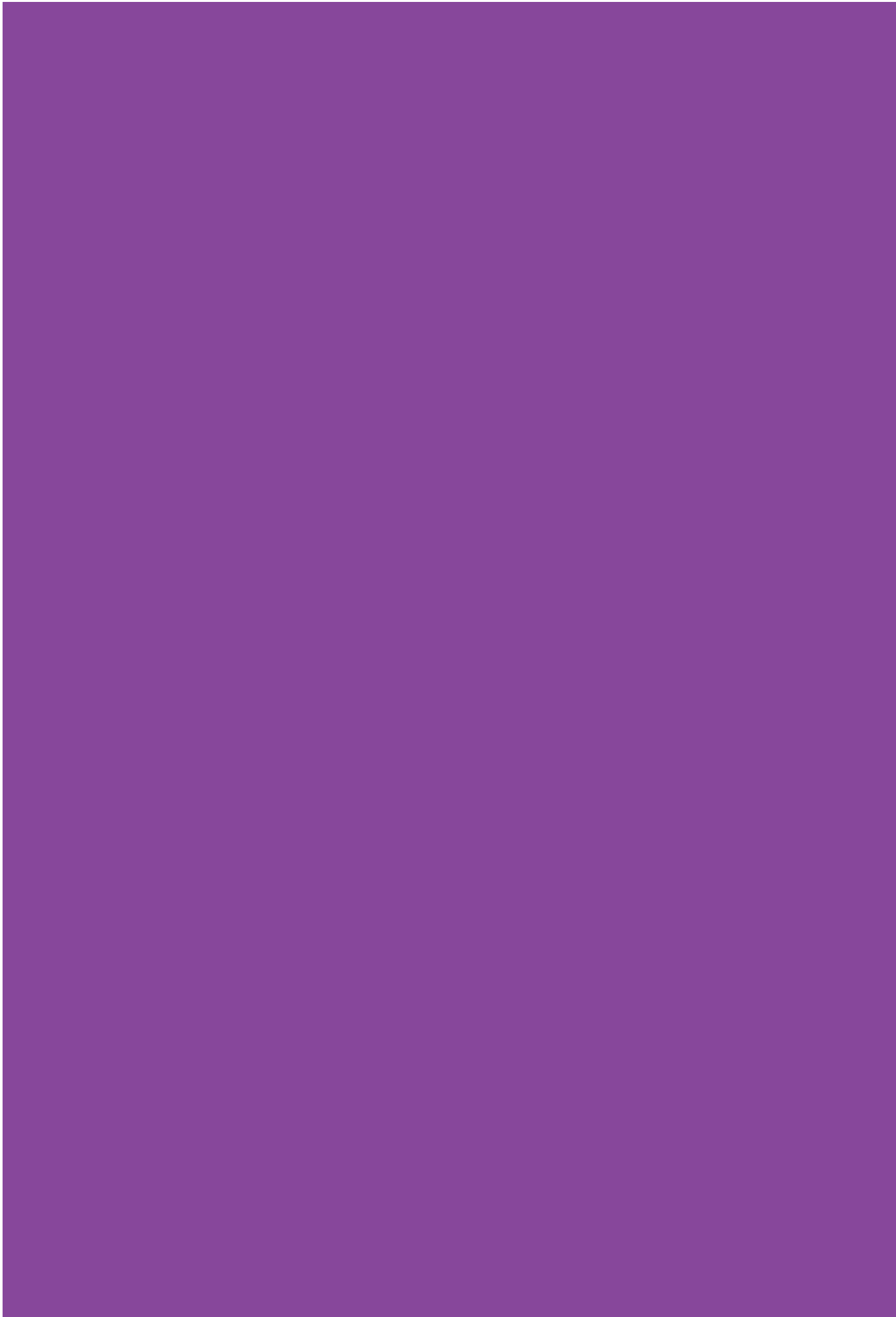
Orange Egypt has additionally participated in Breathe Egypt initiative to provide protective and respiratory devices for patients, while having 15,000 protective masks that have been manufactured and distributed to medical staff in governmental hospitals and this initiative was made in cooperation with the makers community campaign "Breathe Egypt" and Fab Lab Egypt nationwide, as well as Orange Mini Fab Labs that are located in the governorates of Zagazig, Mansoura, Aswan, and Ismailia, And Assiut - to develop and produce these medical masks.

Another initiative has been made with the "Prime Speed Medical & Misr El Kheir Foundarion" company in order to provide hospitals with FDA approved rapid tests kits for quick check-ups to diagnose cases infected with COVID-19, and provide the necessary support to quarantine, isolation and fever hospitals, as well as university and charitable hospitals including the National Cancer Institute in Cairo, Tanta University Hospital in Gharbeya, and Al-Rajhi University Hospital in Assiut.

Orange has also geared up with Orman association supporting the establishment of a new pediatrics department at Shefaa Al-Orman Hospital in Luxor, and providing the Abbassia Fever Hospital with advanced medical equipment.

Nevertheless, Orange Egypt employees participated in a lot of these noble causes with our NGOs partners out of their solidarity and unity with all Egyptians by offering financial contributions and physically supporting in delivering the cheques to the NGOs

For her part, Hala Abdel Wadood, Head of Public Relations and Corporate Social Responsibility at Orange Egypt, praised the different collaborations done in cooperation with the Ministries, NGOs and corporate companies and institutions to supports our community since the outbreak of COVID-19. She highlighted that Orange was keen from day one to support the community and the state's efforts since the outbreak of coronavirus and to stand by the Egyptians in these difficult circumstances until this moment despite the current decline in the daily infected cases.



Professional
Development
Foundation
Transforming Lives

Professional Development Foundation (PDF) Commitment Toward Society During the Corona Virus Pandemic

Professional Development Foundation (PDF) launched a crisis relief Response called "Bright Egypt" to provide emergency relief to areas hit by disasters and COVID-19. The initiative focuses on locating gaps in Health sector delivering detergents to communities in need and furnishing houses of the most affected villages in Giza. In addition to delivering food boxes to the neediest villages in Upper Egypt.

The initiative covers the following areas:

1- Provide food boxes to the families of people (1300 families of boat workers) working in the tourism sector as it is considered one of the most affected sectors from the pandemic and lockdown. Also, PDF provides food boxes to the villages (1430 families) (El-Hekma and El-Manar) in Wadi El Nokra, Aswan Governorate.



2- PDF played a vital role in raising awareness about the protection from COVID-19 as PDF team in collaboration with HYTECH Egypt provided detergents and awareness flyers that provides details on how to stay safe during Covid-19. The team designed and printed 1000 flyers and distributed among all houses in El-Hekma and El-Manar villages in Aswan Governorate to demonstrate corona virus protection methods.



3- Also, the team delivered awareness details on Covid-19 to 2300 children through the distribution of coloring books. PDF team designed and provided drawing and coloring books and pencils. The color book provides details on Corona Virus and how to stay safe. Also help entertaining kids through drawings during lockdown.



4- Our team supported the medical sector and isolation hospitals in Aswan Governorate by providing the basic needs to ensure the protection of medical and nursing staff, especially in COVID-19 isolation hospitals. The form of support during the first phase included the provision of protective gowns, single use sheets, single use sleeves gowns, latex gloves, surgical masks and high efficiency masks.

5- In light of the current situation with COVID-19 pandemic, and following an approach that would benefit civil society organizations during this period without endangering their employees, Professional Development Foundation – PDF, converted all its Civil Society Support Center's programs and activities to be online. Starting with the NGOs Award of Excellence that hundreds of NGOs apply for from all over Egypt, a new online application was developed where NGOs can create their own accounts, fill-out the application, and submit their documents online. This process has replaced the old documents' submission process that included sending hard copies of the documents and submitting them personally at PDF's premises. In addition, all the orientation sessions and presentations that were conducted in person have been transformed to be virtual through the new teleconferencing applications.

6- The NGOs Capacity building program, a training program for Egyptian NGOs, has been totally migrated online to accommodate the new direction and protect the NGOs' employees from contracting the novel virus. Interested NGOs can now apply for the program, attend their interviews and attend the training online. Moreover, the training duration and sessions' period have been adjusted to match the new approach.

7- PDF has also added a new service to its programs in view of the COVID-19 pandemic, which is the online workshops and webinars. The aim of this service is to tackle today's hot topics and assist NGOs in facing the current challenges, while avoiding gatherings and limiting face-to-face interactions.





Qalaa Holdings (CCAP.CA on the Egyptian Stock Exchange) is an African leader in energy and infrastructure, formerly known as Citadel Capital. Qalaa Holdings builds responsible and sustainable businesses that add value to the economies and societies in which it does business. Since inception in 2004, Qalaa Holdings has made great strides to ensure that each of its investments is responsible economically, environmentally and socially.



1-People, Planet and Shared Prosperity

At QALAA Holdings, we firmly believe that people are the backbone of the company and the engine that will drive growth in our societies. Therefore, Qalaa ensures that its people are well-trained, well-cared for and given equal opportunities to excel and advance within the company. QALAA Holdings has placed the safety of its 17,500+ employees at the forefront as it navigates COVID 19 and the challenging external environment.

Since March QALAA developed strict protocols to ensure the health and safety of all stakeholders for the duration of the crisis, including the following:

- Aligning all safety, sanitation and hygiene protocols with local and global best practice in-line with the Egyptian Ministry of Health and Population and the WHO.
- Stringent health and safety protocols, including frequent disinfection of all facilities, placement of hand sanitizers, provision of safety gear and guidelines for employees, particularly those in customer-facing positions such as TAQA filling station employees, and strict hygiene processes at food processing facilities including Dina Farms and ICDP;
- Enforcing social distancing measures including limiting in-office work, holding virtual meetings and supporting working from home policies from around Mid- March to August 4th, were possible with the proper IT infrastructure.
- Providing 14 days paid sick leave for anyone who suspects or has tested positive for COVID.
- Securing transportation for employees who need to be physically present.
- Daily temperature checks and flexible sick-leave policies.
- Creating internal awareness campaigns on safety and providing positive reinforcement through appreciation posts for front line workers.

2- Business Agility and Continuity

As COVID took its toll on the economy, Qalaa and its subsidiaries have executed the following to ensure business continuity and agility:

- Established a specialized Risk Mitigation committee to monitor, manage and oversee response strategies across Qalaa's footprint.
- Developed contingency plans and business continuity protocols, including supply chain and inventory management.
- Maintained efficient communication channels.
- Reviewed liquidity positions and short-term financial obligations to ensure efficient cash management and reduce costs.
- Invested in strengthening IT infrastructure to support work-from-home.

3-Balancing Lives & Livelihoods

Qalaa prioritized the well-being of the 17,500+ employees across its subsidiaries and maintained its full work force without layoffs. A portion of the salaries for top management was temporarily deferred to ensure that the company could meet its financial obligations.

Throughout this challenging period, Qalaa and its subsidiaries remained fully functional and open for business. All subsidiaries continued to meet the needs of stakeholders safely and efficiently monitoring the evolving situation in a manner that allowed companies to make informed and rational decisions that ensured the health and safety, and maintained business continuity.



4-Supporting the Fight to Preserve Jobs

QALAA was one of the first companies to contribute to Tahya Masr Fund to sustain employment in the early days of the crisis.

In May 2020, Qalaa Holdings led the effort to join the Ministry of Planning and Economic Development's 'Egypt Will Pass' Initiative, a campaign aimed at fighting the COVID-induced employment crisis and encouraging the business community to maintain workforces and provide new job opportunities.

In addition to pledging to keep all 17,500+ employees. QALAA announced plans for 4 new projects that could potentially provide an additional 2,000 jobs.



5-Supporting Front Liners

Through energy subsidiary TAQA Arabia, Egypt's largest private sector energy Distribution Company, Qalaa supported hospitals and medical teams by:

- Partnering with the American Chamber of Commerce (AMCHAM) on the "AmCham Private Sector Alliance against COVID19" which gathered donations to purchase critical medical supplies and personal protective equipment (PPE), through UNICEF's Global Supply Division.
- Contributing to the "Ahl Masr Foundation" to support COVID patients and medical staff.



6-Sustaining Social Development Initiatives

QALAA and its subsidiaries maintained community development initiatives with a focus on the below:

- QALAA Holdings Scholarship Foundation (QHSF) provided 3 new scholars with study abroad scholarships bringing the total number of recipients up to 198. (<https://qalaascholarships.org/>)
- The Egyptian Refining Company continued executing its four main **community development programs** targeting youth , women and special needs communities:
 - **Educational Support:** Mostakbaly for Teachers & Students (**299,355** direct and indirect beneficiaries)
 - **Economic Empowerment & Income Raising:** Tamkeen & Mashrouy (**64,835** direct and indirect beneficiaries)
 - **Youth Volunteering:** Reyada (**1,440** direct and indirect beneficiaries)
 - **Special Needs:** Takaful (**5,405** direct and indirect beneficiaries)
- Community development teams remained engaged and available for beneficiaries online and in person as needed throughout the crisis
- "Mostakbaly for Teachers" scholarship recipients received training at AUC that allowed them to conduct hybrid education and play a pivotal role in successfully transitioning their communities to hybrid learning during the crisis. (<http://www.qalaaholdings.com/erc-mostakbaly>)



7- Sustaining Our Economic and Social Contributions

QALAA will continue to operate, invest and execute on its businesses and social development initiatives across its subsidiaries.

When and how markets will recover remains unknown globally. However, Qalaa will continue monitoring developments and tailoring safety protocols to mitigate negative impacts of COVID.. Management is in constant communication with subsidiary leadership teams to identify risks and develop appropriate measures to balance business continuity with the health and safety of employees.





RAYA



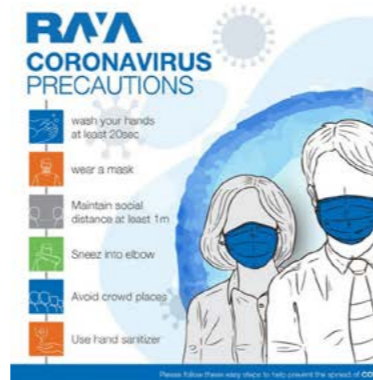
Raya today operates 13 successful lines of business across 10 different industries, employing over 11,000 people. Since inception, Raya is committed to adopting the best practices driving resilience, sustainable growth and success over the past 20 years.

Throughout its journey, Raya's core mandate is to create value for all of its stakeholders and the Egyptian economy. Committed to sustainable business, we value our workforce and determined to create high quality jobs and continuously invest in enhancing the capacity of our employees. During the outburst of COVID19, Raya Holding for Financial Investments took some serious and early precautionary measures to maintain our employee's safety. The safety and wellbeing of our employees has always been a priority as we believe our most important asset is our people.

As businesses do not exist in a vacuum, at Raya we believe that we have a role to play in addressing key societal challenges faced by local and surrounding communities. Thus, in response to COVID19 crisis, we have supported different initiatives leveraging on Raya's diverse portfolio of products and services.

Prioritizing the Well-being of our Employees:

- We created a COVID19 hotline for our employees to facilitate any medical assistance for any employee or family member in coordination with our medical insurance provider.
- Flexible work arrangements were taken into consideration, where most employees whose jobs permitted them to work from home, didn't need to be present at the office. We made sure any employee working from home, has the resources needed to help him/her do his/her job effectively. Not only did we abide with the flexible work arrangement during the times of quarantine, but we still provide it as a benefit to our employees.
- Physical distancing at headquarters' cafeteria and areas where employees gather to eliminate the spread of the virus.
- For employees who needed to present at the office, measuring temperatures and wearing face masks is obligatory.
- Sanitization of building and putting hand sanitizers on every floor to make sure it's accessible to all employees to use regularly.
- COVID19 awareness mailshots were sent weekly to ensure all our employees are taking their safety precautions. We also shared regular updates that were communicated by the Ministry of Health and Population.
- We provided our employees with stress management online journey to help them cope with any anxiety they may face during their quarantine.
- We provided needed medical assistance to any sick employee throughout our medical insurance partners.
- Any large meeting was done online to ensure social distancing and avoid any unneeded physical presence.
- Precautionary and awareness posters were hung across all our buildings as part of our communication plan.
- Most of our interviews have been conducted virtually.
- We stopped any classroom trainings and switched most of them to online trainings to engage our employees and still focus on their development plan.



- We are now using disposable cutlery in the cafeteria and all meetings rooms.

Addressing Societal Challenges During COVID-19:

- Raya Group has collaborated with key NGOs like Misr El Kheir and Egyptian Food Bank in their campaigns, in solidarity with the most vulnerable groups (#تحدي_الشركات). We supported with meals from Raya Restaurants to healthcare workers, frozen foods distributed as part of daily workers support campaign and food boxes donated to communities in-need, who have been impacted by COVID-19.



- Raya Contact Center has supported the Ministry of Health with the CIT hotline; through assigning Raya advisors to implement and handle COVID-19's contact center for the industrial sector.
- Raya Holding supported Educated Me foundation in their teachers' capacity building program in 3 schools in ElFayoum, who attended their training online. The objective of the program is to equip teachers on the professional and emotional level to be able to support students in schools emotionally and academically according to Ministry of Education procedures amid COVID-19. This is part of a 3 year school transformation journey, delivered by Educate Me Foundation sponsored by Raya Holding.
- Raya Holding has developed an initiative to connect and share knowledge with Youth, "LevelUp". A series of online sessions have been conducted, connecting Raya professionals and experts to Egyptian youth seeking to enrich their knowledge about certain business trends.





**SAWIRIS FOUNDATION
FOR SOCIAL DEVELOPMENT**

مؤسسة ساويرس للتنمية الاجتماعية



**SAWIRIS FOUNDATION
FOR SOCIAL DEVELOPMENT**
مؤسسة ساويرس للتنمية الاجتماعية

Sawiris Foundation for Social Development Covid-19 Emergency Response Initiative

Since the outbreak of COVID-19, Sawiris Foundation for Social Development (SFSD) has been committed to support the Egyptian government as well as marginalized communities most affected by the ramifications of the pandemic. The foundation has rapidly mobilized efforts and resources to provide all possible relief to a variety of initiatives that address this crisis. SFSD has been highly responsive and agile to cope with the pandemic, as we swiftly expanded our portfolio to include the “COVID-19 Emergency Response Initiative”, making the foundation one of the first organizations to play an integral role in alleviating the economic and social burdens faced by vulnerable communities. This was done in parallel to sustaining the critical contributions we provide across our core areas of work: supporting quality education, as well as the economic and social empowerment of disenfranchised people.

In light of the COVID-19 pandemic, SFSD launched a strategy with the objective of immediate relief in mind:

The first pillar of the strategy aimed to provide financial support and vital assistance to individuals who have been severely affected, by delivering food and medical supplies, psychological

support, cash assistance, and job opportunities, especially for the most impoverished communities in remote areas. This was done through new initiatives specifically launched to combat the effects of COVID-19, or through our running initiatives where we readjusted our plans to cater to this crucial situation.

The second pillar of the strategy was to contribute to limiting the spread of the virus by supporting the efforts of governmental, as well as local and international organizations, to implement disinfection and sterilization campaigns, raise awareness on good health practices and prevention efforts, set up isolation venues, and support medical service providers with all necessary equipment to protect them from infection.

SFSD allocated approximately 109 million EGP to its relief initiatives to combat COVID-19, increasing the foundation’s budget in 2020 to 290 million EGP. The allocated funds were disbursed as follows:

First: 51.46 million EGP in direct support of the relevant ministries and governmental agencies:

1- The Ministry of Health and Population with a total budget of 20 million EGP to provide its beneficiaries with preventive

supplies, and cover medical needs.

2- The Tahya Misr Fund with a total budget of 15 million EGP to provide medical equipment, supplies and medicines, as well as necessary support to irregular daily laborers most affected by the situation.

3- The Ministry of Social Solidarity, with a total budget of 6 million EGP, to support affected irregular daily laborers, especially for women with families who have lost their main source of income, and to cover 50% of their debts.

4- An initiative in cooperation with the Ministry of Higher Education and Scientific Research to support the Supreme Council of University Hospitals to meet their needs, with funding amounting to 10.46 million EGP.

Second: 51.5 million EGP to civil society organizations to support their relief initiatives:



1- The Egyptian Food Bank Association, with a total of 11.6 million EGP, to provide food packages and medical supplies to support irregular laborers. This initiative reached more than 60,000 households.

2- The Egyptian Red Crescent, with a total of 11 million EGP, to help in reducing the spread of the virus and support the psychological state of those affected by it, reaching more than 100,000 households.

3- Life Makers Foundation, with a total of 12 million EGP, to provide the basic needs of the most affected families and communities, as well as medical service providers, reaching more than 10,000 households, and 1,350 medical service providers.

4- Sonaa El Kheir Foundation, with a total of 10 million EGP, to disseminate urgent relief supplies (hygiene kits, food packages, and cash assistance), as well as raise awareness on prevention methods, reaching more than 16,000 households.

5- Al-Fayrouz Association for Social, Economic and Environmental Services, with a total of 3 million EGP, to provide job opportunities to the most marginalized families in North Sinai, helping them establish a production line of medical supplies, impacting more than 1,000 households.

6- Ahl Misr Foundation, with a total of 3.9 million EGP, with an objective of protecting doctors, service providers, and health care staff against infection in university hospitals throughout Egypt, reaching more than 5,500 medical service providers.



Third: 6 million EGP to SFSD’s current implementing partners, through adjusting our running programs to include immediate relief components.



SFSD fully supported its implementing partners who faced difficulties during the first months of the pandemic by requesting that they halt their work on our funded projects for a period of three-months to ensure the safety of their employees, as well as the beneficiaries, while continuing to provide them with financial support to cover their full administrative costs. Afterwards we’ve modified our running interventions to help address the ramifications of COVID-19. **Our adjusted interventions reached more than 18,000 households who were most affected by the pandemic.**

Most notably, SFSD supported the World Food Programme with a total of 2.2 million EGP, to cover the nutritional needs of vulnerable groups of pregnant and lactating women (PLW), and children below the age of two who are food insecure. The initiative served more than 4,000 women in the most marginalized communities in Egypt.

Fourth: The Foundation provided technical support and follow-up for the grant provided by Engineer Samih Sawiris to the UNHCR.

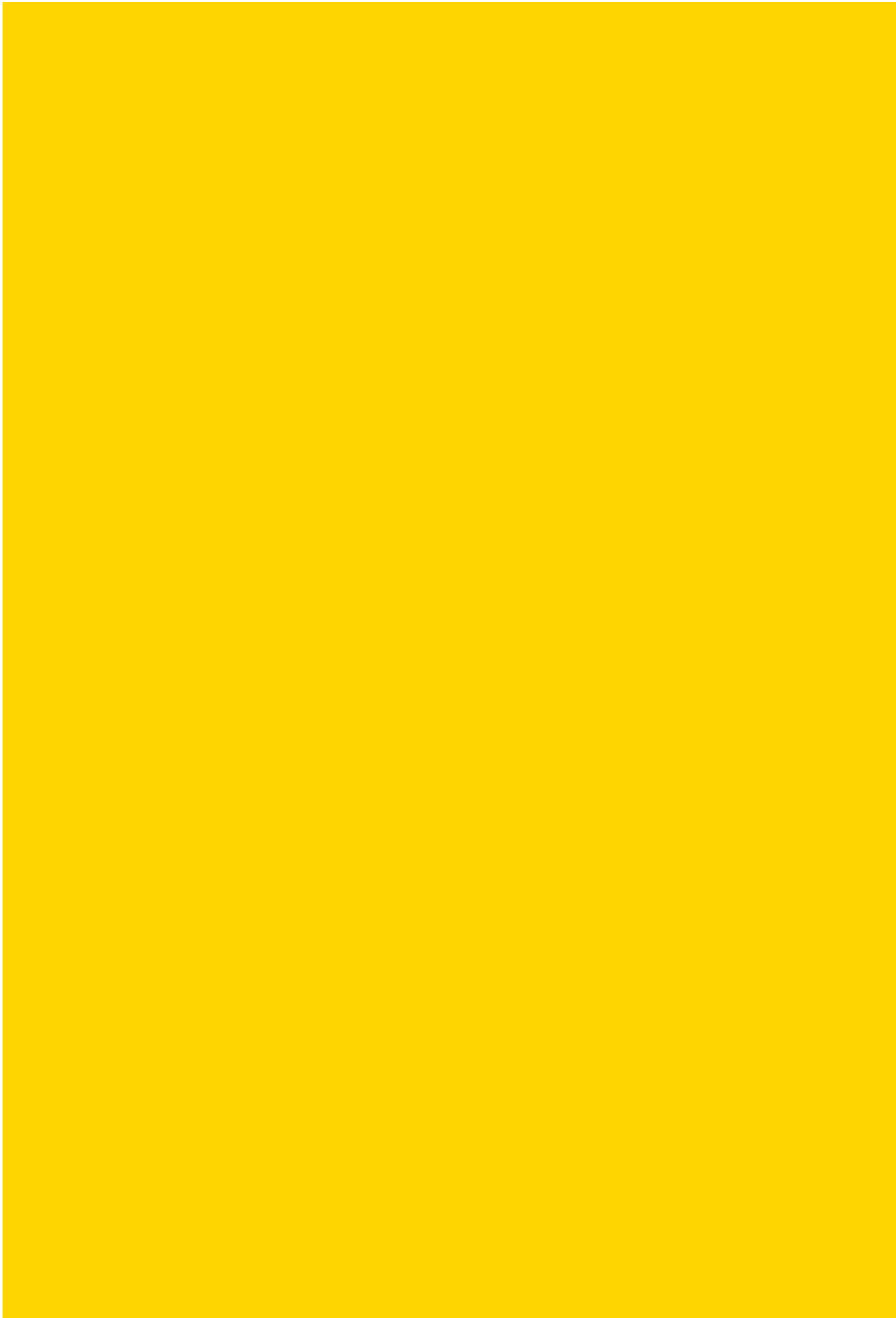
Engineer Samih Sawiris provided the United Nations High Commissioner for Refugees (UNHCR) with a grant totaling 900,000 USD to provide cash assistance to more than 2,000 refugee families most affected across Egypt.

Fifth: Ebda3 Men Masr goes digital

In collaboration with our strategic partner, ALEXBANK, and their ‘Ebda3 Men Masr’ initiative, we have worked on providing immediate liquidity to artisans who have been severely affected by the pandemic and the declining level of sales that have ensued. Their handmade products have also been placed on Jumia’s online platforms, which will help digitize the creative economy.

COVID-19 Response – Summary of Initiative

SFSD’s Contribution		Supported Entities		Number of Beneficiaries		Geographical Scope			
109 million EGP		15 Entities		More than 200,000 Families		All Over Egypt			
Interventions									
Cash Assistance	Food Supplies	Preventive and Medical Kits	Awareness Raising	Psychological Support	Job Opportunities				
Beneficiaries Profiles									
Irregular and casual labor	Economically affected groups due to the pandemic	Doctors and medical service providers	Covid-19 patients and their families	Individuals affected psychologically	Elder individuals in elderly homes, and children in shelters	Dialysis patients infected with the emerging corona virus	Pregnant and lactating mothers and their children during the first 1,000 days of life	Bab Amal beneficiaries	The most affected refugees nationwide





Since the onset of the COVID-19 pandemic, Shell Egypt has launched and participated in several initiatives to help in country efforts of curbing the spread. Through both collaborative and cooperative efforts with the government, NGOs, healthcare workers, local business communities, and alongside other international companies operating in country, these efforts have been to produce innovative, productive and sustainable solutions.

Shell's initiative with the Ministry of Petroleum and Mineral Resources and petroleum sector companies

In coordination with the Ministry of Petroleum and Mineral Resources and the Ministry of Health and Populations, (as part of an industry consortium led by Egypt's Oil & Gas CSR committee) Shell supported in supplying personal protective equipment (PPE) for healthcare workers to ensure continuous provision of medical services. In addition to PPE, this initiative provided medical supply to support the medical sector in Egypt through the petroleum sector support.



Photo Courtesy of Egypt Oil and Gas Sector in Egypt

Shell initiative with the Amcham Foundation to support the Ministry of Health and Population to curb COVID 19

Shell Egypt joined the Private Sector Alliance against COVID-19, the first social initiative of its kind in the Egyptian business community, aiming to help in not only overcoming the health crisis, but also in facing the economic and health-related impacts of the pandemic. Participation in the alliance stemmed from Shell's belief in their role as a responsible investor which supports in developing the communities where they operate, to achieve the sustainable development.

The initiative was carried out in coordination with the Amcham Foundation and UNICEF, with purchasing of patient ventilators through UNICEF's Global Supply Chain, the refurbishment of 234 ventilators by General Electric, and the provision of Personal Protective Gear (PPEs) (supplying more than 500,000 Masks, 40,000 Face Shields, 110,000 Gloves, and other items). All items were donated to the public hospitals and primary health care units, in addition to the Quarantine and Fever hospitals across the country.



Photo Courtesy of Egypt AmCham and UNICEF in Egypt

Shell's initiative with the World Food Program (WFP)

Shell's cooperation with the WFP (a UN affiliate agency) with the support of the Ministry of Social Solidarity to support Idku and Matruh city is an another example of private sector engagement in humanitarian action.

These initiatives were designed to complement the efforts of the Egyptian government to support families of school children through cash transfers and/or through food assistance. It provided financial support to over 1000 families in Idku and 2000 families in Matruh who were negatively affected by the spread of COVID-19 in both cities. These cash transfers were then redeemed at local retail shops, contributing to the economy within the community.



Photo Courtesy of WFP

Shell Lubricants' Initiatives to Contribute in Combating Coronavirus

In addition to the above mentioned initiatives, Shell Companies in Egypt supported Egypt's frontline workers, doctors and nurses who own Opel and Chevrolet vehicles, by providing them with free periodic maintenance service in Al-Mansour Automotive, as well as, roadside assistance services in cooperation with MayDay.

Additionally, since truck drivers are considered important players in the country's economy as thousands of trucks transport thousands of products daily, Shell Rimula took it on itself to support truck drivers and their families whose daily income suffered because of the spread of COVID-19. Shell Rimula provided free oil change services for 50,000 truck drivers through Shell Branded Shops.



Lastly, Shell applied precautionary measures at its branded workshops throughout Egypt in order to ensure the safe continuation of operations and customer services by providing gloves, face masks, and disinfectants to protect technicians; as well as spreading awareness through posters and brochures to customers. Cars were also disinfected before and after performing any maintenance in order to protect Shell's technicians as well as its customers.







Telecom Egypt (WE) has always been an integral part of the community and takes pride in placing its technological capabilities to serve Egyptians during this difficult time. In this context, the company has taken an active role at different levels.

Supporting Health Sector:

It is worth mentioning that Telecom Egypt (WE) has taken a number of prompt measures to support the healthcare system and sector. This included adding 200 additional seats in Telecom Egypt branches hosting the service of answering citizens' inquiries, to increase the capacity of receiving calls on the hotlines dedicated to the Ministry of Health and Population, numbers 105 and 15335, as well as directing for enabling access to these numbers through landline and mobile, completely free of charge.

As the Ministry of Health and Population faces many challenges in light of the repercussions of the emerging corona virus (COVID 19) crisis, Telecom Egypt has provided the health and medical staff "the White Army" with 1500 mobile lines and 1600 mobile devices to facilitate means of communication and support doctors and nursing staff in their mission to besiege the emerging pandemic.

Telecom Egypt has also - in coordination with the Ministry of Health and population - provided quarantine hospitals across Egypt with free ADSL. The move is part of a series to support the health system and the efforts healthcare professionals are making in tackling the ongoing COVID-19 pandemic.

In addition to the usage of telecom technology to support the healthcare and telemedicine system, Telecom Egypt launched the "One Million Free Medical Consultations" initiative under the slogan "Consult Online" in collaboration with Altibbi digital healthcare platform; where Patients can use the Altibbi website or app to communicate with a doctor, in addition to the hotline (16445) that has been set up for people cannot use or access the internet. Through this services doctors could be contacted within few minutes, and the users can benefit from the value added feature of sending the medical examinations results, and get medical recommendations.

This was in addition to supporting "Securing the White Army is our responsibility" initiative in cooperation with Ahl Misr Foundation to provide medical supplies such as ventilators, monitors, syringes, and PPEs for healthcare teams at government and university hospitals, to increase their capabilities to fight the pandemic and save the lives of millions.

Telecom Egypt has also supported "Breathe is Life" initiative in collaboration with the Egyptian Cure Bank, to provide ventilators for isolation rooms and intensive care in hospitals.



Supporting the Vulnerable and Disadvantaged Groups

In addition to supporting the health sector, Telecom Egypt has taken a number of measures and initiatives to alleviate the burden of citizens and facilitate their daily activities. The most prominent of these was providing 62,500 food packages as part of the Egyptian Food Bank initiative "Supporting Day Labor, a social responsibility", with the aim of providing food support to citizens negatively affected by the economic impact of the precautionary measures to confront Corona.

In addition to "Himaya" or "Protection" initiative in cooperation with Sona3 Elkheir Foundation and under the patronage of The Ministry of Social Solidarity to provide personal protective equipment and sanitizers to be extended to nursing homes and orphanages across all governorates.



Supporting Education Sector:

Telecom Egypt has increased the capacities of landline internet packages offered to its customers by 20%, as part of the Ministry of Communications and Information Technology initiative to support education process so that students can keep up with their lessons through the distance learning system.

The company has also provided a browsing service for the Knowledge Bank, educational platforms and sites free of charge for students, in order to support the distance education.



Caring for Our Customers:

Telecom Egypt has announced that in order to ensure the health and safety of its customers, the company has activated its precautionary measures as part of its business continuity plan to maintain and assure key operations and customer support channels.

Telecom Egypt has recently undertaken a series of steps facilitating access to its services. It postponed the payment of the January and April invoices until the middle of June. It has also made all electronic payment methods available via the company's website and MY WE application, or through the e-wallet WE Pay to encourage customers to stay at home and fulfill their telecom needs online or by phone.

To further ensure the health and safety of its customers at its sales centers, the company is providing well-ventilated outdoor waiting areas. There will also be no customers inside the branch except those dealing with sales staff. The company is also working to ensure a safe distance between customers and service providers.



Internal Measures:

As we believe that the health and safety of employees is a top concern during the COVID-19 outbreak, Telecom Egypt has taken a number of preventive measures to confront the novel Coronavirus and to protect its employees.

Work from home policy was approved to reduce the number of employees present in company offices and the adoption of e-mail as a means of communication. The company has also decided to grant a 14-day leave for working women who have children under 12 years old. In addition to the adoption of video conferencing system as a means of holding meetings.

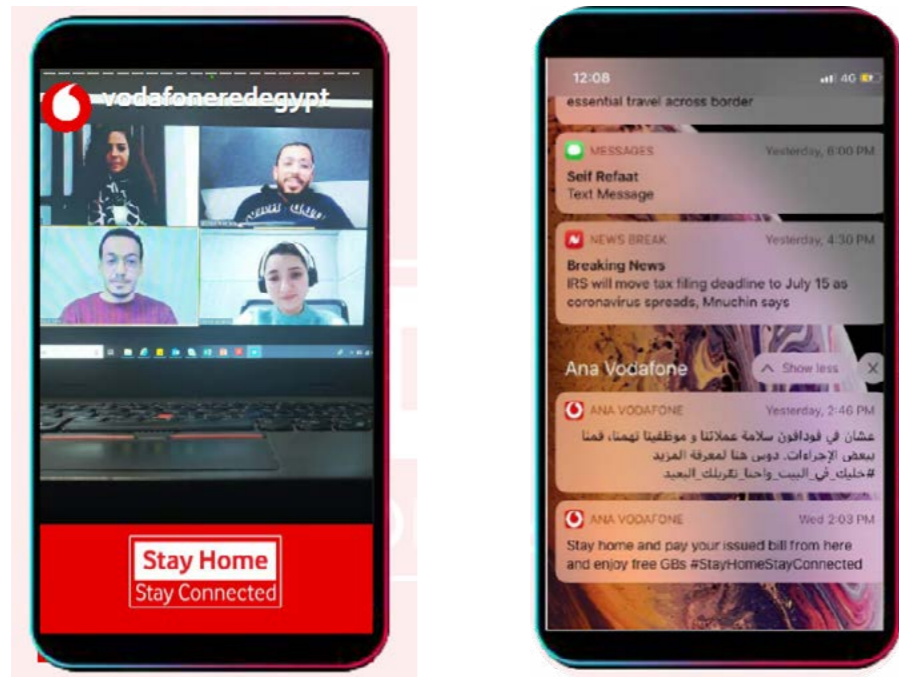
The company has also stressed the necessity of cleaning facilities and the availability of sterile liquids, in addition to the provision of healthcare services for any employee showing symptoms specific to the Coronavirus.





Vodafone & Corporate Social Responsibility:

Vodafone Egypt is proud to be the leading company in telecommunications and technology with a strong commitment towards its corporate social responsibility. Vodafone Egypt's reputation and the value of its brand are built on Vodafone's global commitment of being responsible and ethical. To further expand the impact of Vodafone's corporate responsibility initiatives, Vodafone Egypt Foundation was established in 2003 as the first telecom foundation in Egypt registered in the Ministry of Social Solidarity as a NGO. Vodafone Egypt Foundation's vision is to leverage on Vodafone brand as a telecommunication leader to further improve livelihoods and quality of life in Egypt, in addition to its mission to empower Egypt with the support of Vodafone resources to bring about social change.



Vodafone's Efforts in Combating COVID-19:

Vodafone Egypt and Vodafone Egypt Foundation have directed their efforts towards the two most significant pillars of community development especially during the unprecedented pandemic, which are health & education. Among the first steps the Foundation has taken was supporting the disrupted educational process through its already existing digital education platform "Ta3limy" to advocate for the usage of online learning for Egyptian students to proceed remotely with their educational journey. Ta3limy's mission is to digitize the learning experience of every Egyptian family. This is mapped across the United Nations' Sustainable Development Goals, including SDG 4 – Quality Education; SDG 9 - Industry, Innovation & Infrastructure; SDG 17 – Partnerships for the Goals.

Ta3limy strategy is to students with extra-curricular courses, digital skills training and a variety of Arabic books through an experiential learning approach. In addition to this, Ta3limy will provide teachers with technical, digital and soft skills training and professional. Ta3limy serves as an educational hub for students, parents and teachers that provides an optimized user experience with free access for Vodafone customers. To further advance its services to Egyptian students, the Foundation has partnered with Nahdet Misr for Printing, Publishing & Production to provide exclusive content from Al Adwaa, the number one content provider for students in Egypt, for all school educational stages and subjects. As for parents, Ta3limy provides inspiring and advisory messages on how to support children in their learning journey, in addition to emotional intelligence assessments to understand the psychology of their children in different education levels. The success of this partnership comes in light of Vodafone's immense support to the telecom infrastructure in Egypt to facilitate the educational process for students during the period of social distancing and quarantine to limit the spread of the virus. Since its launch, Ta3limy has attracted more than 270,000 visitors and 38,000 registered users.



Vodafone Egypt has collaborated with Vodafone Egypt Foundation and launched an SMS donations campaign to its 44 million customers. The campaign has managed to collect EGP 10 million to support Ministry of Health and the country's efforts to combat the virus. This campaign comes as part of Vodafone's role towards the Egyptians society, which is driven by the company's belief in the importance of solidarity and cooperation between the various state institutions along with the private sector and citizens to overcome these tough times.



In light of expressing gratitude towards the massive effort exerted by doctors, nursing staff and all medical personnel in providing the necessary healthcare across quarantine hospitals, Vodafone Egypt collaborated with the National Telecommunications Regulatory Authority and the Ministry of Health to provide medical staff with 3,000 minutes and 10 GB per month free of charge. This is in addition to directing technical support teams of specialized engineers to strengthen networks in the areas surrounding the quarantine hospitals in Matrouh, Marsa Alam, Al-Ajami, Ismailia, Luxor, Minya, Galyubia, May 15 in Cairo and many other areas in coordination with the Ministry of Health.

Vodafone Egypt, through its service Vodafone Cash, has also supported the daily wage workers whose income has been negatively impacted by the pandemic. Vodafone Egypt announced its participation in the second phase of disbursing the aid due through more than 180,000 outlets and ATM machines across Egypt's governorates. The aid has been disbursed from the company's branches and ATMs by sending messages to the beneficiaries with the location of their nearest branch. In partnership with the Egyptian Food Bank, Vodafone Egypt joined a new initiative opening the door for its employees to support the most vulnerable groups by providing donations through the mobile money transfer service, Vodafone Cash.





اتحاد الصناعات المصرية
FEDERATION OF EGYPTIAN INDUSTRIES