

Controls Dashboard Report

Comprehensive Analysis Report
Generated on: 2025-10-19 03:34:16

Control Name
here is a new control
testing control uploaded23
testing control uploaded2
testing control uploaded
best practices5
safe guard5
Other
new control12345
new control1234
new control123
new control
Reconciliation
Reconciliation
test 1-10
1.1.4.d Mission, Vision, and Goals8
1.1.4.d Mission, Vision, and Goals5
1.1.4.d Mission, Vision, and Goals4
1.1.4.d Mission, Vision, and Goals3
1.1.4.d Mission, Vision, and Goals2
1.1.4.d Mission, Vision, and Goals test
1.1.4.c test
Control 2

Control Name
test 16-8
test 14-8
test 14-8
test 14-8
test 14-8
test 14-8
security_test2
Security
1.1.3 People
5.2.5.k Log Collection
5.2.5.j Web application firewall (WAF)
5.2.5.i DNS security
5.2.5.h Privileged Access Management
5.2.5.g DDoS mitigation
5.2.5.f Multi-Factor Authentication
5.2.5.e Application Firewall
5.2.5.d Endpoint Detection and Response (EDR)
5.2.5.c Verbose Logging
5.1.4.f Onboarding/Off boarding
4.7.6.a Layer 2/3 Security
4.7.4.e Wireless Standards
4.2.5.b Data Disposal and Retention
4.1.4.a Onboarding/Off boarding
3.1 Incident Management 11111
1.4.5.e Phishing Awareness
RCM Test
RCM Test

Control Name

RCM Test

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FFFFFFFF

Automated transaction monitoring system with alerts

new test

testOrm

Automated transaction monitoring system with alert security

4.8.5.j Security Incident and Event Monitoring (SIEM)

4.8.5.h DNS security

4.8.5.g Device Fingerprinting

4.8.5.f Biometric Authentication

4.6.5.e Log Collection

4.4.5.h Email Encryption/Authentication

4.4.5.f Outbound Compliance Filtering

4.3.4.b Vulnerability Management Program

4.2.5.c Data Integrity Monitoring

2.3.5.a High Availability System

Manual reconciliation using the reports sent from the provider as no transactions done through our system

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[illegible]

Control Name

There is IT committee composed of executive, IT charter policy , IT org chart and job description

h mechanisms, such as passwords, tokens or digital signatures, for enforcing access rights according to the sensitivity and criticality of
Ensure that all users (internal, external and temporary) and their activity on IT systems are identifiable.

The tests are carried out in compliance with the tests plan based on communication test plan

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ery solutions- in order to restore some of PCs, laptops with in same time in order to calculate the time to determine all machines will tak

The corrective actions plan determined from previous tests is taken into account

e entity check the report with the limits & address the parties who missed reportation in cooperation with the cash management departm

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test all location manin and backup sites
Tax calculations are automated on Oracle system.
parameters, it should be processed from the vendor and assessed from HR Information system manager and HR head of operations.
committee as per policy guidelines to ensure proper renewal in place enclosing business strategy TM/RAC, based on stress testing, performance
Talent Review model is in place and being implemeneted
st members that insure the easy workflow of action being made, and are in continues update and following instruction being given by the
Sustainable finance policy as mandated by CBE.
checks the environmental permit and the IFC checklist received via email from the credit risk, before approving financing the client.
on all type of documents should be verified & contains clear signatures with its powers, Limits & signatures numbers.
Signature circular are distributed to other banks and the I SCORE system is updated.
re about OEA bcp plane, their scope during crises mode,...etc in addtion provide us evidence of test plan , bcp test, contingance plan
Send form 2 to social insurance office on a yearly basis
re-visiting capacity plan and to be approved
Reviewing international spend transactions on a customer level
the support contracts in place against planned SLA, define (outdates SLA, soon to outdate, unbudgeted by needed)
and send them to the cards operations to block and review mail confirmation that they have all been blocked with correct block code acc

Control Name

Review the initiated product and ensure having stakeholders approvals

review selling scripts - Mistry shopping to branches - training sessions to bank staff on referral script
s and meet the customer to investigate if the complaint involved a bank staff. if not he's referred to the company directly to handle his concern
-customer is referred back to the insurance provider HO to raise his concerns

review RTS reasons and report to Business Planning Team to consider in payout calculation

Review compliance with all CBE Rules & Regulations, including the following :
1-Financing rules & regulations (CBE section 3&4)

Receiving documents from postal department to stakeholder in order to inform the related customer accordingly.

Reconcile the existing documents with stakeholders on monthly basis.

Regular security testing from external and internal to verify flaws are not accessible or used.
The servers the users are log in through CITRIX and F5 is directing the login session to the available server as a load balancer .
Servers are highly protected against external cyber attacks
Some applications are accessed through Citrix by Internal users.

Regular review of Application Access Control via DB queries and screenshots

raise a legal action for all customers who met the legal dunning criteria.

Prepare capacity plan and to be approved

Physical access control " existing allowed access for all DC users & Role of each user "

All the used spreadsheets to include :
• Input Control : reconciled with the source of data by a seniority level in the department.
• Version Control: approved version of spreadsheets are used.
Calculation testing: the spreadsheet formulas to be tested and any changes to be approved from Finance side.
• Protected spreadsheet

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Ops staff are kept updated with their roles & responsibilities.

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Ops officer should ensure the below;

1- Checking the ATM machine if there is any device is installed for skimming

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- RESEARCH DESIGN AND METHODS**

Ops officer should ensure the below;

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- REDACTED READING MATERIALS CONTAINED HEREIN:**

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IL SUO CONTENUTO NON DEVE ESSERE DIFFUSO, RIVELATO, RICEVUTO, TRAMISSE, COMUNICATO, RITRASMESSE, RENDUTO PUBBLICAMENTE, O IN ALTRIMODO, A QUALSIASI TERZA PARTE, SENZA IL CONSENSO PREALABILE E ESPLICITO DELL'INVIATO.

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTRE DE LA SANTÉ:

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THESE DOCUMENTS SONT CLASSIFIES SECRET:

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THESE DOCUMENTS SONT DESTINES A LA SEULE FIN D'ETRE FOURNIS A LA COMMISSION EUROPEENNE:

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1- Checking the ATM machine if there is any device is installed for skimming

QUESTIONS TO BE ANSWERED:

THESE RECHERCHES SONT LE FRUIT D'UN TRAVAIL COLLECTIF :

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REDACTED REASON FOR REQUEST FOR REVIEW:

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THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTÈRE DE LA SANTÉ :

Control Name

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RESEARCH DESIGN AND METHODS:

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REDACTED INFORMATION:

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REDACTED SECTION IDENTIFICATION INFORMATION:

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Ops officer ensure that the branch security update the branch security register with the below:

- 1- Alarm system / ATM machine

1- ■■■■■■■■ ■■ ■■■■■■ ■■■■■■■■

Control Name

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1- Alarm system / ATM machine

1- ■■■■■■ ■■ ■■■■■■ ■■■■■■

1- [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

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1- Alarm system / ATM machine

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Ops officer and SPB review the safe lockers register to ensure applying the P&P and deducting the fees

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BM to sign SPC report on quarterly bases.

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1. The first part of the document is a title page. It contains the title "The Role of the State in the Development of the Economy" and the author's name "John Doe".

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Operation Officer to ensure the following :

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1. **IDENTIFICATION OF THE PARTY/ PARTIES:**
 (NAME OF THE PARTY) _____

Operation Officer to ensure the following :

1. **PROCESO DE SELECCIÓN DE LA EMPRESA:**
 El proceso de selección de la empresa se realizó a través de una convocatoria pública, en la cual se recibieron solicitudes de participación de diversas empresas. Se evaluó cada solicitud de acuerdo a los criterios establecidos en el pliego de condiciones, y se seleccionó a la empresa que presentó la mejor oferta técnica y económica.

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<p>Ongoing review CBE, FRA websites and other regulatory bodies to ensure receiving all regulations</p>	
<p>New structure of file server ensure that the access rights are modified by business owner</p> <p>FIM (file integrity monitoring) monitoring of the new shared folders post fact.</p> <p>Old file server is out of information security scope for review or monitoring.</p> <p>IT responsibility to migrate the old shared folder to the new structure.</p>	
<p>emented , (APT) is a well-resourced adversary engaged in sophisticated malicious cyber activity that is targeted and aimed at prolonged</p> <p>Threat Intelligence platform that is integrated with all security gateways to prevent malicious actors.</p>	
<p>irculations then ensure communication with all related teams .</p>	
<p>eing conducted to the executed transfers to taxes, health insurance and labor office to ensure the correctness and no delay</p>	

Control Name
<p>ce visits and inspections made by contractors while coordinating with both the Security department and Branch manager with the P&E.</p>
<p>petite limits by provisions officer and checked by provisions head , in case of breaches detected, the breaches are reported to ALCO.</p>
<p>ficer and checked by the provisions head to ensure that all figures are within the accepted threshold, in case of breaches detected, the</p>
<p>ents.</p>
<p>Manual review and monitor for firewall configuration changes.</p> <p>y and report on risk including compliance to initiate corrective action and meet business regulatory requirements</p>
<p>place however Process is not properly enforced Patch management KRI will be added to the process, to highlight the critical and high vu</p>
<p>that will insure the presence of all necessary documents that are sent and/or received between P&E and any other department or Service</p>
<p>ches to be a reference to all employees in the P&E department to maintain the same look and feel for renovated and constructed premis</p>
<p>Maker / checker from business Side</p> <p>maker review the case and the price</p>
<p>make sure to distribute masks, or washable Masks ,sanitizers, and gloves</p>
<p>backup sites are using different sources of power & communications & the distance is about more than 35 KM.</p>
<p>List of Users who can implement changes to the production environment</p> <p>indicate the User ID, name and designation of the User</p>
<p>Keeping official manual receipts of the vendor & the branches & the related emails.</p> <p>e existing with him in ADIB premises, but posting the amount on the system to avoid the cash insurance risks.Signing the export receipt</p> <p>ck the cash balance existing in ADIB premises with the vendor's officer for several times all over the day long.</p>
<p>reviewed on Bi- annual basis by IT team and its already auto renewed ,unless there is change need to be updated</p> <p>IT Process – auto renewed without expiry date , unless there is change need to be updated</p> <p>risk, compliance and Audit team can raise flag to update any IT SOP, accordingly proposed change will be assessed.</p>
<p>Integrate and Monitor Application Logs with SIEM</p> <p>Manual review of application audit logs reports done by IAM team for non-Integrated services.</p>
<p>to approve deducting from cost center, appraisal fees invoices to be delivered from mortgage support sales coordinators to product team</p>
<p>initiation and updated the liabilities procedures</p>
<p>update starts in Q3 of each year and is communicated to the policy stakeholder by Q4 of the year with summary of changes when appl</p> <p>Follow up with the policy committee to avoid the delay</p> <p>KPIs to measure the effectiveness of the policies will be part of the updated Information security policies</p>

Control Name
<p>an for the program ,Conduct regular information security training for employees and stakeholders. The budget allocated from Information Security KPIs have been developed</p> <p>Face to face information security workshops, induction to new hires</p> <p>business users awareness against live forms of phishing trends and other social engineering methods , beside customized short courses</p>
Implement DAM Database activity monitoring solution to monitor all bank DBs
<p>IAM team is controlling the process by</p> <p>ing that the proper approval by division/department head are obtained on ITSM system before providing approval</p> <p>2- New Joiners announcement provide from HR side</p>
<p>gister from relevant stakeholders via emails and the register is included in the payroll payments on Oracle system and validated by HR s</p> <p>of resigned employees and reviewed by HR staff payment governmental relations Manager on Oracle system to ensure accurate final p</p> <p>s communicated from disciplinary committee secretary on Oracle system and being reviewed by HR staff payment governmental relation</p> <p>lace and managed by HR team with regular update from Senior HR Business Partner, Human Resources and IT Heads</p>
ts are uploaded on Taleo after obtaining all the required approvals and signing the offer from Head of HR or his designee
ighting any pending issue from either of the related parties on spot & providing the required recommendation
Health Insurance exemption process is done on annual basis by and delivered to the concerned authorities
<p>Head Of product approval before circulating to front liners to launch any new product/program/scheme .</p> <p>Risk approval before the launch</p>
<p>anisation obtains approvals from remuneration committee through minutes of meeting, the Scheme is approved for ceos and CODRs de</p> <p>operations review the final approved sheet received from com and ben</p>
<p>anisation obtains approvals from remuneration committee through minutes of meeting, the Scheme is approved for ceos and CODRs de</p> <p>operations review the final approved sheet received from com and ben</p>
Having job description for the existing staff and new hiring
<p>Get backup schedule and restore frequency of below services</p> <ul style="list-style-type: none"> • PHX • FP • G12 • IBS • SWIFT • SUNGARD • BO • TRADWINDS

Control Name

Generate regular report from TW

- Business consent
- Legal advise

- Customer consent
 - Limit issue
- Pending Documents
 - Etc ...

occur on each of the new location, making sure of the Legibility and authorization levels of the contractual documents to avoid any possible

full job descriptions and defined roles and responsibilities are made and regularly revises for P&E staff

For Out-dated Core Banking Platform/Limited Supplier (ITS) controls as below :

2. Highly skilled ITS calibers are hired/retained

For Head office projects, Working on making a yearly plan.

and in before the beginning of every new year and determine the number of branches required to open and also to obtain the necessary

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Extract list of terminated users and validate related actions

Extract list of services incidents and check process compliance

Extract list of requests and validate related approvals

Extract list of requests and validate related approvals

Evacuation plan tested successfully and BCP implemented successfully several times

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For a full list of the authors' full HSCB contact details, please visit:

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Evacuation plan tested successfully and BCP implemented successfully several times

Evacuation plan tested successfully and RCP implemented successfully several times

Evacuation plan tested successfully and DOR implemented successfully several times

Evacuation plan tested successfully and BCP implemented successfully several times

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Escrow agreement in place to be renew anually

ensuring testing quarterly to ensure efficiency of CSU plan

Ensure that our signatures record are matched with the received circulars and up to date.

Ensure that all eligible customers are getting charged with the monthly statement fees

- Keeping the checks in fire proof cabinets to avoid financial losses.
- Unit 1

concerned staff , are compliance and AML Trained , also ensure training is provided frequently and not only once to ensure awareness

Ensure proper follow up from MIS Head to submit reports on a timely manner.

tested successfully implemented successfully & that there is a current Continuity of Business (COB) Plan which obeys corporate standards

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procedures/Policies are updated and approved	All functions are communicated by the agreed SLA
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Control Name
Ensure all policies and processes are updated, reviewed and approved periodically.
Ensure that all processes in place and properly communicated.
- Ensure properly approved and communicated SLA between concerned departments.
<p> s sheets are checked by HR staff payment and governmental relations Manager on Oracle system for new joiners/ existing staff based on </p>
Employee File Management Process is in place and being applied
Duties are segregated
erent providers.
eadness
<p> p a detailed outline of the department manual, including policies, procedures, processes, and related documents </p>
Develop IT strategy or IT plan (3-5 years) that is formally approved at an appropriate level
<p> Department head ensures the below is in place to ensure efficient handling for assigned responsibilities: ion should be in place for all staff members to ensure their awareness & accountability for their roles & responsibilities. </p>
ment head ensures proper segregation of duties & independency of functions to ensure preventing fraud/losses.
<p> Department head assigns maker and checker on setup in order to ensure accurate Setup. compliance to ensure proper escalation of any breaches if any; worth noting that treasury and trade perform pre-booking testing of hurd </p>
Daily follow up from Regional Ops team with branches until closing all the findings .
<p> s (Signed contracts & Cheques) are safe kept under dual custody by Consumer Operations ensuring full seggregation of duties </p>
<p> ta base are feed with SME CP criteria to ensure that all approved cases through the system are matching with it CRM reported figures should be matching with CBS to ensure that all approvals are lodged on CRM </p>
f directors whenever needed and followed by all stakeholders; department heads along with maker & checker to ensure full compliance
<p> Credit due diligence should be performed and in line with policy requirements: 1. Validate all components of the credit approval package were completed as appropriate. </p>
s replacement) reviews bank's portal to verify sharing all new / updated laws and regulations with all staff members and review regulato
agement to know a yearly plan and the expansion plan for the upcoming years to set a proper capacity plan for the department and differe

Control Name
contingency plan are performed
t crisis mangment team in order to make sure that all contact updated in addtion send awareness to crisis team
consolidate all the received CBE circulars to ensure implementation
all tree test for coordinator and backup coordinator in addition send confirmation email to Seniors regarding call tree
conducct annual BCP test in order to test backup data center
Complaints escalation matrix is in place and effective
g end of each month cash deposits after deducting withdrawals versus cash volume exported to CBE & other banks
Collections system access is restricted and approved based on the role of the employee.
y client in the e-mail and fax/MIFT Indemnity.Clients' inquiries reieved by phone , must be recived by the pre designated person which
Clear designations are in place to segregate duties maintained within the unit
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circulation performed to front liners with approved criteria after head of product approval
t in place and prepared by the department to consolidate all the received CBE circulars to ensure implementation.
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checking card offer applied after issuance
checking & monitoring for the manually process that is performed by business and branches
Check with BCP the evacuation plan for call center
Check RPO/RTO for SPOF of critical Services at the DR test "if any"
CBE limit reviewed on daily basis
d related circulars should by distributed to all concerned staff to ensure that Credit approvals are done in accordance to them
updated with actual figures of last month and reviewed by collections Head to access capacity for each team to decide moves and wor
Capacity plan should be prepared taking into consideration staff annual leaves
unication , guidance & training to all concerned staff members , as to have the required knowledge to meet performance standards

Control Name

Branch Manager/ Operation Officer to ensure the following :

1. All offices are clear and free from any documents / forms and customer requests.

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er ensure granting the proper access to branch staff based on the job description and the segregation of duties in place

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sure that the related rules covering the transaction is stated in the Trade instrument & to be limited within its rulings that comply with prin

ker make sure that the transaction related commissions is correctly applied / collected otherwise the deferral approvals was obtained

ke sure that the trade instrument is issued in line with the approved tenor as per approval received after being updated on the cor bank

e sure that the approved trade template (which contain all the mandatory fields) is being used otherwise the related approvals was obta

Both the maker & the checker make sure that shipping documents are correctly / timely negotiated

Both the maker & the checker make sure that shipping documents are timely delivered to the customer

Both the maker & the checker make sure that payments are effected in line of the trade instrument

Both the maker & the checker make sure that payments are correctly / timely effected on related due date

the maker & the checker make sure that export proceeds are correctly / timely credited to customer account.

Both the maker & the checker make sure that any trade documents examined in line of its applicable rules

BBB insurance policy in place to cover fraud risk & computer crime and professional indemnity

Based on the ASSET inventory related to ADIB core banking services((database, OS, HW,SW)
patching, specs to ensure the delivery of the expected performance and service , else define the outdated or soon to outdate, missing p
2. Ensure to comply with baselines Discover the Outdated Asset

ATM depend on the physical security monitoring.

hard copy of the report. Matching BO report out put with the data.Confirm report delivery as per no reminders from CBE

Approved designations should be in place .
Proper segregation of duties & independency of functions should be adhered to.

Any claim should be reported to insurance provider with documents and ensure payment on time

Control Name

Annual training plan is maintained to enroll the mandatory trainings to all staff

Annual reviews are usually conducted for all credit names that have approved credit facilities as an integral part of the portfolio review/analysis in order to ensure that all requirements are in place ,and any material changes to credit facilities are identified and reported to the Risk Management Committee.
File requirements may include some of the following items as appropriate:
1) Verify that business strategy, target market and customer segment are identified.

Annual DR Test 8. Ensure availability of support contracts and appropriate SLAs

Annual Assessment of Departments roles and responsibilities to align with the Risk Governance Framework.

Cases are handled according to the related trigger and handing over the case/cases to Remedial Team on earlier stage on best effort basis.

Regular reports related to the transactions & regular report with customer's transaction amount is being sent to AML team to for reviewing the transaction.
Restriction of Accounts for clients with aged alerts

All users requests form presented in accordance to maker/checker basis and normal approval cycle

All telesales calls are recorded
Monthly quality check by telesales head & Team leaders is conducted on the recorded calls

All sales staff shall sign ADIB Code of conduct
(and coordinators) to be deactivated unless permission is adequate matching business need and role; external communication is to be determined by the Risk Management Committee.

All reversal transactions should be performed after obtaining proper approvals .

SLA between concerned departments are in place and properly communicated by department heads to ensure proper handling for business.

Terms and conditions and contracts are reviewed by Compliance unit and signoff is obtained prior to implementing to ensure CBE compliant
- staff awareness , induction training, field visits, customers' and staff feedback

If a transaction not drawn down in that time frame, the facilities/transaction must be re-approved by the original level. Credit Admin and EW Officer to be notified.

Authorized Signatories that added to the Signature Booklet have to be approved by the approved Matrix as per Policy.

All job descriptions are reviewed annually and updated with HR

Requests are reviewed by the Department Manager & approved by Head Of Department before sending to the Payable Departments.

All DSU users' access permissions on the system (s) is inquiry only.
Users' access permissions are to be reviewed Semiannually.

Accounts are reviewed manually either during the on-boarding process, before opening the account or during the lifecycle of the customer's relationship.

Reviewed by SME Risk head at least annually to ensure the correct use and eligibility of the credit officer

Reviewed every 12 months to ensure that all file requirements are in place, and any material changes to credit facilities have been identified and reported to the Risk Management Committee.
File requirements may include some of the following items as appropriate for the unit:
1. Current financials.

Alco approval on applied rate whenever there is a change in margin

Adherence to the staff gifts process

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[illegible]

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Control Name

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Receive the check within 15 days; banner manager / 31.2 to permit a formal letter must be addressed to his correspondence address.

Control Name

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Receive the check within 15 days, branch manager /SPB to perform a formal letter must be addressed to his correspondence address.

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7) An annual review date is specified.

• Handling branch operation registers (cash registers, returned checks registers, ...) and to ensure that all fields are completed .

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6-X-Boarder ,Concentration Limits , Country limits,..

6. Shredding of all unused or unneeded documents.

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6. Senior calls are done as per policy including SCOs, Cos in addition to CRO

6. Officer performing the SV is independent from the officer conducting the call back.

- Account must be reviewed if transfer has been executed before
- Request must be marked with avoid duplication stamp/markings

send originals that have avoid duplication stamps/markings directly to CSU without taking any action from their side.
Remittance team to reject any unconfirmed by CSU transfers that have avoid duplication stamps/markings
approvals from CSU is mandatory by branch before executing any transfer related to /csu handled companies
the original receipts to be escalated (if any)
CSU manager to stop dealing with any MIFT once receiving any changes in the company from the AOU.
•CSU manager are checking frequently the call log system & reporting any missing call to IT.

6. Ensure that repayment schedule and pricing are as per the credit approval.

e of the receipts of the returned checks are signed by the customers/representatives and attached in a physical file.

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5-Collateral & support considerations,.. .

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4. Monitoring sheet for all applications out of Business solution support.

Control Name

4. All fireproof cabinets and all staff drawers are closed and locked.

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servers, particularly within the Active Directory structure, is channeled through dedicated Privilege Access Workstations (PAWs).

4) Tighten the EW monitoring process.

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capacity building model has to be presented to ensure meeting the top management strategy for SME growth

4) All original collaterals/financing docs are saved at the documentation team

4- Single Obligor , Related parties & shareholders guidelines

4- Enrich the control environment via enhancing the soft and hard controls

4- Changes/updates of procedures are cascaded to all stakeholders and published on ADIB portal

Manager ensure keeping the stock forms in a fire proof cabinet under dual custody as per the approved branch designation

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4- Authorized access to the floor using access cards to allow only authorized staff

4 all transactions proccsed by maker are approved by checker

4- All supporting Docs & approvals are in place before execution.

4- All instructions must be approved for processing by the designated persons to approve.

Business - Admin - Premises addition to any other department that may affect the new location progress

Handle pending transactions not proceesed by system due to inward issue.

3-Credit Checking requirements as per CBE &Policy guidelines .

3. The employee should not join the training if the commitment letter was not signed

Specialized privileged accounts, distinct from regular user accounts, are employed to mitigate unauthorized access.

3. Send email to employees with their appraisals

3. Sanction list is screened from AML to the new vendor

3. Ops officer branch manager ensure the customer request is in place.

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3. Ongoing meeting with all stakeholders to ensure applying the roles as per the timelines.

3. Monitoring the approved projects budget as per the planned budget

Investigation will be conducted to the submitted cases and to be verified prior submitting to the committee.

mentioned in the MIFT.The signature(s) on the instruction match one or more of the signature(s) that has been maintained on the core bar

views results are reviewed, analyzed and included in monthly report on attrition and communicated with management

3. ensure that target market exceptions are properly approved.

reviewed & actively linked to risk management and portfolio decisions, whereby the Risk Ratings are to be reviewed whenever there is a m

3. Define documented reporting sources, owners for the IS risks.

3. Communication is being sent to the concerned line manager month prior the end of the probation date

Control Name

3. Branch Manager or SPB to ensure the following :

The PO issuance is prior customer receiving the Murbha checks in case customer is requesting Auto Murbha facility.
Allocating of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.
[REDACTED]
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[REDACTED]

3. Branch Manager or SPB to ensure the following :

The PO issuance is prior customer receiving the Murbha checks in case customer is requesting Auto Murbha facility.
Allocating of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.
[REDACTED]
[REDACTED]

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[REDACTED]

Control Name

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Allocating of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.
[REDACTED]
[REDACTED]

Control Name

3. Branch Manager or SPB to ensure the following :

PO issuance is prior customer receiving the Murbha checks in case customer is requesting Auto Murbha facility.
Dispatching of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.
[REDACTED]
[REDACTED]

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PO issuance is prior customer receiving the Murbha checks in case customer is requesting Auto Murbha facility.
Dispatching of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.
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[REDACTED]

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[REDACTED]

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Dispatching of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.
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[REDACTED]

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[REDACTED]

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[REDACTED]
[REDACTED]

Control Name

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PO issuance is prior customer receiving the Murbha checks in case customer is requesting Auto Murbha facility.
Delivering of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.
[REDACTED]
[REDACTED]

3. Branch Manager or SPB to ensure the following :

PO issuance is prior customer receiving the Murbha checks in case customer is requesting Auto Murbha facility.
Delivering of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.
[REDACTED]
[REDACTED]

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PO issuance is prior customer receiving the Murbha checks in case customer is requesting Auto Murbha facility.
Delivering of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.
[REDACTED]
[REDACTED]

3. Apply penalties on service providers in case of any delay

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

Control Name

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• [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

• [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

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Control Name

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

3. All Simplex machines are closed.

- [REDACTED]

SLA conditions and reporting any violations to Senior Management & the proper Management line in order to take needed actions.

3)on going communication / discssion with business team to discuss and highlight any negative issues.

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Plan, to ensure Capacity meet business requirements. previous detailed pipeline report is a must to be rebuilt again for better monitorin

3) Automation and use of smart solution for developed workflows and applications

3) Analyze and take the necessary action.

3) All the content including any original approvals are scanned and saved on CRM/risk folder

3- Weekly Escalation of the pending Alerts / Ageing Report.

3- The designated staff verified the customer signature

3-([REDACTED]) [REDACTED]

3- The designated staff verified the customer signature

3-([REDACTED]) [REDACTED]

3- The designated staff verified the customer signature

3-([REDACTED]) [REDACTED]

3- The designated staff verified the customer signature

3-([REDACTED]) [REDACTED]

3- The designated staff verified the customer signature

3-([REDACTED]) [REDACTED]

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3-([REDACTED]) [REDACTED]

3- The designated staff verified the customer signature

3-([REDACTED]) [REDACTED]

Control Name

3- The designated staff verified the customer signature
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3- The designated staff verified the customer signature

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Control Name

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U.S. DEPARTMENT OF AGRICULTURE

Control Name

3- Cameras are covering the ATM Area / Operation areas.

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3- Branch to keep a copy of the issued check in box file for easy reference.

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3- Another alternatives in place For LCY; ACH and RTGS

3- All job descriptions are reviewed with HR & semi annually.

ust have sv and Fax indemnity signed (if exists)/designated messenger or any other control required by MIFT policy stamps.

3- All gifts must be kept at fireproof cabinet under dual custody.

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3- All gifts must be kept at fireproof cabinet under dual custody.

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3- All gifts must be kept at fireproof cabinet under dual custody.

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Control Name

3- All gifts must be kept at fireproof cabinet under dual custody.

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errring the following up process getting the task done to the legal and administration departments for rapider actions

Physical verification should include independent member other than the custodian for implementing the control properly.

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2-Prepare the Score Card for the site from all stakeholders.

2-Checks to be printed with the correct serial.

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Control Name

Review the branch security register to ensure the branch security check the ATM after the working hours

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Control Name

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2. Review all SLAs every year with all stakeholders.

2. Returned checks fees is deducted from the customer account subject to balance sufficiency.

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Control Name

2. Returned checks fees is deducted from the customer account subject to balance sufficiency.

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2. Reference check is made from HR Risk & Governance

Quarterly portfolio report is raised to Risk Committee and Audit Committee for review and breaches' approval, if any.

2. Quarter review to the granted access to HR staff

2. Preapproved budget for any exceptional project was not included in the yearly budget

Control Name

periodic reporting to the management of the existing and identified risks as well as the progress of their action plan.

Branch officer branch manager ensure keeping the hold mail for 1 month then to the customer on the registered address.

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Control Name

Approvals from the stakeholders on all artworks and customer communication material prior launching any new campaign / product

2. Monthly check to the database for the probation period date and contract renewal date

2. Matching the confirmation emails with the requests sent through the system from the branches side.

2. Kick off meeting is held in the beginning of each project to define the timeline for all stakeholders.

2. Key register is in place to monitor the keys movement.

2. Include penalties when possible to compensate vendor delays or poor quality.

2. if having ex-employee case, obtain the required approvals

had ensure posting the vanacy on the portal prior external hiring and there is no quialified candidates were applied

2. Highlight delayed items through the project time schedule.

2. Escalation to be done for the delay in receiving the forms

valuation is being done if the commitment not received within 3 business days after sending the commitment letter.

at ORR follows the correct module as per Risk Rating section for all new obligors and that Risk Ratings are reviewed whenever there is

Ensure getting branch manager / operation officer as acting BM approval prior issuing the check book request
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Ensure getting branch manager / operation officer as acting BM approval prior issuing the check book request

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2. Coordination with all stakeholders in designing the branch with the approved guidelines	
2. Confirmations are being sent to the related committee secretary for implementation	
2. Components Clustering (i.e. Dual Servers).	
Parents' Instructions was sent from the authorized email address as defined by client in the fax /MIFT indemnity.	
Branch Manager review the correctness of the proofing prior sending to Internal Control proofing & reconciliation.	Branch Manager review the correctness of the proofing prior sending to Internal Control proofing & reconciliation.
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Control Name

Mobile Phones and Laptops are closed before leaving offices or locked in case leaving office temporarily during working hours.

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2. Active Directory (AD) Tier model is strictly enforced to regulate access levels.

2) Track and update Business, Underwriting and EW calls.

2) Throughput conditions are monitored by early warning officer on monthly basis.

2) Throughput conditions are monitored by early warning officer on monthly basis.

2) Pre-Screening & Customer Selection Criteria.

, guidance & training to all concerned staff members , so as to have required knowledge to stand of their required performance standards.

2) Any withdrawal or return of file is monitored through a log managed by CAD team.

Representative is registering the received serial on Excel sheet for further reference and to be able to track the checks serial.

2- Update the signature card register with the received signature cards from customer service.

2. Mobile Phones and Laptops are closed before leaving offices or locked in case leaving office temporarily during working hours.

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Address dormant accounts customers to urge them to come to activate the accounts and prove the follow-up result on the dormant accounts.
[REDACTED]

Address dormant accounts customers to urge them to come to activate the accounts and prove the follow-up result on the dormant accounts.
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Address dormant accounts customers to urge them to come to activate the accounts and prove the follow-up result on the dormant accounts.
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Control Name

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Control Name

2- Head teller ensure that the day is closed balanced for the teller(GL against physical cash)

2- Head teller ensure that the day is closed balanced for the teller(GL against physical cash)

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low to ACH booking reports to ensure that all tarnsactions received are posted correctly & EOD Balancing to ACH GL.

Control Name

2- Ensure that the signatures are removed from the signature booklet & the I score system.

2- Ensure that no device is installed on the ATM

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Control Name

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Age Group	Number of People
13-17	100
18-24	200
25-34	300
35-44	250
45-54	200
55-64	150
65-74	100
75-84	50
85-94	20
95-104	10

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Control Name

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3-

Control Name

monthly and snap checking to the Inventory to ensure that the stock is balanced through the serial number of the checks.

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Control Name

1-Issued drafts must be signed by 2 authorized signers before deliver to the customers.

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1-Initial evaluation for the potential site and prepare report including all the technical issues.

1-HR to notify the depatment by all the resigned/ transferred staff.

managed to ensure compliance to the Bank's policies & Procedures , no access to be taken without an approval from the Head.

term been added to the contractor contract adding the responsibility of getting the basic utilities licenses to his scope of work

y reprinting report is printed by the vendor and reviwed by the department head and attached with the daily batch.

14- Group facilities should be aggregated

13. proper credit checking in place

13) Score sheet must be validated and secured in the CRM.

12. No signs of weakness that mandates classification.

starting from midyear interim financials are required to be studied, and next year's financials are requested with a target date that freeze

11) Clean-up/Throughput Requirements is in place.

10. Ca conditions, covenants, triggers are being monitored and there is an evidence for this tracking.

le to ensure CAs are approved as required, based on Deviation and exposure level of approval prior to setting the limits on system.

1.Obtaining the appropriate approvals prior granting any access to staff.

e that all changes followed the process either by CAB meetings or ECAB process " define workflow of each type"

l the issues that may occurred after mega changes, and to collect all lesson learned, that can be taken as reference for similar changes

3- Rollback action plan added as part from changes

d to handle mega changes and project changes that required details discussion and actions "if needed and upon recommendation from
, is being used as model to support production deployment after implementation, to make sure to record all related fix's , that handled

Control Name	
1.Assess Technical limitation for ADIB assets(DB, HW, SW, Application...) 2. Information security perform security assessment for all ADIB assets. 3. Security assessment test before go-live for any project 4. Security approval for any production deployment through the Change advisory board meeting	
1.Assess ADIB Network architecture and application to identify the SPOF and limitation in license. 2. Monitoring for devices utilization and performance 3.Review the Backup and restoration testing for the critical Services	
All new hires have to answer the relatives question in the application form and sign the relatives declaration	
udgeting for bank premises projects , maintenance and cleaning OPEX and CAPEX requirments and sent for approval	
1. Verifying the signitures by two designated staff. 2. Matching the signatures as per the signatures uploaded on the system.	
NA preparation is being finalized from business partners with sector heads and obtain the required approvals.	
1. The invoices are being processed thru maker / checker and approved from the unit head.	
1. The committees decisions are being communicated to the concerned in HR for implementations	
1. System prevents updating the ID# for the ex-employees in creating new joiners	
1. Staff Satisfaction Survey, Results analysis to be communicated to sector heads	
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Control Name

1. The first part of the document is a title page. It contains the title "The Role of the State in the Development of the Economy" and the author's name "John Doe".

1. Reviewing all contracts to ensure signing appropriate SLAs.

Control Name

1. Review periodical logs for system administrator activities.
2. An email security gateway is employed.
3. Email classification mechanisms are used.
4. Data Loss Prevention (DLP) monitoring is implemented.
5. The SOC team monitors email security 24/7.
6. Transport Layer Security (TLS) is enabled.
7. Domain-based Message Authentication, Reporting, and Conformance (DMARC) is enabled.
8. Domain Keys Identified Mail (DKIM) is enabled.
9. Sender Policy Framework (SPF) is enabled.
10. Regular employee awareness training is conducted.
11. Malicious email addresses are blocked using Indicators of Compromise (IOCs).

1. Register to log all the items in / out and being monitored thru the admin staff.

1. Reconcile the received appraisals forms against each sector head counts

1. Quarterly review on Portfolio is properly conducted and raised to CRO.

1. Processing invoices are being done by maker / checker then approved by the unit head.

1. Posting any vacant position on the portal

d by the CADC on all the clients that are handled by the CSU team tnotify that prior processing any transaction should be returned to C

2. Workflo alert any duplicated transfers.

- Account must be reviewed if transfer has been executed before
- Request must be marked with avoid duplication stamp/markng

send originals that have avoid duplication stamps/markng directly to CSU without taking any action from their side.
Remittance team to reject any unconfirmed by CSU transfers that have avoid duplication stamps/markng
approvals from CSU is mandatory by branch before executing any transfer related to /csu handled companies

1. Perform monthly check over the projects milestones.

1. Ops officer review the dormant accounts and ensure that the signature is not on the system.

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Control Name

1. Ops officer review all the branch GLs and ensure the proper reconciliation on monthly basis

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facility, validate prior approving any new facility request that the previously initiated Murabha is from the customer own fund to avoid rev

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- The transaction details is logged in daily ref. sheet as to confirm that no duplicate amount is excuted twice.
t such risk and no transaction is excuted unless there is the cheker approval. • Call back to be done with the client on the day of exe

- 3 Checkpoints; Customer (receiving Swift Alert) –

- send originals that have avoid duplication stamps/markings directly to CSU without taking any action from their side.

approvals from CSU is mandatory by branch before executing any transfer related to /csu handled companies

sted to send a confirmation email with all the details of the requested checkbooks that were sent previously through the system.

entries to be signed by the maker and checker along with supporting documents proofing executing the entries

3. Executing the transactions are being done as per the roles and delegation memo

4. Sample review is being done from head of HR Operations for the financial batches on a daily basis

identifying the causes of the problem, and to consider the options available to the business in order to fully recover its cash flow to cover the costs of the problem.

estimating the values of the present system, and to consider the options available to the economy over the 1990-2000 period, however the model time is set

the new process, the stream was considered not an obstacle, but the only team which the farmer served in the poor season.

representative to ensure that the white checks include all required watermarks that matches with the CBE requirements.

Control Name

Vendor representative to ensure that the white check serial is matched with the received receipt from the vendor.

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s received from correspondents are uploaded on finical systems to be processed through stp system

1- Review alerts generated by AML solution within the predefined time frame.

1- Reports are being prepared annually by the head of sustainability and reviewed by head of ERM.

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etail, Corporate, SMEs, ADIB Foundation and Sustainability Departments then a final review and consolidate and approval is done by H

d and validated by the Risk Department then a final review and approval is done by Head of Sustainability and Sustainable Finance.

prepared and validated by an external consultant and then approval is done by Head of Sustainability and Sustainable Finance.

1- Regular skills and capabilities development sessions

1- Regular GL Reconciliation & Monthly proofing done for Incoming Payments.

2- Nostro Reconciliation is done daily by ICU Dept.

l queues are checked by an independent staff in Remittance to ensure all instruction received are processed.

4- EOD reports are reviewed by checkers to ensure all transactions are processed timely and accurately.

le processing incoming transactions, Remittance unit hold such transactions till reviewing EOD running to ensure that no duplications o

1- Periodically review formulas and protection of all used spreadsheets.

2- IFRS9 IT reports to be reviewed by CAD and TBO.

3- Quarterly ECL provision memo is approved by CRO.

Control Name

1- Ops staff are kept updated with their roles & responsibilities.

2- Job descriptions in place to ensure segregation of duties is clearly documented and implemented

3- All job descriptions are reviewed annually and updated with HR

1- Ops officer branch manager ensure having the hold mail under dual custody.

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Control Name

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Age Group	Number of People
0-10	10
11-20	20
21-30	30
31-40	25
41-50	20
51-60	15
61-70	10
71-80	5
81-90	2
91-100	1

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Control Name

Age Group	Number of People
0-4	10
5-9	15
10-14	20
15-19	25
20-24	30
25-29	35
30-34	40
35-39	45
40-44	50
45-49	55
50-54	60
55-59	65
60-64	70
65-69	75
70-74	80
75-79	85
80-84	90
85-89	95
90-94	100

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Department's staff to send the PDF file through the email for the printed checkbooks to the Mother Branches to be notified.

Approval of Credit Risk Head/ Head SME risk for Staging movements, Exceptions and ECL provision Coverage percentages.

Policy should be in place for all staff members to ensure their awareness & accountability for their roles & responsibilities

Policy in place for all staff members to ensure awareness & accountability for their roles & responsibilities.

Segregation of duties is clearly documented and implemented to ensure indecency of functions

Fraud Officer is responsible to perform random sample to check documents presented to SME risk team to:

- Approve new facilities
- Renew existing facilities
- Approving transactions.

1- Ensure that all functions are processed after maintaining proper approvals/memos

Communicated to branches with their relative group emails and cut off time to ensure smooth process / business is preparing an SLA

3 - Ensure all procedures are updated

Control Name

Ensure shredding the second signature cards after 10 days of opening the accounts and uploading the signatures.
1- Ensure all procedures/Policies are updated and approved
2- All functions are communicated by the agreed SLA

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- 1- DSU are kept updated with their roles & responsibilities.

- 1- Designated dual custodians

- 1- Daily monitoring to the tha ACH booking files received from EBC.

- 1- Customer's photo should be used for his own account.

Should be properly approved. This credit program should be established by SME's Risk and approved by SCPC/ADIB Egypt board
performed in the department should be in place - Ensure all procedures/Policies are updated and approved

- 1- COB plan in place. SLA with ADIB (H.O) to execute payments for ADIB with FCY.

List in place and prepared by the department to consolidate all the received CBE circulars to ensure implementation

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Control Name

ist in place and prepared by the department to consolidate all the received CBE circulars to ensure implementation

1- CD to be reviewed by two Staff before sending to SLMF to be uploaded on Portal

Branch manager is responsible for printing any new process and ensure that the branch understand the process.

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Control Name

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THE **WORLD'S** **LARGEST** **BOOKSTORE**

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THE UNIVERSITY OF CHICAGO PRESS

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THE **WORLD'S** **LARGEST** **BOOKSTORE**

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1- All transactions are processed as maker/checker as per checklist.

sent from approved sources (Branches / CSU / Finance / Syndications Teams) to EG_Remittances directly scanned copies via email.

ures related to LME, Auto Murabha, Cashback, Small Business Finance, & Mortgage are properly approved and in place

1- staff are kept updated with their roles & responsibilities.

2- Job descriptions in place to ensure segregation of duties is clearly documented and implemented

ion/interface report and reconciled accounts are investigated and resolved. Quality assurance is conducted on report reconciliation.

t account should be allocated to collector to ensure that all the delinquent customers are contacted by the collection team.

- Version Control: approved version of spreadsheets are used.

ections process manual where all process changes are being properly documented and approved by collections head .

- The used receipt books should be sent to archiving unit. A memo is prepared for this purpose.

ducts periodic reviews with the respective agency manager on the agency's performance in line with the agreed performance.

ttitude while calling the customer ,How can he/she deal with customer, Call efficiency, How can he/she solve any issue raised within the

- Review sample of BO reports manually.
- Manually assessment of BO access and reports classification.
 - Maintaining access matrix for all BO Access and reports.

- Regional Branches Operations visit and monitor all branches as per yearly plan.
 - Maintain adequate operational control over branches functions.
- Train branches operations staff during the visits or through roadshow.

Control Name

ers that the collection agencies have dealt with. Any issue should be identified and reported to both the Collection Head and the Agency

delivered to the external agencies are kept in fire proof and on monthly basis an exercise is conducted to review and ensure that no one i

- Protected spreadsheet

cket are reviewed in line with the actual performance against annual targets and any amendment if required is communicated to the co

ate the exact time in which it occur by managers, ensure that all system features are working smoothly. Testing system achieved calls b

the collection agencies expenses ,Also an independent department (MIS unit) is reviewing the expense claims for the collection agencies

r most of operation issues and known issues added to vendor documentations, as part from knowledge management process

- Job descriptions in place to ensure segregation of duties is clearly documented and implemented.

- Ensure that the tele-calling team prioritizes high-risk accounts.

e that tele-calling manager applies the criteria of identifying high risk accounts within finances delinquent portfolio.

- Ensure that all deceased accounts have been identified and raised to Ops team.
- Ensure that all required documents have been sent to Ops team.
- Ensure that insurance company settled all claims during the agreed period.

- Ensure that all CBC accounts that hit 180 DPD are due to be written off.
- Ensure that all assets accounts that hit 36+ months are due to be written off.

- Each account written off should be reported “ written off “ to CBE according to its regulation.

- Each account hit 180+ DPD should be reported “ Stop payment “ to CBE according to its regulation.

y >100k and the bank raised a legal action against the customer should be reported “ Legal action “ to CBE according to its regulation.

- Collections team to adhere to the call script.

e trained on the collections processes from the time of joining and thereafter regularly through a training plan approved by HR.

availability of the monthly log confirmed reviewing the receipt and the payment on the system within 2 business days .

alculation testing: the spreadsheet formulas to be tested and any changes to be approved from Finance side.

tors to the designated staff in the collections team for reconciliation and audit purpose. Any identified issues are escalated to collections

- All Sent / Received e-mails to external collection agencies must be encrypted.

Control Name

- Agency staff are trained on TCF principles and Collection process.

- *The staff accounts transactions are reviewed via maker checker basis
- *AML system will shortly capture the staff transactions

- *HR payment officer prepare payroll files to be posted on HR Oracle system.

Payment and governmental relations Manager review the posted payroll files and upload them on core banking system.

- *Payroll register extracted from Oracle system is validated by Head of HR Operations prior processing.

and employees details are sent by HR operations officer to respective stakeholders (IT, Legal,HR operations etc.) for clearances feedback and service manager reviews the clearance check lists and ensures obtaining the clearances from relevant stakeholders.

Testing on customer account to ensure that the transactions are fired through SAS system according to set scenario/ threshold
Trigger alerts review (for a period of time) to ensure that the transactions are fired through SAS system according to set scenario/ threshold

- * E-Wallet transaction daily / monthly limits support the monitoring
- *The reports reviewed by maker checker
- * Some data obtained from related business owner

- * Ensure all procedures/Policies are updated and approved
- * Ensure all functions are communicated by the agreed SLA

- * An approved policy approved by the board or relevant board committee.
- * Monitoring the implementation of the plan on quarterly basis.
- * Quality assurance team verified the implementation of the plan.

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t of needs ,assigned tasks to stakeholders at the start of each project with a regular following up notifications with each mile stone to m

completed or past due extensions, particularly term loans prior to disbursements (30, 60, or 90 day extensions approved), have been m

s evidenced by way of the means & purpose test, confirm that the test has been completed and has been attached as part of the credit

- 6) Specific documentation standards and variance are specified.

5. Stress testing' discipline is in place for key environmental uncertainties.

- 5) Risk reporting is done

4. Collateral valuation.

Control Name

3-SLAs Between all stakeholders defining the timeline to discuss all the technical evaluation.

3. Relationship review and returns, pricing and repayment schedule.

are reviewed by checkers to ensure all transactions are processed timely and accurately as per customer's request.

2. Short list for the approved consultants - contractors - vendors.

all obligors, Verify that an approved ORR sheet is there, Any ORR adjustments must be allowable under policy, FRR should be approved

validate the date of receiving the Murbha checks with that date of customer request and the date of processing the transaction on system

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11. Documentation / collateral are as per the documentation process and CA approval, and are safe kept.

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All application are signature verified by MF officer

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Control Name
<p>Monthly report for the staff leaves balance as well as 2 consecutive leave status to be shared to all sector Heads</p>
<p>Job descriptions in place to ensure segregation of duties is clearly documented and implemented</p>
<p>should be in place for all staff members to ensure their awareness and accountability for their roles and responsibilities.</p>
<p>- Segregation of duties is clearly documented and implemented to ensure indecency of functions.</p>
<p>GL reconciliation process (automated and manual) are properly managed and timely verified and reconciled ,Reconciliation is done by a designated staff independent of transaction processing. ,ICU & Finance monthly reviews the GLs reconciliation proofing</p>
<p>Monthly reconciliation - ensure that all processes in place and properly communicated.</p>
<p>Customer data are maintained on the system as per the application signed by the customer</p>
<p>Triggers are set in place and approved periodically as part of classified credit report (CCR) as per Credit policy to ensure proper monitoring</p>
<p>- Capacity plan should be prepared, taking into consideration annual leaves.</p>
<p>Guidance and training to all concerned staff members, as to have required knowledge to stand of their required performance standards</p>
<p>4) Limits on the size of the Program as well as any other appropriate parameters are identified.</p>

1. [REDACTED]
[REDACTED]

3)Major Risk and Risk mitigates are identified.

[REDACTED]