



Dashboard Report

Comprehensive Analysis Report
Generated on: 2025-10-19 02:45:09

Control Name
here is a new control
testing control uploaded23
testing control uploaded2
testing control uploaded
best practicies5
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

Control Name
1.1.4.c test
Control 2
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

	Control Name
	[REDACTED]
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	[REDACTED]
a multinational brokergae firm that revisited all our insurnace polcies and identified the gaps and mitigated the risks	
VPN activiated, alternative locations are ready	
Verifying business confirmation on monthly regulatory reports .	
processing in order to make sure that it meets all requirements then the transaction is processed on a maker / checker bases also they	
d approvals & having the core banking system updated with it, Trade unit proceed with the transaction on a maker / checker bases.	
Updated product catalogue training / Inductions	
undertaking from the customer and NDA from the company should be included in agreement	

Control Name

Training plan is to be prepared and sent yearly to HR to have the training quarterly plan for team members

Trade is required to make a monthly proof on monthly bases

There is IT program and project management methodology process & Project review meetings

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

in 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 main 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 implemented

Committee members that ensure the easy workflow of action being made, and are in continuous 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.

Review about OEA bcp plan, their scope during crises mode,...etc in addition provide us evidence of test plan , bcp test, contingency plan

Send form 2 to social insurance office on a yearly basis

re-visiting capacity plan and to be approved

Control Name

Reviewing international spend transactions on a customer level

Review support contracts in place against planned SLA, define (outdates SLA, soon to outdate, unbudgeted by needed)

Review and send them to the cards operations to block and review mail confirmation that they have all been blocked with correct block code according to the policy

Review the initiated product and ensure having stakeholders approvals

Review selling scripts - Mystery shopping to branches - training sessions to bank staff on referral script
Review 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)

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

Reconcile the existing documents with stakeholders on a 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 "

Review 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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For a complete list with the conditions, please refer to the list with all the conditions at: (<http://www.ahajournals.org>)

Ops staff are kept updated with their roles & responsibilities.

Ops officer should ensure the below;
1- Checking the ATM machine if there is any device is installed for skimming

■■■■ ■■■■ ■■■■■■■■■ ■■■■■■■■■ ■■■■■■■■■:

THESE RECHERCHES SONT LE FRUIT D'UN TRAVAIL COLLECTIF. JE TIENS A REMERCIER TOUTES LES PERSONNES QUI ONT CONTRIBUE A LA REALISATION DE CE TRAVAIL.

Control Name

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THE UNIVERSITY OF CHICAGO LIBRARY

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QUESTO DOCUMENTO RAPPRESENTA UN'ESCLUSIVA:

THE UNIVERSITY OF CHICAGO PRESS

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REDACTED

11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044 10

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QUESTIONS TO BE ANSWERED:

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THE UNIVERSITY OF CHICAGO LIBRARY

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RESEARCH DESIGN AND METHODS

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LES AUTRES MEMBRES DU COMITE D'ETUDE SONT :

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[illegible]

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THESE RECHERCHES SONT LE FRUIT D'UN TRAVAIL COLLECTIF :

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QUESTIONS TO BE ANSWERED:

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REDACTED

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RESEARCH DESIGN AND METHODS

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REDACTED REASON FOR REQUEST FOR REVIEW:

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Control Name

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTRE DE LA SANTÉ:

Control Name

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LES RECHERCHES SONT RÉALISÉES PAR LE DÉPARTEMENT DE MÉDECINE GÉNÉRALE, HÔPITAL ROYAL, MONTREAL

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Control Name

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Ops officer ensure the below:

1- The physical custody is matched with the register and the extracted reports for all the branch custody.
h designation

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Control Name

Ops officer ensure the below:

- 1- The physical custody is matched with the register and the extracted reports for all the branch custody.
h designation

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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- ■■■■■■■■ ■■ ■■■■■■ ■■■■■■■■

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

- 1- Alarm system / ATM machine

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- 1- Alarm system / ATM machine

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Control Name

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

1- Alarm system / ATM machine

1- [REDACTED]

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

1- Alarm system / ATM machine

1- [REDACTED]

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

1- Alarm system / ATM machine

1- [REDACTED]

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

1- Alarm system / ATM machine

1- [REDACTED]

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

1- Alarm system / ATM machine

1- [REDACTED]

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

1- Alarm system / ATM machine

1- [REDACTED]

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

[REDACTED]

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

[REDACTED]

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

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

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

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

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Control Name

Branch manager review the physical cases at the branch against the branch stop payment GL and stop payment record on system.
BM to sign SPC report on quarterly bases.

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Operation Officer to ensure the following :

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Operation Officer to ensure the following :

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Control Name

Operation Officer to ensure the following :

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Operation Officer to ensure the following :

[illegible][illegible]

Ongoing review CBE, FRA websites and other regulatory bodies to ensure receiving all regulations

New structure of file server ensure that the access rights are modified by business owner
FIM (file integrity monitoring) monitoring of the new shared folders post fact.
Old file server is out of information security scope for review or monitoring.
IT responsibility to migrate the old shared folder to the new structure.

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Threat Intelligence platform that is integrated with all security gateways to prevent malicious actors.

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being conducted to the executed transfers to taxes, health insurance and labor office to ensure the correctness and no delay

visits and inspections made by contractors while coordinating with both the Security department and Branch manager with the P&E.

opetite limits by provisions officer and checked by provisions head , in case of breaches detected, the breaches are reported to ALCO.

er and checked by the provisions head to ensure that all figures are within the accepted threshold, in case of breaches detected, the

Manual review and monitor for firewall configuration changes.

and report on risk including compliance to initiate corrective action and meet business regulatory requirements

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and report on risk including compliance to initiate corrective action and meet business regulatory requirements

that will insure the presence of all necessary documents that are sent and/or received between P&E and any other department or Service

ches to be a reference to all employees in the P&E department to maintain the same look and feel for renovated and constructed premi

Maker / checker from business Side
maker review the case and the price

Maker / checker from business Side
maker review the case and the price

maker review the case and the price

Control Name

make sure to distribute masks, or washable Masks ,sanitizers, and gloves

backup sites are using different sources of power & communications & the distance is about more than 35 KM.

List of Users who can implement changes to the production environment
indicate the User ID, name and designation of the User

Keeping official manual receipts of the vendor & the branches & the related emails.
e existing with him in ADIB premises, but posting the amount on the system to avoid the cash insurance risks.Signing the export receipt
ck the cash balance existing in ADIB premises with the vendor's officer for several times all over the day long.

reviewed on Bi- annual basis by IT team and its already auto renewed ,unless there is change need to be updated
IT Process – auto renewed without expiry date , unless there is change need to be updated
risk, compliance and Audit team can raise flag to update any IT SOP, accordingly proposed change will be assessed.

Integrate and Monitor Application Logs with SIEM
Manual review of application audit logs reports done by IAM team for non-Integrated services.

to approve deducting from cost center, appraisal fees invoices to be delivered from mortgage support sales coordinators to product team

initiation and updated the liabilities procedures

update starts in Q3 of each year and is communicated to the policy stakeholder by Q4 of the year with summary of changes when applicable
Follow up with the policy committee to avoid the delay
KPIs to measure the effectiveness of the policies will be part of the updated Information security policies

an for the program ,Conduct regular information security training for employees and stakeholders. The budget allocated from Information Security
Information Security KPIs have been developed
Face to face information security workshops, induction to new hires
business users awareness against live forms of phishing trends and other social engineering methods , beside customized short courses

Implement DAM Database activity monitoring solution to monitor all bank DBs

IAM team is controlling the process by
ing that the proper approval by division/department head are obtained on ITSM system before providing approval
2- New Joiners announcement provide from HR side

register from relevant stakeholders via emails and the register is included in the payroll payments on Oracle system and validated by HR staff

of resigned employees and reviewed by HR staff payment governmental relations Manager on Oracle system to ensure accurate final payment

s communicated from disciplinary committee secretary on Oracle system and being reviewed by HR staff payment governmental relations Manager

place and managed by HR team with regular update from Senior HR Business Partner, Human Resources and IT Heads

ts are uploaded on Taleo after obtaining all the required approvals and signing the offer from Head of HR or his designee

lighting 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

Control Name

Head Of product approval before circulating to front liners to launch any new product/program/scheme .
Risk approval before the launch

anisation obtains approvals from remuneration committee through minutes of meeting, the Scheme is approved for ceos and CODRs de
operations review the final approved sheet received from com and ben

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Having job description for the existing staff and new hiring

Get backup schedule and restore frequency of below services

- PHX
- FP
- G12
- IBS
- SWIFT
- SUNGARD
- BO
- TRADWINDS

Generate regular report from TW
Close all expired LCs & LGs in case there is no pending action on it like:
- 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 possib

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 :

1. Escrow agreement in place -
2. Highly skilled ITS calibers are hired/retained

n issues to get the max. support possible "we got letter from the vendor (ITS) to ensure that the application will be supported for next 5

For Head office projects, Working on making a yearly plan.
nd in before the beginning of every new year and determine the number of branches required to open and also to obtain the necessary

Extract list of terminated users and valdiate related actions

Extract list of services incidnets and check process complaince

Extract list of requests and valdiate related approvals

Extract list of requests and valdiate related approvals

Evacuation plan tested successfully and BCP implemented successfully several times

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Control Name	
Escrow agreement in place to be renew anually	
ensuring testing quarterly to ensure efficiancy 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	
ct account # & name with the requested number of leafs. - Keeping the checks in fire proof cabinets to avoid financial losses. - Unit H	
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 standa	
tested successfully, implemented successfully and that there is a current continuity of business (COB) plan which obeys corporate stand	
tested successfully implemented successfully & that there is a current Continuity of Business (COB) Plan which obeys corporate standa	
procedures/Policies are updated and approved	All functions are communicated by the agreed SLA
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.	
s sheets are checked by HR staff payment and governmental relations Manager on Oracle system for new joiners/ existing staff based o	
Employee File Management Process is in place and being applied	
Duties are segregated	
erent providers.	
eadness	
p a detailed outline of the department manual, including policies, procedures, processes, and related documents	
Develop IT strategy or IT plan (3-5 years) that is formally approved at an appropriate level	
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.	
ment head ensures proper segregation of duties & independency of functions to ensure preventing fraud/losses.	
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	

Control Name

Daily follow up from Regional Ops team with branches until closing all the findings .

s (Signed contracts & Cheques) are safe kept under dual custody by Consumer Operations ensuring full segregation of duties

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

f directors whenever needed and followed by all stakeholders; department heads along with maker & checker to ensure full compliance

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.

s replacement) reviews bank's portal to verify sharing all new / updated laws and regulations with all staff members and review regulator

agement to know a yearly plan and the expansion plan for the upcoming years to set a proper capacity plan for the department and differ

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.

by 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

Clear designations are in place to segregate duties maintained within the unit

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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Control Name
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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 work
Capacity plan should be prepared taking into consideration staff annual leaves communication , guidance & training to all concerned staff members , as to have the required knowledge to meet performance standards
s sales assumptions taking into consideration annual leaves / approved P&P is circulated to all staff to ensure proper data is communicated
required knowledge to stand of their required performance standards .
al leaves / approved P&P is circulated to all staff to ensure proper data is communicated / training and guiding staff by passing the required
al leaves / approved P&P is circulated to all staff to ensure proper data is communicated / training and guiding staff by passing the required
fo security approval for going live or else many business functions will be blocked such as access management and ISG will be raised . tion security approval is a must for all projects before going live when rectifying information security requirements
Maintain a business continuity plan in coordination with BCM dep. And to be renewed and tested on a timely basis
d Maintain a business continuity plan in coordination with BCM dep. And to be renewed and tested an timely basis
uance or amendment, upon receiving the details from the concerned department via email until centralizing the function under Operations
Branch Manager/ Operation Officer to ensure the following : 1. All offices are clear and free from any documents / forms and customer requests.
<ul style="list-style-type: none">

Control Name

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Control Name

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Control Name

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

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
an integral part of the portfolio review/analysis in order to ensure that all requirements are in place ,and any material changes to credit fa
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 repobonsibilities to align with the Risk Governance Framework.

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

lated 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
d coordinators) to be deactivated unless permission is adequate matching business need and role; external communication is to be det

All reversal transactions should be performed after obtaining proper approvals .

SLA between concernnd departments are in place and properly communicated by department heads to ensure proper handling for busine

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

nsaction not drawn down in that time frame, the facilities/transaction must be re-approved by the original level. Credit Admin and EW O

Control Name
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
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.
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 approved. 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
Abid to all CBE circulations received from compliance e.g corridor rate change, DBR, etc
Once approved, then send to fulfillment team to proceed with excel sheet to proceed with account opening request through AMC team and once done, then proceed with account opening.
9. Latest financials are obtained & analyzed.
9. Extended credit facilities should be sharia compliant.
Ensure that the obligors in the program meet the credit program requirements
8. Review of all obligors with ORRs 7 - 9 excluding PS names ensuring sufficient triggers and follow-up. The above is done by Risk department periodically ensuring sufficient monitoring and proper decision making.
8. Group facilities are aggregated
Documented when customer calls are conducted and objectively address credit risk issues (should strictly comply with the policy).
8) The Risk Rating process is identified and its approval status.
Branch manager ensure keeping the stock forms in a fire proof cabinet under dual custody as per the approved branch policy.
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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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ed on the current economic situation ex: Foreign currency, Energy, interest expense. worth mentioning that impact is quantified in terms	
7) An annual review date is specified.	
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Control Name

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

6. Shredding of all unused or unneeded documents.

Control Name

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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.

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of legal and WBH and CRH where all high risk and loss making names are discussed extensively name by name to agree on the ORR

5. obtaining the employee signature on the renewal

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Control Name

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Infrastructure access is meticulously managed by utilizing jump servers that require Tier model accounts.

sure that full support provisions, where they exist, follow the guidelines articulated in the Documentation section.

5. Call back conducted prior to transaction execution or check predefined list of beneficiaries.

anager to ensure that Customers are contacted by PBR/ RM and follow up results are being proved in an excel sheet.

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Control Name

5- Remittance department verifies the signature /initials of designated staff.

5- Registration sheet for Secured Paper for LGs

5- Ensure that all process/procedures approved by shariaa

5 any wrong entry are amended on maker checker basis

Ops officer ensure that the branch custody registers are matching with the approved branch designation.

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1. **Identify the main topic of the text.**
 2. **Summarize the main points of the text.**
 3. **Identify the author's purpose in writing the text.**
 4. **Identify the author's tone in writing the text.**
 5. **Identify the author's main argument.**
 6. **Identify the author's main evidence.**
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Opis čimbenika: Osigurite da ime branda i kategorija registrirane i odgovarajuće s imenom i opisom branda i kategorije izdane od strane nadležne agencije.

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The decisions will be communicated to the grievances and follow up to take the necessary actions as per the decisions.

I hereby certify that all check data and signed by all custodian (Customer name, account number , check amount , check date, beneficiary name , reason) are true and correct.

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SUBJECTS

Control Name

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

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Control Name

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

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

3. Send email to employees with their apparisals

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 material change in the underlying risk profile of the investment.

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

providers after each project to build up a database to be useful when recommending for new projects, where specification for all used materials is provided.

containing all the CBE circulars to ensure abiding to all CBE regulations which are published on the portal by Compliance

3. Branches are requested to check the serials of each requested checkbook before applying on system

Branch manager to ensure that Pop up message is added to the customer account in case balance is insufficient.

Branch manager to ensure that Pop up message is added to the customer account in case balance is insufficient.

Figure 1. The number of cases of COVID-19 in the United States by state and the number of deaths by state. The number of cases is shown in the top bar chart, and the number of deaths is shown in the bottom bar chart. The states are ordered by the number of cases in descending order.

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THESE DOCUMENTS SONT LA PROPRIETE DE LA BIBLIOTHEQUE DE LA MAIRIE DE MONTREAL. ILS NE DOIVENT PAS ETRE REPRODUS NI COMMUNIQUE EN PUBLIC SANS LAutorISATION ECRITE DE LA MAIRIE DE MONTREAL.

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Control Name

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Dispatching 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.
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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[REDACTED]

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[REDACTED]

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[REDACTED]
[REDACTED]

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[REDACTED]
[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.
[REDACTED]
[REDACTED]

Control Name

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[REDACTED]
[REDACTED]

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Issuing 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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Issuing 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]
[REDACTED]

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[REDACTED]
[REDACTED]

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Issuing 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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Issuing 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]

Control Name

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Control Name

3. All Simplex machines are closed.

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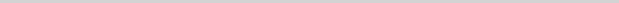
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- 3. All Simplex machines are closed.

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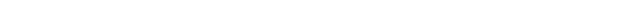
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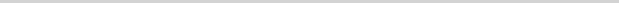
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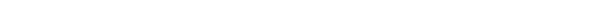
- 3. All Simplex machines are closed.

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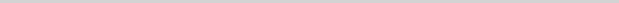
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- 3. All Simplex machines are closed.

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o 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 monitoring

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

Control Name

Control Name

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[illegible][illegible]

Control Name

3- Quarterly ECL provision memo is approved by CRO.

3- password already granted to the authorized persons to enter the restricted area

3- Ops officer review the daily batch report to ensure executing all the transactions as per P&P

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Control Name

[illegible][illegible][illegible]

THE UNIVERSITY OF CHICAGO

[illegible][illegible]

Control Name

[illegible][illegible]

THE UNIVERSITY OF CHICAGO PRESS

[illegible][illegible]

THE UNIVERSITY OF CHICAGO

[illegible][illegible][illegible][illegible]

Control Name

[illegible]

Age Group	Percentage
18-24	10.0%
25-34	10.0%
35-44	10.0%
45-54	10.0%
55-64	10.0%
65-74	10.0%
75-84	10.0%
85-94	10.0%
95-104	10.0%
105-114	10.0%
115-124	10.0%
125-134	10.0%
135-144	10.0%
145-154	10.0%
155-164	10.0%
165-174	10.0%
175-184	10.0%
185-194	10.0%
195-204	10.0%
205-214	10.0%
215-224	10.0%
225-234	10.0%
235-244	10.0%
245-254	10.0%
255-264	10.0%
265-274	10.0%
275-284	10.0%
285-294	10.0%
295-304	10.0%
305-314	10.0%
315-324	10.0%
325-334	10.0%
335-344	10.0%
345-354	10.0%
355-364	10.0%
365-374	10.0%
375-384	10.0%
385-394	10.0%
395-404	10.0%
405-414	10.0%
415-424	10.0%
425-434	10.0%
435-444	10.0%
445-454	10.0%
455-464	10.0%
465-474	10.0%
475-484	10.0%
485-494	10.0%
495-504	10.0%
505-514	10.0%
515-524	10.0%
525-534	10.0%
535-544	10.0%
545-554	10.0%
555-564	10.0%
565-574	10.0%
575-584	10.0%
585-594	10.0%
595-604	10.0%
605-614	10.0%
615-624	10.0%
625-634	10.0%
635-644	10.0%
645-654	10.0%
655-664	10.0%
665-674	10.0%
675-684	10.0%
685-694	10.0%
695-704	10.0%
705-714	10.0%
715-724	10.0%
725-734	10.0%
735-744	10.0%
745-754	10.0%
755-764	10.0%
765-774	10.0%
775-784	10.0%
785-794	10.0%
795-804	10.0%
805-814	10.0%
815-824	10.0%
825-834	10.0%
835-844	10.0%
845-854	10.0%
855-864	10.0%
865-874	10.0%
875-884	10.0%
885-894	10.0%
895-904	10.0%
905-914	10.0%
915-924	10.0%
925-934	10.0%
935-944	10.0%
945-954	10.0%
955-964	10.0%
965-974	10.0%
975-984	10.0%
985-994	10.0%
995-1004	10.0%
1005-1014	10.0%
1015-1024	10.0%
1025-1034	10.0%
1035-1044	10.0%
1045-1054	10.0%
1055-1064	10.0%
1065-1074	10.0%
1075-1084	10.0%
1085-1094	10.0%
1095-1104	10.0%
1105-1114	10.0%
1115-1124	10.0%
1125-1134	10.0%
1135-1144	10.0%
1145-1154	10.0%
1155-1164	10.0%
1165-1174	10.0%
1175-1184	10.0%
1185-1194	10.0%
1195-1204	10.0%
1205-1214	10.0%
1215-1224	10.0%
1225-1234	10.0%
1235-1244	10.0%
1245-1254	10.0%
1255-1264	10.0%
1265-1274	10.0%
1275-1284	10.0%
1285-1294	10.0%
1295-1304	10.0%
1305-1314	10.0%
1315-1324	10.0%
1325-1334	10.0%

Control Name

3- Ops officer review the daily batch report to ensure executing all the transactions as per P&P

3- Ops officer review the daily batch report to ensure executing all the transactions as per P&P

Keeping the AWB with the daily patch to ensure receiving the printed checkbooks to the concerned branches.

staff resignation or internal move, unit head sends a mail to the USER ACCESS GROUP to disable their access rights.

3- Fire proof cabinets

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

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Control Name

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Control Name

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Control Name

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

Must 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.

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

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.

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

3. All life is a struggle to survive, and the only way to survive is to be the best.

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

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

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

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

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.

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

Control Name

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

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Control Name

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

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

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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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2. Reference check is made from HR Risk & Governance

terly 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

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

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

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THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

[illegible][illegible]

Control Name
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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 throught the project time schedule.
2. Escalation to be done for the delay in receiving the forms
alation 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

Control Name

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

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Control Name

2. Confirmations are being sent to the related committee secretary for implementation

2. Components Clustering (i.e. Dual Servers).

ents' Instructions was sent from the authorized email address as defined by client in the fax /MIFT indementy.

Branch Manager review the correctness of the proofing prior sending to Internal Control proofing & reconciliation.

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Control Name

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relative case to be submitted to concerned committee for clearance, then to be presented to CEO for approvals

the submitted cases to be logged in a sheet which is being reviewed to ensure logging all the received cases

2. All the required docs are attached with the invoice along with the PO (original if received from vendor)

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Control Name

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

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

2. [REDACTED]

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

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

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

2. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

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

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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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Checks from the checks departments Employees to insure that all marks are available as per the bank requirements.

2- Review all accesses rights with the access matrix as per the delegation access Matrix).

Perform site visits to customers' work premises to cover any queries/ question raised by Credit/ EW Team

The related GL on a daily basis to ensure that the transactions are balanced and there is no outstanding amount more than 15 days.

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Control Name

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Control Name

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

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

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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2- Ensure that no device is installed on the ATM

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ances rejects any instructions received from any department, entity (external or internal) other than the approved sources.

through the delegated representative to be controlled by reciving a confirmation email from the Branch Manager or the delegated staff.

2- Daily review for the access rights from Daily user activity report.

2- Customer's photo should have the customer's account number on the back of the photo.

n independent staff in Remittance to ensure all instruction received are processed (one person is assigned to distribute all transactions

2- Clear workflow in place detailing all steps and actions requirements

2- Checklist in place contains the report names with their frequency.

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partment with the updated authorized signatures to be uploaded quarterly or when needed on our ADIB's Portal to avoid any Fraud Cases

Control Name

2- Canceling the non used checks by the vendor in attendance of the department head.

2- Branch visits/ Trainings to ensure proper Alerts handling.

ger log any new process in excel sheet and ask the branch staff to sign to ensure reading and understanding the process.

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Control Name

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2- Any changes to the procedures are dually approved and communicated to related stakeholders.

2- All functions are communicated by the agreed SLA

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2- Adhere to IFRS9 governance Memo instructions in calculating ECL provisions.

ghts are managed and reviewed on quarterly basis by the ICD to ensure compliant to bank's policies and procedures

2- segregation of duties is clearly documented and implemented to ensure independency of functions.

2- segregation of duties is clearly documented and implemented to ensure indecency of functions

2- Acquisition finance , Real estate , Brokerage Finance ,... ETC

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1-Review the quarterly profile check report and evidence for action taken.

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

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

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 deparment 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

Control Name

reprinting report is printed by the vendor and reviewed 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.

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

ed 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

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

Control Name

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

M review the customer statement to ensure there is no returned chks for the customer prior issuing the checkbook

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between all stakeholders for the direct orders to ensure getting the required approvals along with the approved budget.

e with all stakeholders (IT, Administration, Security, Marketing and Finance) and sectors (Quality Assurance and Maintenance)

1. Reviewing all contracts to ensure signing appropriate SLAs.

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.

Control Name

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/markig

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

Remittance team to reject any unconfirmed by CSU transfers that have avoid duplication stamps/markig

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. Obtain the proper approval from Sharia prior dealing with all campaigns

1. Obtain People & Development head approval

d inspections made by contractors while coordinating with both the Security department and Branch manager with the P&E.

Monthly report is sent to the life insurance service provider to add the new hires and remove the resigned staff

1. Monitoring of administrative activities through native system and application logs.

1. Mift indemnity agreement is signed from the customer.

1. Internal procedures in place defining the roles for all stakeholders.

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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- proposal with details for any event and the expected KPIs either financial or brand image related for business requirement.

IB guidelines for the branch Fascia's and interior design to unify the design for all branches as per the brand standard.

Control Name

1. GLs are being prepared and sent to GL owner for approval.
2. Gls are being sent to ICD along with the GL breakdown

1. Escrow agreement in place

skilled ITS calibers are hired/retained and open position in hiring progress but delayed and risk severity increased

3. Close follow up with ITS on all open issues to get the max. support possible

that has been rejected at Board committee , however subject ready for discussion once concept approved as cost and business impact

Added to above

their financial statement are ok, regular review to be performed by Vendor committee to ensure business continuity

- 2.Resource challenge is existing now

- 3.Phoenix is currently working with Sybase 16, G12 with windows 2016

- 4- Risks that related to changes need contours follow up

ail is being communicated to the medical service provider for the newly added staff along with the resigned staff.

1. Database is updated with the staff details from the hiring pack

omplaints are being handled by the team leader / unit head to ensure proper investigation / closure within 3 business days.

1. Conducting the proofing process by HR Risk and Governance as independent unit

Dual Power Controllers).

1. Commitment letter is being signed by each eligibale employee prior starting the course.

1. Call back is to be done with the client on the day of excution.

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

- The transaction details is logged in daily reference sheet.
- Maker and checker process is applied to limit such risk.
 - Workflow alert for any duplicated transfers.

Reconciliation between the original received from the customers thru email and received from branch.

- 3 Checkpoints; Customer (receiving Swift Alert) – Branch/CSU (Work Flow) – Remittance Unit (processing).
- Account must be reviewed if transfer has been executed before
- Request must be marked with avoid duplication stamp/markig

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

Remittance team to reject any unconfirmed by CSU transfers that have avoid duplication stamps/markig

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.

1. All vaults under dual custody as per the delegation matrix.

1. All the grievance cases will be submitted to EG-Tazalomat.

Control Name

financial entries are being executed on a maker / checker basis to the maximum capabilities of the current 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

1. Admin staff ensure obtaining all the financial approvals prior starting any new activity.

1) Specify the calling requirements (ticket size, obligor status ...etc.).

termine the cause of the present problem; and to consider the options available to the Bank in order to fully recover its debt. This is con

termine the cause of the present problem; and to consider the options available to the Bank in order to fully recover its debt. This is con

1) Capacity plan should be prepared taking into consideration annual leaves.

dit risk process, all credit files should be kept at the custody of the CAD team which are further saved in a fire proof room.

- 1) annual trainings plan
- 2) new projects training

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

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

ing executed on a maker / checker basis which are being reviewed by the head teller prior execution and file them in a separate file.
 he related GL on a daily basis to ensure that the transactions are balanced and there is no outstanding amount more than 15 days.
 e are reconciling related GL by the EOM to ensure that the total amount is matching with the physical pending cases.

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We are reconciling related GL by the EOM to ensure that the total amount is matching with the physical pending cases.

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We are reconciling related GL by the EOM to ensure that the total amount is matching with the physical pending cases.

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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.

Control Name

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.

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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1- Ops officer & branch manager conduct a monthly review on the gift coupon log and stock at branches.

Control Name

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

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81-90	2
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Control Name

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

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

- 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

After shredding the second signature cards after 10 days of opening the accounts and uploading the signatures.

... shredding the second signature cards after 10 days of opening the accounts and uploading the signatures.

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Control Name

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

Control Name

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- 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.

ould be properly approved. This credit program should be established by SME's Risk and approved by SCPC/ADIB Egypt board2
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.

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

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

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

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

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Control Name

Control Name

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THE UNIVERSITY OF CHICAGO

Control Name

Control Name

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Control Name

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

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

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

Control Name

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.

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.

Control Name

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.

- 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.

ayment 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.

d 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.

esting on customer account to ensure that the transactions are fired through SAS system according to set scenario/ threshold
ring 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

Control Name

- * 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 r

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.

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

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 approv

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

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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Control Name

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Data maintenance on the system is done on maker/checker basis as per system requirements.

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All application are signature verified by MF officer

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Control Name

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

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

,Reconciliation is done by a designated staff independent of transaction processing.
 ,ICU & Finance monthly reviews the GLs reconciliation proofing

- Ensure that all processes in place and properly communicated

- Capacity plan should be prepared, taking into consideration annual leaves.

4) Limits on the size of the Program as well as any other appropriate parameters are identified.

3)Major Risk and Risk mitigates are identified.

THESE RESEARCH RESULTS INDICATE THAT THE EFFECT OF THE INDEPENDENT VARIABLE ON THE DEPENDENT VARIABLE IS POSITIVE AND SIGNIFICANT.