



Dashboard Report

Comprehensive Analysis Report
Generated on: 2025-10-19 02:21:35

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
securirty_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

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45 (31/3 - 30/6 - 30/9)

90

Students & Checkers ■■■■■■■■■■ ■■ ■■■■ ■■■■■■■■ ■■■■■■■■■■ ■■■■■■■■■■ ■■ ■■■■ ■■■■ ■■■■■■■■ ■■■■■■■■■■ ■■■■■■■■■■

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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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

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THESE RESEARCH RESULTS WERE PRESENTED AT THE 2010 ANNUAL MEETING OF THE AMERICAN SOCIETY OF CLIMATE ENGINEERS, NOVEMBER 1-5, 2010, IN WASHINGTON, D.C.

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REDACTED REASON FOR REQUEST FOR INFORMATION:

THESE DOCUMENTS SONT DESTINES A VOUS SEULEMENT. ILS NE DOIVENT PAS ETRE COMMUNIQUEZ A UN TROISIEME. MERCI DE NE PAS REPRODUIRE, DISTRIBUER, COMMUNIQUER, VENDRE, OU AUTREMENT METTRE A DISPOSITION D'UN TROISIEME, EN TOUT OU EN PARTIE, LE CONTENU DE CE DOCUMENT.

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IL NE DOIT PAS Y AVOIR D'AUTRES COPIES DE CE DOCUMENTS EN VOTRE POSSESSION.

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[illegible]

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THESE RECHERCHES SONT LE FRUIT D'UN TRAVAIL COLLECTIF :

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REDACTED READING ROOM INFORMATION:

ALL BOOKS ARE AVAILABLE FOR CHECKOUT FROM THE READING ROOM ONLY. NO BOOKS MAY BE LOANED OUT OF THE READING ROOM.

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REDAZIONE: L'ESPRESSO - VIA MONTENAPOLEONE, 12 - 00186 ROMA
TELEFONO: 06/478001

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QUESTO DOCUMENTO RAPPRESENTA UN'ESCLUSIVA:
IL SUO CONTENUTO NON DEVE ESSERE DIFFUSO, RIVELATO, RICEVUTO, TRAMANDATO, O IN ALTRIMODO RIVELATO A TERZI.

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REDACTED INFORMATION:
 RE THE ABOVE CAPTIONED MATTER, THE FOLLOWING INFORMATION IS BEING FURNISHED TO YOU FOR YOUR INFORMATION:

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IL NE DOIT PAS Y AVOIR D'AUTRES COPIES DE CE DOCUMENTS EN VOTRE POSSESSION.

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

REDACTED REDACTED REDACTED REDACTED REDACTED:

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTRE DE LA SANTÉ:

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

QUESTO DOCUMENTO RAPPRESENTA UN'ESCLUSIVA DELL'INTELLIGENCE:

REDACTED REDACTED REDACTED REDACTED REDACTED:

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

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Ops officer should ensure the below;
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 :

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

REDACTED REDACTED REDACTED REDACTED REDACTED:

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QUESTO DOCUMENTO RAPPRESENTA UN'ESCLUSIVA DELL'INCHIESTA:

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTRE DE LA SANTÉ:

Control Name

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

REDACTED REASON FOR REQUEST FOR REVIEW:

REDACTED REASON FOR REQUEST FOR REVIEW:

THESE DOCUMENTS SONT DESTINES A VOUS SEULEMENT:
IL NE DOIT PAS Y AVOIR D'AUTRES COPIES DE CE DOCUMENT EN VOTRE POSSESSION.

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

QUESTO DOCUMENTO RAPPRESENTA UN'ESCLUSIVA:
IL SUO CONTENUTO NON DEVE ESSERE RIVELATO A TERZI SENZA IL CONSENSO SCRITTO DI PIRELLA GÖTTSCHE LOWE.

THESE DOCUMENTS SONT DESTINES A L'USAGE DES MEMBRES DU COMITE D'ETHIQUE:

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

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THESE DOCUMENTS SONT DESTINES A VOUS SEULEMENT:
LES AUTRES DOCUMENTS SONT DESTINES A VOUS SEULEMENT

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 :

THESE DOCUMENTS SONT DESTINES A VOUS SEULEMENT:
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IL NE DOIT PAS Y AVOIR D'AUTRES COPIES DE CE DOCUMENT EN VOTRE POSSESSION.

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

REDACTED INFORMATION:
 RE THE ABOVE CAPTIONED MATTER, THE FOLLOWING INFORMATION IS BEING FURNISHED TO YOU FOR YOUR INFORMATION:

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTÈRE DE LA SANTÉ :

Control Name

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

REDACTED REDACTED REDACTED REDACTED REDACTED:

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

QUESTO DOCUMENTO RAPPRESENTA UN'ESCLUSIVA:

THESE DOCUMENTS SONT DESTINES A VOUS SEULEMENT. ILS NE DOIVENT PAS ETRE COMMUNIQUEES A D'AUTRES PERSONNES.

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

REDACTED REDACTED REDACTED REDACTED REDACTED:

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTRE DE LA SANTÉ:

Ops officer should ensure the below;
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QUESTIONS TO BE ANSWERED:

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Ops officer should ensure the below;
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QUESTIONS TO BE ANSWERED:

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTRE DE LA SANTÉ:

Ops officer should ensure the below;
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QUESTIONS TO BE ANSWERED:

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Control Name

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REDACTED REDACTED REDACTED REDACTED REDACTED:

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QUESTO DOCUMENTO RAPPRESENTA UN'ESCLUSIVA:
IL SUO CONTENUTO NON DEVE ESSERE RIVELATO A TERZI NÉ UTILIZZATO PER SCOPI NON AUTORIZZATI.

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTRE DE LA SANTÉ:

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

REDACTED REDACTED REDACTED REDACTED REDACTED:

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTÈRE DE LA SANTÉ:

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

QUESTIONS TO BE ANSWERED:

REDACTED RECENT INFORMATION REPORTING:

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

REDACTED REDACTED REDACTED REDACTED REDACTED:

THESE RECHERCHES SONT EN COURSE DE REVISION:

Ops officer should ensure the below;
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QUESTIONS TO BE ANSWERED:

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QUESTIONS TO BE ANSWERED:

THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTRE DE LA SANTÉ:

Control Name

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

REDACTED READING ROOMS:

THE FOLLOWING READING ROOMS ARE OPEN TO THE PUBLIC AND ARE AVAILABLE FOR READING AND RESEARCH:

THESE DOCUMENTS SONT DESTINES A LA SEULE FIN D'ETRE FOURNIS A LA COMMISSION EUROPEENNE EN VUE D'ETABLISSER LA PROBABILITE D'UN DEVENIR D'ETAT DE DROIT EN MATIERE DE DROIT DE LA PROPRIETE INDUSTRIELLE.

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 :
LES MEMBRES DU COMITE D'ORGANISATION SONT :

THESE DOCUMENTS SONT DESTINES A VOUS SEULS. VOUS NE DEVEZ PAS LES COMMUNIQUER A UN TROISIEME.

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

REDACTED RECENTLY IDENTIFIED INFORMATION:

REDACTED RECENTLY IDENTIFIED INFORMATION

THESE DOCUMENTS SONT DESTINES A VOUS SEULS. VOUS NE DEVEZ PAS LES COMMUNIQUER A UN TROISIEME. VOUS NE DEVEZ PAS LES REPRODUIRE NI LES DIFFUSER.

Ops officer should ensure the below;
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THESE RECHERCHES SONT LE FRUIT D'UN TRAVAIL COLLECTIF :

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THESE DOCUMENTS SONT DESTINES A VOUS SEULEMENT:
IL NE DOIT PAS Y AVOIR D'AUTRES COPIES DE CE DOCUMENTS EN VOTRE POSSESSION.

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

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

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

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THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTÈRE DE LA SANTÉ :

Control Name

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

- THESE RECHERCHES SONT EN COURSE DE REVISION:**

Ops officer should ensure the below;

1. Checking the ATM marking if there is any device is installed for skimming.

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

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THE UNIVERSITY OF CHICAGO PRESS

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Control Name

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THESE RECHERCHES SONT FINANÇÉES PAR LE MINISTRE DE LA SANTÉ:
LES RECHERCHES SONT RÉALISÉES PAR LE DÉPARTEMENT DE MÉDECINE GÉNÉRALE, HÔPITAL GÉNÉRAL DE MONTRÉAL

Ops officer ensure the below:

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Ops officer ensure the below:

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THE UNIVERSITY OF CHICAGO LIBRARY

Ops officer ensure the below:

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Control Name

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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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Control Name

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

1- Alarm system / ATM machine

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

- 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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Control Name

QUESTION

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Control Name

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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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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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BM to sign SPC report on quarterly bases.

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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.	
emented , (APT) is a well-resourced adversary engaged in sophisticated malicious cyber activity that is targeted and aimed at prolonged Threat Intelligence platform that is integrated with all security gateways to prevent malicious actors.	
irculations then ensure communication with all related teams .	
eing conducted to the executed transfers to taxes, health insurance and labor office to ensure the correctness and no delay	
ce 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.	
ficer and checked by the provisions head to ensure that all figures are within the accepted threshold, in case of breaches detected, the	
ents.	
Manual review and monitor for firewall configuration changes. y and report on risk including compliance to initiate corrective action and meet business regulatory requirements	
lace however Process is not properly enforced Patch management KRI will be added to the process, to highlight the critical and high vul	
hat 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	

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 possibl

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 regulatory

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

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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 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.
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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

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 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,ect
Then send to fulfillment team to proceed with excel sheet to proceed with account opening request through AMC team and once done
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.
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7. Review the segment (whether public sector, private, etc...) .

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.	
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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.

Control Name

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THESE RESEARCHERS HAVE IDENTIFIED A NEW TYPE OF PROTEIN THAT CAN BE USED TO DESIGN NEW DRUGS AND THERAPIES.

THESE RESEARCHERS HAVE CONDUCTED A SERIES OF EXPERIMENTS THAT HAVE SHOWN THAT THE MORE A PERSON KNOWS ABOUT A TOPIC, THE MORE THEY ARE ABLE TO UNDERSTAND IT. THIS IS BECAUSE KNOWLEDGE IS A TOOL THAT CAN BE USED TO UNDERSTAND THE WORLD AROUND US. THE MORE TOOLS WE HAVE, THE BETTER WE CAN UNDERSTAND THE WORLD. THIS IS WHY IT IS IMPORTANT TO LEARN AS MUCH AS WE CAN ABOUT THE TOPICS THAT INTEREST US. BY DOING SO, WE CAN BETTER UNDERSTAND THE WORLD AND OURSELVES.

THESE RESEARCHERS HAVE IDENTIFIED A NEW TYPE OF PROTEIN THAT CAN BE USED TO DESIGN NEW DRUGS AND THERAPIES FOR A WIDE RANGE OF DISEASES.

THESE RESEARCHERS HAVE CONDUCTED A SERIES OF EXPERIMENTS THAT HAVE SHOWN THAT THE MORE PEOPLE KNOW ABOUT A PERSON, THE MORE THEY LIKE THAT PERSON.

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officer ensure that the branch designation is updated on a quarterly basis or upon in any change in the custodian

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5-Collateral & support considerations,...

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ing all documents and custody in a fire proof cabinet under dual custody as per the approved branch designation.

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

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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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Opis smjera: Osigurite da su transferi, eastetno, registrirani da odgovaraju odobrenom raspodjeli smjera.

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

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Control Name

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

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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.

h all check data and signed by all custodian (Customer name, account number , check amount , check date, beneficiary name , reason

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by all check data and signed by all custodian (Customer name, account number, check amount, check date, beneficiary name, reason

all check data and signed by all custodian (Customer name, account number , check amount , check date, beneficiary name , reason
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with all check data and signed by all custodian (Customer name, account number , check amount , check date, beneficiary name , reason for payment)

Control Name

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Control Name

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 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

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

Control Name

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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Control Name

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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.

viewed & 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

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

containing all the CBE circulars to ensure abiding to all CBE regualtions 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.

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Control Name

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 Indicating of goods to the customer is afterward receiving the Murbha checks in case customer is requesting LME Murbha facility.

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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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Allocating 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 :

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]
[REDACTED]

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[REDACTED]
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[REDACTED]
[REDACTED]

Control Name

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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.
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Control Name

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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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Issuing 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 :

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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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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

3- Quarterly ECL provision memo is approved by CRO.

identify the common fraudulent issues to share it with credit and EW Team to consider such issues in the due diligent and customer m

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

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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

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

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

Control Name

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

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2-Checks to be printed with the correct serial.

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2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

2-Checks to be printed with the correct serial.

2. [REDACTED]

Control Name

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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Control Name

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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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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

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

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)

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

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

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Control Name

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

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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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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nces 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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rtment 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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THESE RESEARCH RESULTS ARE THE PROPERTY OF THE UNIVERSITY OF CALIFORNIA, BERKELEY. THESE RESULTS ARE TO BE PUBLISHED IN A JOURNAL OF THE AMERICAN CHEMICAL SOCIETY.

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Control Name

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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

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

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

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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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.

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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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1. Implement comprehensive risk management framework.

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

Control Name

Control Name

ing executed on a maker / checker basis which are being reviewed by the head teller prior execution and file them in a separate file.
e 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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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

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.

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.

While 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.

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

[illegible]

[REDACTED]

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

0 **1** **2** **3** **4** **5** **6** **7** **8** **9** **A** **B** **C** **D** **E** **F**

[illegible][illegible]

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

[illegible]

[REDACTED]

Age Group	Number of People
0-10	10
11-20	25
21-30	35
31-40	20
41-50	30
51-60	15
61-70	25
71-80	10
81+	20

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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61-70	10
71-80	5
81-90	2
91-100	1

[illegible]

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Age Group	Number of People
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71-80	5
81-90	2
91-100	1

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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

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

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

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Control Name

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

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

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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- Ensure all procedures/Policies are updated and approved

- 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

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THE UNIVERSITY OF CHICAGO

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Control Name

THE UNIVERSITY OF CHICAGO PRESS

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Control Name

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

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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.

rs 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

[illegible]

[illegible]

[illegible]

Control Name

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All application are signature verified by MF officer

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