



# Dashboard Report

Comprehensive Analysis Report

Generated on: 2025-10-19 02:08:15

{'key': 'Control Name', 'label': 'Control Name'}

here is a new control

testing control uploaded23

testing control uploaded2

testing control uploaded

best practices5

safe guard5

Other

new control12345

new control1234

new control123

new control

Reconciliation

Reconciliation

test 1-10

1.1.4.d Mission, Vision, and Goals8

1.1.4.d Mission, Vision, and Goals5

1.1.4.d Mission, Vision, and Goals4

1.1.4.d Mission, Vision, and Goals3

1.1.4.d Mission, Vision, and Goals2

1.1.4.d Mission, Vision, and Goals test

{'key': 'Control Name', 'label': '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

securty\_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

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RCM Test

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Automated transaction monitoring system with alerts

testOrm

Automated transaction monitoring system with alert security

#### 4.8.5.j Security Incident and Event Monitoring (SIEM)

#### 4.8.5.h DNS security

#### 4.8.5.g Device Fingerprinting

#### 4.8.5.f Biometric Authentication

#### 4.6.5.e Log Collection

#### 4.4.5.h Email Encryption/Authentication

#### 4.4.5.f Outbound Compliance Filtering

#### 4.3.4.b Vulnerability Management Program

#### 4.2.5.c Data Integrity Monitoring

### 2.3.5.a High Availability System

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

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Age Group	Percentage
18-24	10%
25-34	15%
35-44	20%
45-54	25%
55-64	30%
65-74	35%
75-84	40%
85+	45%

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

90

Checkers



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ning 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

mechanisms, such as passwords, tokens or digital signatures, for enforcing access rights according to the sensitivity and criticality of info  
nsure 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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g alerts, the business communicated with the branch for calling the customer for providing the support documents.

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prepared by the provisions officer and checked by the provisions head, then approved by the CRO, BRC and BOD respectively.

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

Make sure each opening account transaction the customer to fulfil all the required KYC data and to be signed by him.

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test all location manin and backup sites

Tax calculations are automated on Oracle system.

meters, it should be processed from the vendor and assessed from HR Information system manager and HR head of operations.

ittee as per policy guidelines to ensure proper renewal in place enclosing business strategy TM/RAC, based on stress testing, perform

Talent Review model is in place and being implemeneted

members that insure the easy workflow of action being made, and are in continues update and following instruction being given by the Pr

Sustainable finance policy as mandated by CBE.

s the environmental permit and the IFC checklist received via email from the credit risk, before approving financing the client.

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.

about OEA bcp plane, their scope duringin crises mode,...etc in addtion provide us evidence of test plan , bcp test, contingance plan..

Send form 2 to social insurance office on a yearly basis

re-visiting capacity plan and to be approved

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Reviewing international spend transactions on a customer level

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

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

Review the initiated product and ensure having stakeholders approvals

Review selling scripts - Mystery shopping to branches - training sessions to bank staff on referral script  
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 complaint  
-customer is referred back to the insurance provider HO to raise his concerns

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

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

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

Reconcile the existing documents with stakeholders on monthly basis.

Regular security testing from external and internal to verify flaws are not accessible or used.  
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 "

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

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matched our list with the regional managers, and coordinated it with all involved departments (legal, Admin, Consumer & recovery). After		
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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Ops officer ensure the below:

The physical custody is matched with the register and the extracted reports for all the branch custody.

h designation

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The physical custody is matched with the register and the extracted reports for all the branch custody.  
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{'key': 'Control Name', 'label': 'Control Name'}
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{'key': 'Control Name', 'label': 'Control Name'}

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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

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

1- Alarm system / ATM machine

1- ■■■■■■■■ ■■ ■■■■■■■■ ■■■■■■■■■■

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{'key': 'Control Name', 'label': '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- 

1- ■■■■■■ ■■ ■■■■■■ ■■■■■■■■

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

1- Alarm system / ATM machine

1- ■■■■■■ ■■ ■■■■■■ ■■■■■■

1- ■■■■■■■■ ■■ ■■■■■■■■ ■■■■■■■■■■

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

- 1- Alarm system / ATM machine
- 1- [REDACTED] [REDACTED] [REDACTED] [REDACTED]


1- ■■■■■■ ■■ ■■■■■■ ■■■■■■

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

- 1- Alarm system / ATM machine
- 1- 


1- ■■■■■■■■ ■■■■■■■■ ■■■■■■■■

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

- 1- Alarm system / ATM machine
- 1- 

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

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- 1- 

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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- ■■■■■■ ■■ ■■■■■■ ■■■■■■ ■■■■■■

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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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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
- 1- ■■■■■■ ■■ ■■■■■■ ■■■■■■ ■■■■■■

1- 

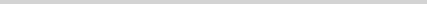
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{'key': 'Control Name', 'label': 'Control Name'}
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Ops officer ensure that the branch security update the branch security register with the below:

- 1- Alarm system / ATM machine
- 1- ■■■■■■ ■■ ■■■■■■ ■■■■■■ ■■■■■■

1- ■■■■■■ ■■ ■■■■■■ ■■■■■■ ■■■■■■

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

- 1- Alarm system / ATM machine
- 1- 

1- ■■■■■■■■ ■■ ■■■■■■■■ ■■■■■■■■■■

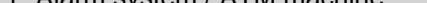
Ops officer ensure that the branch security update the branch security register with the below:

1- Alarm system / ATM machine

1- ■■■■■■ ■■ ■■■■■■ ■■■■■■

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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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1- ■■■■■■ ■■ ■■■■■■ ■■■■■■

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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- ■■■■■■ ■■ ■■■■■■ ■■■■■■

1- ■■■■■■■■ ■■■■■■■■ ■■■■■■■■

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

- 1- Alarm system / ATM machine
- 1- 

1- [REDACTED]

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

- 1- Alarm system / ATM machine

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

1- Alarm system / ATM machine

1- ■■■■■■ ■■ ■■■■■■ ■■■■■■

1- ■■■■■■■■ ■■ ■■■■■■■■ ■■■■■■■■■■

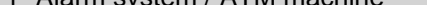
Ops officer ensure that the branch security update the branch security register with the below:

- 1- Alarm system / ATM machine

1- ■■■■■■ ■■ ■■■■■■ ■■■■■■

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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- 

1- ■■■■■■■■ ■■■■■■■■ ■■■■■■■■

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{'key': 'Control Name', 'label': '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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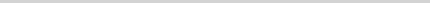
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- 1-     

1- ■■■■■■ ■■ ■■■■■■ ■■■■■■ ■■■■■■

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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- 


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

1- ■■■■■■ ■■ ■■■■■■ ■■■■■■

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

- 1- Alarm system / ATM machine
- 1- 


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1- Alarm system / ATM machine

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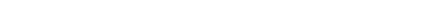
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- 1- 


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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- ■■■■■■ ■■ ■■■■■■ ■■■■■■ ■■■■■■

1- [REDACTED]

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

- 1- Alarm system / ATM machine
- 1- 

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1- Alarm system / ATM machine

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

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- 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 ensure that the branch security update the branch security register with the below:

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

1- ■■■■■■■■ ■■■■■■■■ ■■■■■■■■

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

- 1- Alarm system / ATM machine
- 1- ■■■■■■ ■■ ■■■■■■ ■■■■■■ ■■■■■■

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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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{'key': 'Control Name', 'label': '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

[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

[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

[REDACTED]

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**RESEARCH DESIGN AND METHODS**

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1. **IDENTIFICAZIONE DELL'INTERESSATO:**  
 (Cognome e Nome) \_\_\_\_\_ (Data di nascita) \_\_\_\_/\_\_\_\_/\_\_\_\_ (Luogo di nascita) \_\_\_\_\_

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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.

mented , (APT) is a well-resourced adversary engaged in sophisticated malicious cyber activity that is targeted and aimed at prolonged n  
Threat Intelligence platform that is integrated with all security gateways to prevent malicious actors.

ulations then ensure communication with all related teams . ■■■■■■ ■■■■■■■■■■ ■■■■ ■■■■■ ■■■■■■■■■■■■ ■■■■■ ■■■■ ■■■■■■ ■■■■■

g 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.

titite 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 bre

s.

Manual review and monitor for firewall configuration changes.

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

e however Process is not properly enforced Patch management KRI will be added to the process, to highlight the critical and high vulne

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

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

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

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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.  
Existing with him in ADIB premises, but posting the amount on the system to avoid the cash insurance risks. Signing the export receipts of  
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.

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

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

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 for

Implement DAM Database activity monitoring solution to monitor all bank DBs

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

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

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

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

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

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

Identifying 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

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ad Of product approval before circulating to front liners to launch any new product/program/scheme .	Risk approval before the launch
sation obtains approvals from remuneration committee through minutes of meeting, the Scheme is approved for ceos and CODRs detail operations review the final approved sheet received from com and ben	
sation obtains approvals from remuneration committee through minutes of meeting, the Scheme is approved for ceos and CODRs detail operations review the final approved sheet received from com and ben	
Having job description for the existing staff and new hiring	
Get backup schedule and restore frequency of below services <ul style="list-style-type: none"> <li>• PHX</li> <li>• FP</li> <li>• G12</li> <li>• IBS</li> <li>• SWIFT</li> <li>• SUNGARD</li> <li>• BO</li> <li>• TRADWINDS</li> </ul>	
Generate regular report from TW Close all expired LCs & LGs in case there is no pending action on it like: <ul style="list-style-type: none"> <li>- Business consent</li> <li>- Legal advise</li> <li>- Customer consent</li> <li>- Limit issue</li> <li>- Pending Documents</li> <li>- Etc ...</li> </ul>	
r on each of the new location, making sure of the Legibility and authorization levels of the contractual documents to avoid any possible	
ll 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 : <ol style="list-style-type: none"> <li>1. Escrow agreement in place -</li> <li>2. Highly skilled ITS calibers are hired/retained</li> </ol> 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 years	
For Head office projects, Working on making a yearly plan. in before the beginning of every new year and determine the number of branches required to open and also to obtain the necessary approvals	
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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Evacuation plan tested successfully and BCP implemented successfully several times

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Escrow agreement in place to be renew anually	
ensuring testing quarterly to ensure 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	
account # & name with the requested number of leafs.    - Keeping the checks in fire proof cabinets to avoid financial losses.    - Unit Head	
cerned staff , are compliance and AML Trained , also ensure training is provided frequently and not only once to ensure awareness of a	
Ensure proper follow up from MIS Head to submit reports on a timely manner.	
ed successfully implemented successfully & that there is a current Continuity of Business (COB) Plan which obeys corporate standards	
ed successfully, implemented successfully and that there is a current continuity of business (COB) plan which obeys corporate standards	
ed successfully implemented successfully & that there is a current Continuity of Business (COB) Plan which obeys corporate standards	
cedures/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.	
heets are checked by HR staff payment and governmental relations Manager on Oracle system for new joiners/ existing staff based on e	
Employee File Management Process is in place and being applied	
Duties are segregated	
nt providers.	
ness	
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	
partment head ensures the below is in place to ensure efficient handling for assigned responsibilities:	
should be in place for all staff members to ensure their awareness & accountability for their roles & responsibilities.	
nt 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.	
pliance to ensure proper escalation of any breaches if any; worth noting that treasury and trade perform pre-booking testing of hurdle c	

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

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

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

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

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.

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

ment to know a yearly plan and the expansion plan for the upcoming years to set a proper capacity plan for the department and differer

contingency plan are performed

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

ree 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

nd 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.

client in the e-mail and fax/MIFT Indemnity.Clients' inquiries reieved by phone , must be recived by the pre designated person which is

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

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

Check with BCP the evacuation plan for call center

CBE limit reviewed on daily basis

dated with actual figures of last month and reviewed by collections Head to access capacity for each team to decide moves and working

sales assumptions taking into consideration annual leaves / approved P&P is circulated to all staff to ensure proper data is communicated

leaves / approved P&P is circulated to all staff to ensure proper data is communicated / training and guiding staff by passing the required

security approval for going live or else many business functions will be blocked such as access management and ISG will be raised again. A 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

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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Branch Manager/ Operation Officer to ensure the following :

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

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

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

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

ure that the approved trade template (which contain all the mandatory fields) is being used otherwise the related approvals was obtained

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

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

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

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) matching, specs to ensure the delivery of the expected performance and service , else define the outdated or soon to outdate, missing parts  
2. Ensure to comply with baselines Discover the Outdated Asset

ATM depend on the physical security monitoring.

and 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  
integral part of the portfolio review/analysis in order to ensure that all requirements are in place ,and any material changes to credit facilities  
File requirements may include some of the following items as appropriate:  
1) Verify that business strategy, target market and customer segment are identified.

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

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

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

related to the transactions & regular report with customer's transaction amount is being sent to AML team to for reviewing the transactions to  
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  
coordinators) to be deactivated unless permission is adequate matching business need and role; external communication is to be determined

All reversal transactions should be performed after obtaining proper approvals .

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

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

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

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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.	
Annually 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	
Every 12 months to ensure that all file requirements are in place, and any material changes to credit facilities have been identified and addressed. File requirements may include some of the following items as appropriate for the unit: 1. Current financials.	
Also approval on applied rate whenever there is a change in margin	
Adherence to the staff gifts process	
Abide to all CBE circulations received from compliance e.g corridor rate change, DBR, etc	
When send to fulfillment team to proceed with excel sheet to proceed with account opening request through AMC team and once done send to the Risk department for review	
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	
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	
Reviewed 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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on the current economic situation ex: Foreign currency, Energy, interest expense. worth mentioning that impact is quantified in terms of

7) An annual review date is specified.

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

holders operating as per the approved credit policy periodically and on case by case to ensure proper adherence to CBE regulations.

6. Shredding of all unused or unneeded documents.

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

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

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

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

\_\_\_\_\_ shall ensure that the branch designation is updated on a quarterly basis or upon in any change in the custodian  
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er ensure that the branch designation is updated on a quarterly basis or upon in any change in the custodian

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5. obtaining the employee signature on the renewal

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

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

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.

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

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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.

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

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

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

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

4 all transactions proccsed by maker are approved by checker

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

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

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

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

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

{'key': 'Control Name', 'label': 'Control Name'}

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

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

3. Send email to employees with their appraisals

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

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

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

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

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

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

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

3. ensure that target market exceptions are properly approved.

ed & 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.

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

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

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

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

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

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

4. The fact that D... is a black toothpaste tube is not a sufficient condition for saying "this is a black toothpaste tube."

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[illegible]

[illegible]

[illegible]

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O issuance is prior customer receiving the Murbha checks in case customer is requesting Auto Murbha facility.  
ing 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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{'key': 'Control Name', 'label': 'Control Name'}

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

3. All Simplex machines are closed.

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3. All Simplex machines are closed.

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3. All Simplex machines are closed.

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{'key': 'Control Name', 'label': 'Control Name'}

- 3. All Simplex machines are closed.

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

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

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n, 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

{'key': 'Control Name', 'label': 'Control Name'}

3) Analyze and take the necessary action.

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

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

3- The designated staff verified the customer signature

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

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

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

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

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

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

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{'key': 'Control Name', 'label': 'Control Name'}

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

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

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

2-Checks to be printed with the correct serial.

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2-Checks to be printed with the correct serial.

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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

ly 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

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

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

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

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

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

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

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

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

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

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

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

1. **RESEARCH DESIGN**

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

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

1. **Method** – In the present study, 140 participants completed a 10-item self-report questionnaire to assess their level of perceived social support. The questionnaire was administered online via a secure web portal. The questionnaire was designed to measure the perceived social support of participants in a sample of 140 participants. The questionnaire was administered online via a secure web portal. The questionnaire was designed to measure the perceived social support of participants in a sample of 140 participants.

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

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

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

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

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

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











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

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

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

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

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

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

2) Pre-Screening & Customer Selection Criteria.

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

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

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

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

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

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2- [REDACTED]

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less dormant accounts customers to urge them to come to activate the accounts and prove the follow-up result on the dormant account

Press dormant accounts customers to urge them to come to activate the accounts and prove the follow-up result on the dormant account

ess dormant accounts customers to urge them to come to activate the accounts and prove the follow-up result on the dormant account

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2- Swift DR Site also in place as a 2nd backup plan.

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

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

2- Quarterly physical count

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

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

15

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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2- Ops officer & branch manager conduct a daily review on the branch current campaign

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ward remittance report from finical system to make sure that inward remittance are processed succusfully

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

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

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

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

ough 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.

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

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

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

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

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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2- All functions are communicated by the agreed SLA

2- All functions are communicated by the agreed SLA

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

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

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



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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 departmen by all the resigned/ transferred staff.

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

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

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printing 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.

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

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

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

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

3- Rollback action plan added as part from changes

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

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

new hires have to answer the relatives question in the application form and sign the relatives declaration

eting 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.

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

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1. System prevents updating the ID# for the ex-employees in creating new joiners

1. Staff Satisfaction Survey, Results analysis to be communicated to sector heads

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

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.

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1. Posting any vacant position on the portal

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

1. Obtain People & Development head approval

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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1. Implement comprehensive risk management framework.

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

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

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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  
Hired 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 are

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

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

Complaints 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

Qual Power Controllers).

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

1. Call back is to be done with the client on the day of execution.  
The transaction details is logged in daily ref. sheet as to confirm that no duplicate amount is executed twice.  
Such risk and no transaction is executed unless there is the checker approval. • Call back to be done with the client on the day of execution  
• 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/markings  
and 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

and 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.



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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.

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

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

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

ared 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.

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

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

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

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



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

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

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

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

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

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

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

1- Ensure that all functions are processed after maintaining proper approvals/memos  
Communicated to branches with their relative group emails and cut off time to ensure smooth process / business is preparing an SLA  
3 - Ensure all procedures are updated

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There should be shredding 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

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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.

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

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

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

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s 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

Interface report and reconciled accounts are investigated and resolved. Quality assurance is conducted on report reconciliation.

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.

Operations 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.

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

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

- 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.

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

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

- Protected spreadsheet

Performance metrics are reviewed in line with the actual performance against annual targets and any amendment if required is communicated to the collection

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

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

Log all 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.

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at 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.

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.

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

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

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

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

- 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.

ent 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.

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

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

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- \* 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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f needs ,assigned tasks to stakeholders at the start of each project with a regular following up notifications with each mile stone to make

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

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

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 evaluation.

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

e 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.

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

late 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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E regulations and requests during branch renovation or construction that is being updated by the CBE on yearly basis.

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

nd prepared by the department to consolidate all the received CBE circulars from Compliance to ensure implementation



{'key': 'Control Name', 'label': '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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