

**BANK OF AFRICA**  
BMCE GROUP



# **PRESENTING BANK OF AFRICA**

**April 2025**

# BANK OF AFRICA – BMCE Group

## Key Indicators



Figures at 31 December 2024



3<sup>rd</sup> bank in Morocco in terms of total assets

12.72% share of the Moroccan loan market

12.46% share of the Moroccan deposit market



**MAD 423 billion**  
USD 42 billion  
EUR 40 billion



**MAD 223 billion**  
USD 22 billion  
EUR 21 billion



**MAD 256 billion**  
USD 25 billion  
EUR 24 billion



**MAD 29.1 billion**  
USD 2.8 billion  
EUR 2.7 billion



**MAD 18.7 billion**  
USD 1.8 billion  
EUR 1.7 billion



**MAD 3.4 billion**  
USD 339 million  
EUR 226 million

# BANK OF AFRICA – BMCE Group

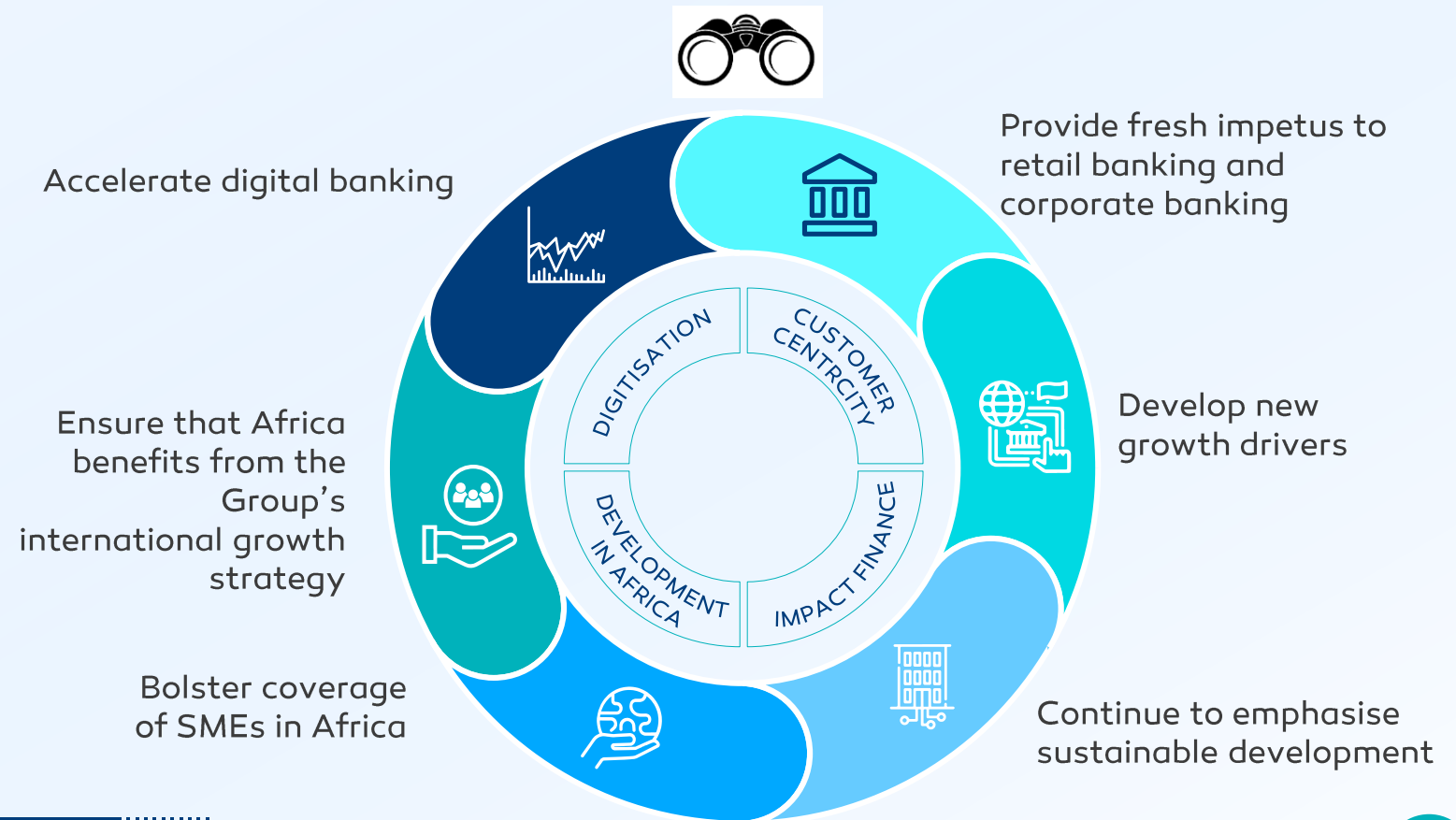
## A History and a Vision



### BANK OF AFRICA Group's Vision 2030

« To become a pan-African group with operations in 25+ countries, a value creator, a market leader in social and environmental responsibility, an impact finance vehicle promoting trade and investment in Africa and serving Africans around the world. »

- ❑ 65 years of existence
- ❑ Renowned national and international shareholders
- ❑ Today, one of the leading pan-African financial groups through its various brands and subsidiaries:
  - Commercial banking
  - Investment banking
  - Specialised financial services such as
    - Leasing
    - Factoring
    - Consumer credit
    - Participative banking.





# CONTENTS

---

- 01** | BANK OF AFRICA, a Moroccan Group with international aspirations
- 02** | A long-term integrated vision
- 03** | An engaged & socially responsible Group
- 04** | Financial performances & results 2024
- 05** | Reputation & awards around the world
- 06** | Glossary





01

.....

# **BANK OF AFRICA, a Moroccan Group with international aspirations**

# A solid and outward-looking financial group



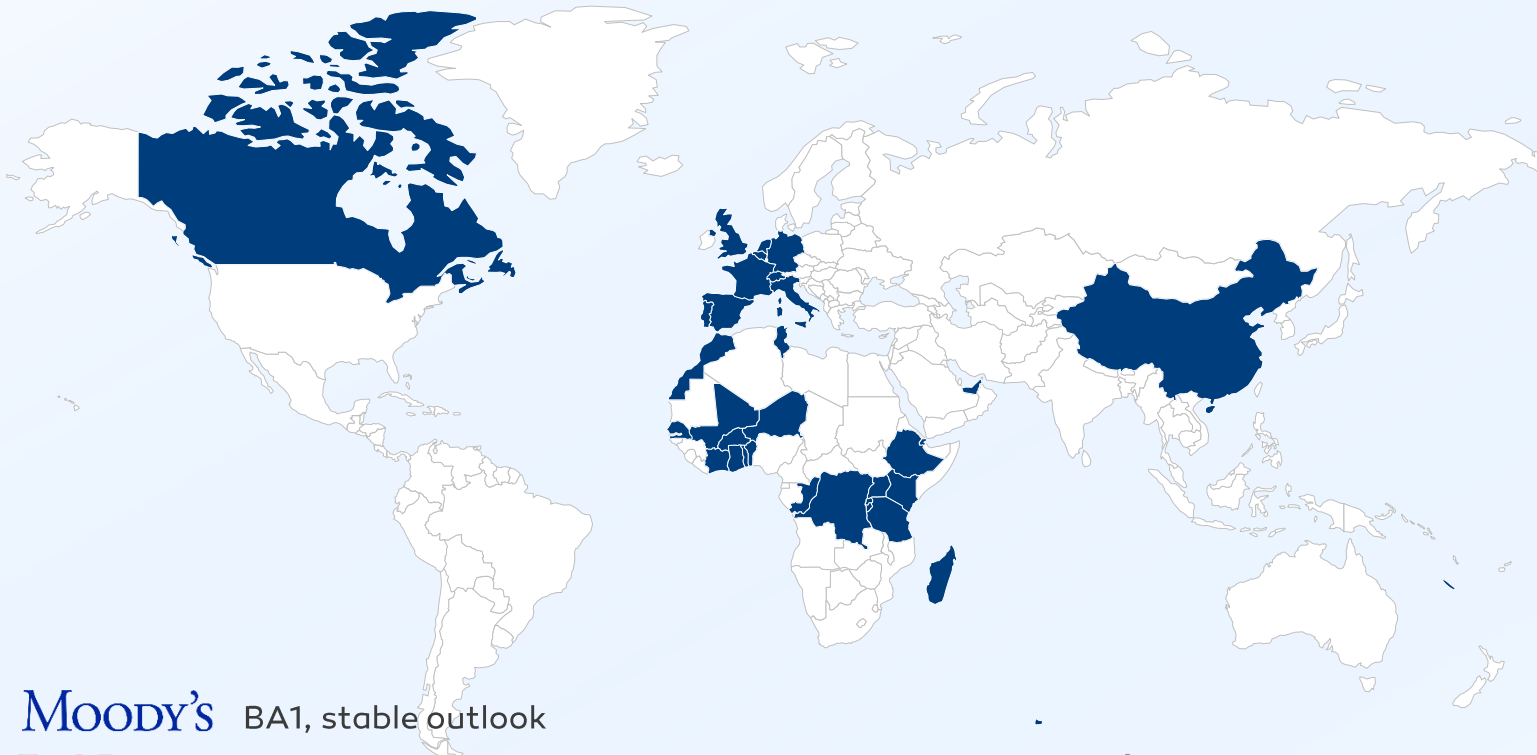
Figures at 31 December 2024

32  
countries

~ 15 000  
employees

~ 2,000  
points of sale

~ 6.6  
million customers



**MOODY'S** BA1, stable outlook

**FitchRatings** BB, stable outlook

**LSEG** B+, non-financial rating



BANK OF AFRICA is a leading pan-African financial group with an extensive portfolio of brands and subsidiaries. It is a diversified banking group with a variety of business lines including commercial banking, investment banking and specialised financial services such as leasing, factoring, consumer credit as well as participatory banking.

BANK OF AFRICA is also strongly committed to sustainable development, leveraging its know-how in impact finance and in social and environmental responsibility.

# An extensive geographical footprint across the African continent

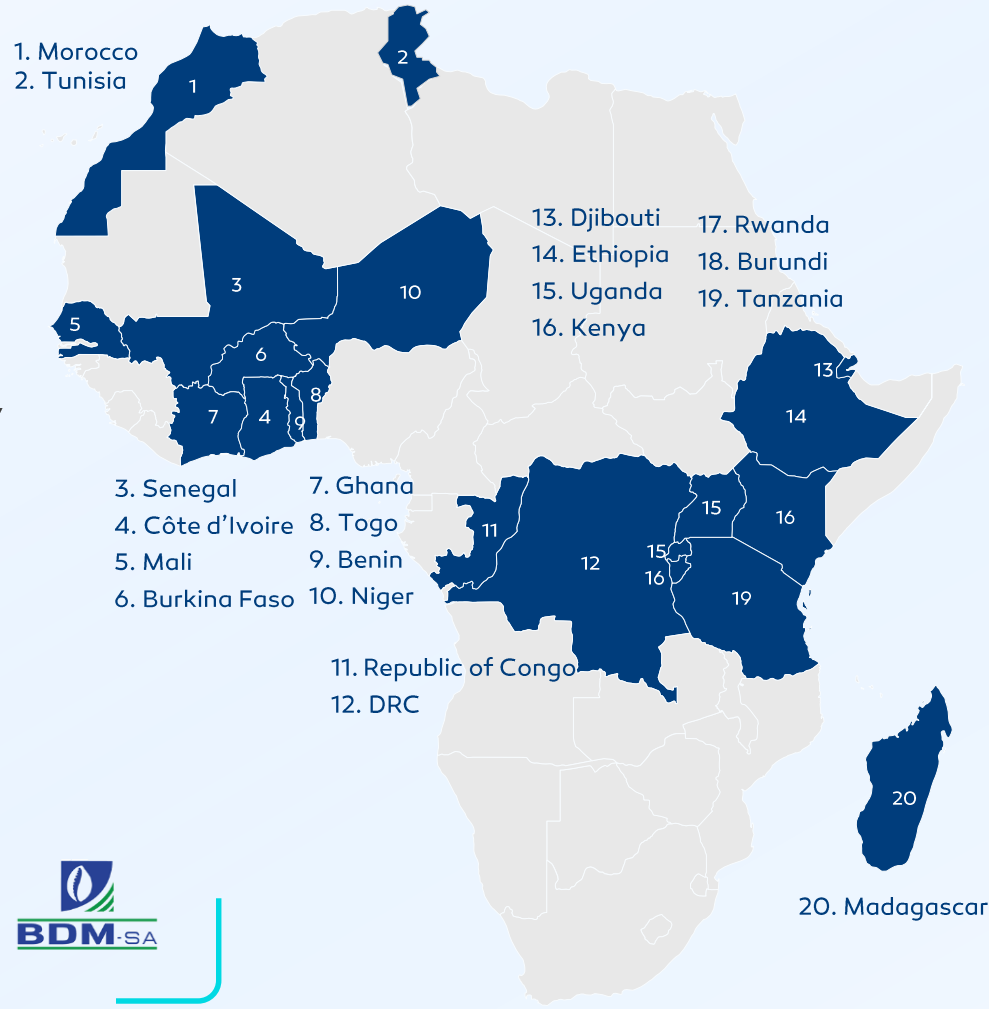


**1<sup>st</sup>** Moroccan bank to establish operations in sub-Saharan Africa in 1989



**2<sup>nd</sup>** pan-African group by geographical coverage

**3** significant African subsidiaries



**20** countries



**~ 12 000** employees



**1,348** branches and points of sale



**45%** of net income attributable to shareholders of the parent company from Africa, excluding Morocco



# Recognised expertise in banking services



**BANK OF AFRICA** is a leading pan-African financial group with an extensive portfolio of brands and subsidiaries. It is a diversified banking group with a variety of business lines including commercial banking, investment banking and specialised financial services such as leasing, factoring, consumer credit as well as participatory banking.

- BANK OF AFRICA SA
- Retail Banking
- Corporate & Investment Banking



**3<sup>rd</sup>** bank in Morocco in terms of total assets:  
**12.72%** share of the loan market  
**12.46%** of the deposit market

## Banking in Morocco

- BMCE Capital SA
- BMCE Capital Bourse
- BMCE Capital Gestion

**3<sup>rd</sup>** asset manager  
**12.6%** market share



## Specialised Financial Services

- Salafin – Consumer credit
- Maghrebail – Leasing
- RM Experts – Loan recovery
- Maroc Factoring – Factoring
- Euler Hermes Acmar – Credit insurance
- Bank Al Karam – Participatory banking



**2<sup>nd</sup>** leasing company with a **23.11%** share of the market

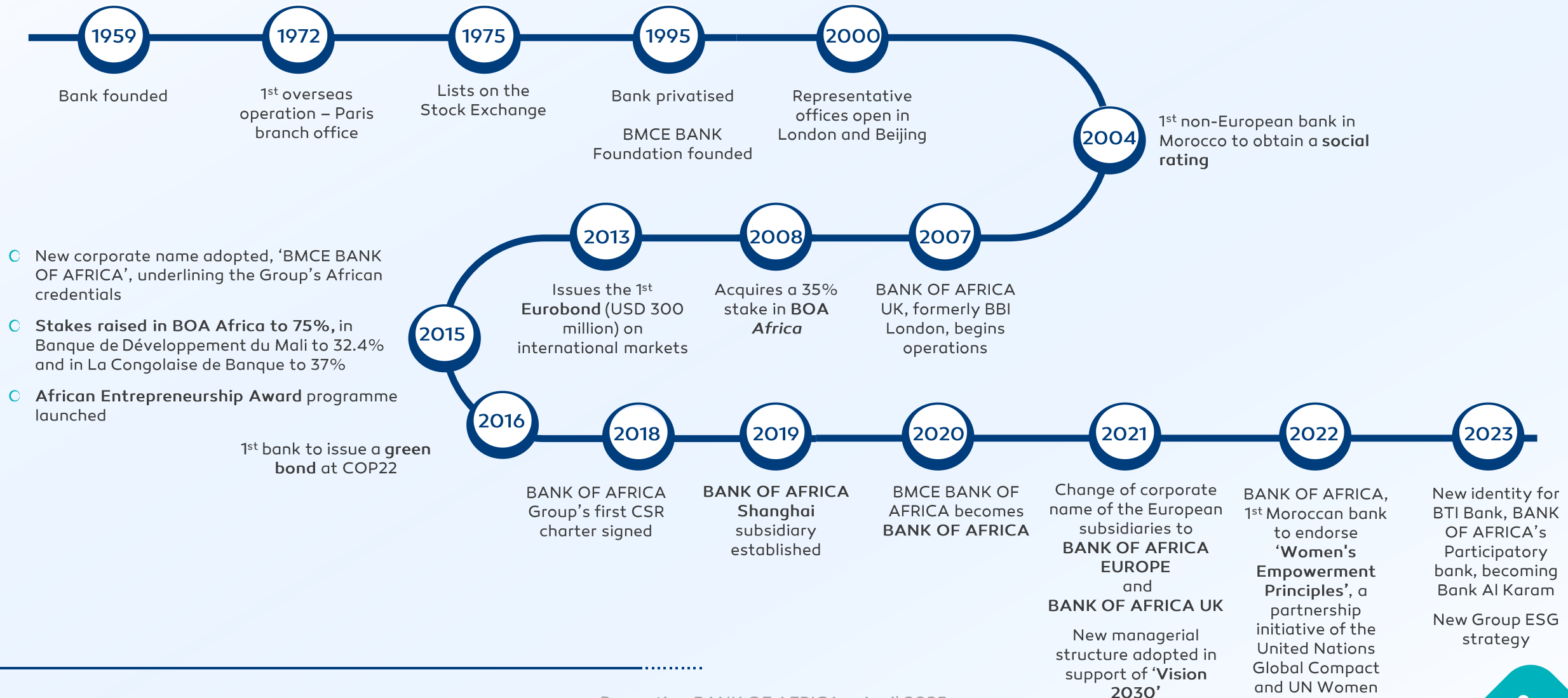
## Investment Banking

- BOA Holding
- LCB Bank
- Banque de Développement du Mali
- BANK OF AFRICA Shanghai Branch

- BANK OF AFRICA UK
- BANK OF AFRICA Europe
- BMCE Euroservices

## International Operations

# Serving development causes in Morocco and Africa for more than 60 years



# Shareholder base committed to the sustainable development of the Group's operations



Since being acquired by O Capital Group in 1995, BANK OF AFRICA has attracted a number of leading domestic and international shareholders which are convinced of its chosen corporate strategy and business model with a focus on creating shared value.

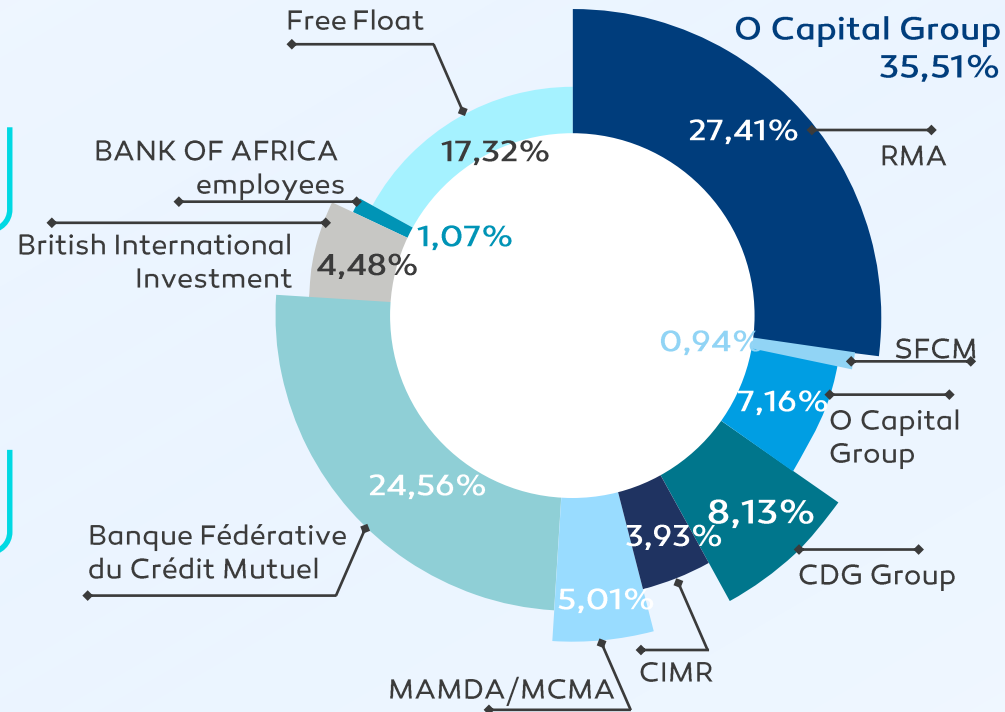
“-

A leading banking group with operations in France and overseas, with businesses ranging from retail banking, bank-insurance to bank card operations.



“-

The UK's development finance institution and impact-investing fund, working to promote sustainable economic, social and environmental development in the countries in which it operates.



“-

A leading group which plays a prominent role in the domestic and African economies after gaining a solid foothold in a number of strategically important sectors.



“-

One of Morocco's most renowned insurance companies with know-how acquired over more than 70 years in life and non-life insurance.



“-

A Moroccan public institution whose purpose is to invest in and support large-scale projects aimed at bolstering Morocco's economic development and infrastructure.





# A long-term integrated vision

02

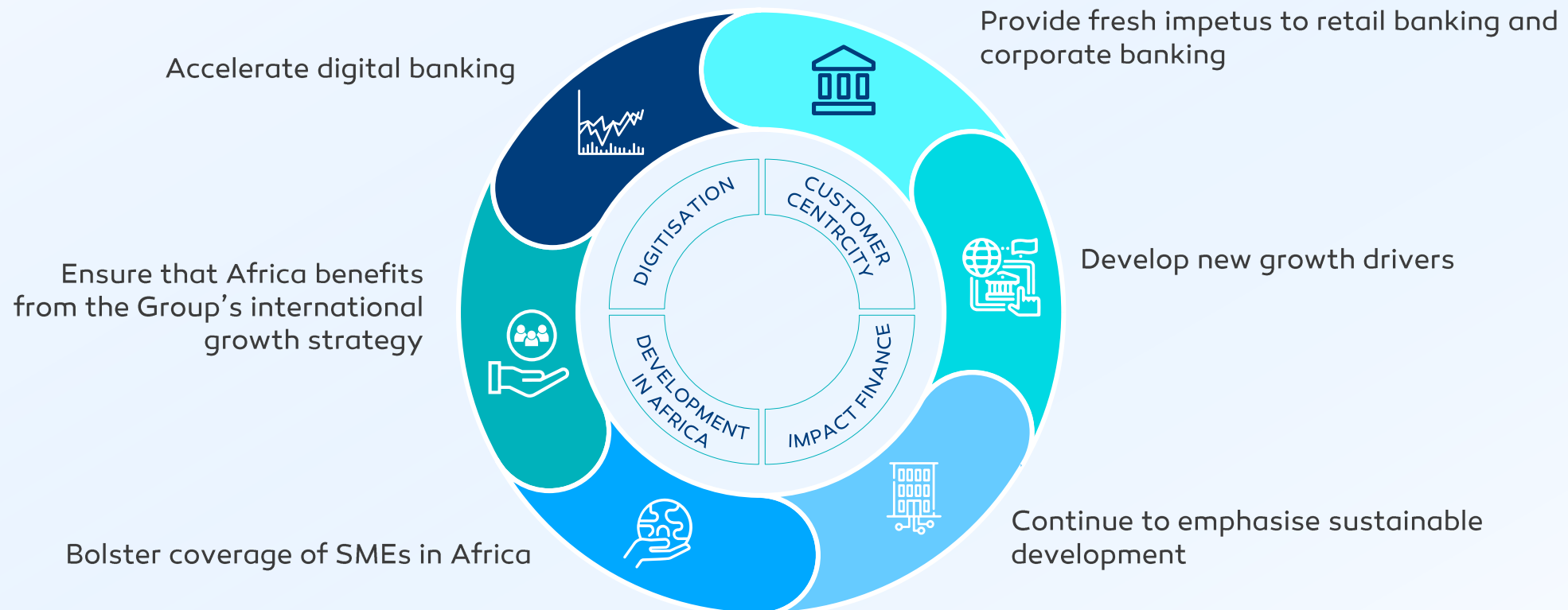


# ‘Vision 2030’, a long-term development strategy



**BANK OF AFRICA** has adopted ‘Vision 2030’: “To become a pan-African group with operations in 25+ countries, a value creator, a market leader in social and environmental responsibility, an impact finance vehicle promoting trade and investment in Africa and serving Africans around the world”.

To support the continent’s development as well as contributing to its own growth, **BANK OF AFRICA** has adopted a strategic plan which is underpinned by four main priorities:



# BANK OF AFRICA's performance in Morocco driven by a customer-centric approach



Optimise processes and decision-making circuits as well as intra-Group synergies



Develop business units around specialist business lines – Transaction banking (Trade & Cash Management), Investment, Remittances, Treasury/Capital Markets, Correspondent Banking



Improve the branch network business model by adopting a more customer-centric approach with an enhanced range of products and services for customers and innovative financing mechanisms in impact finance and social & environmental responsibility, particularly for SMEs and impact-based digital products



Provide fresh impetus to the Corporate & Investment Banking business model

## CUSTOMER EXPERIENCE ENHANCED AND 100% DIGITISED

As part of a customer-centric approach, digital innovation is a major business growth driver for the Bank. The ways in which customers use digital channels are changing rapidly, so too, their expectations. As a result, efforts to constantly improve its digital offering has underpinned the Bank's digital transformation in recent years.

## STRONG EFFORTS TO PROVIDE WIDER ACCESS TO BANKING SERVICES

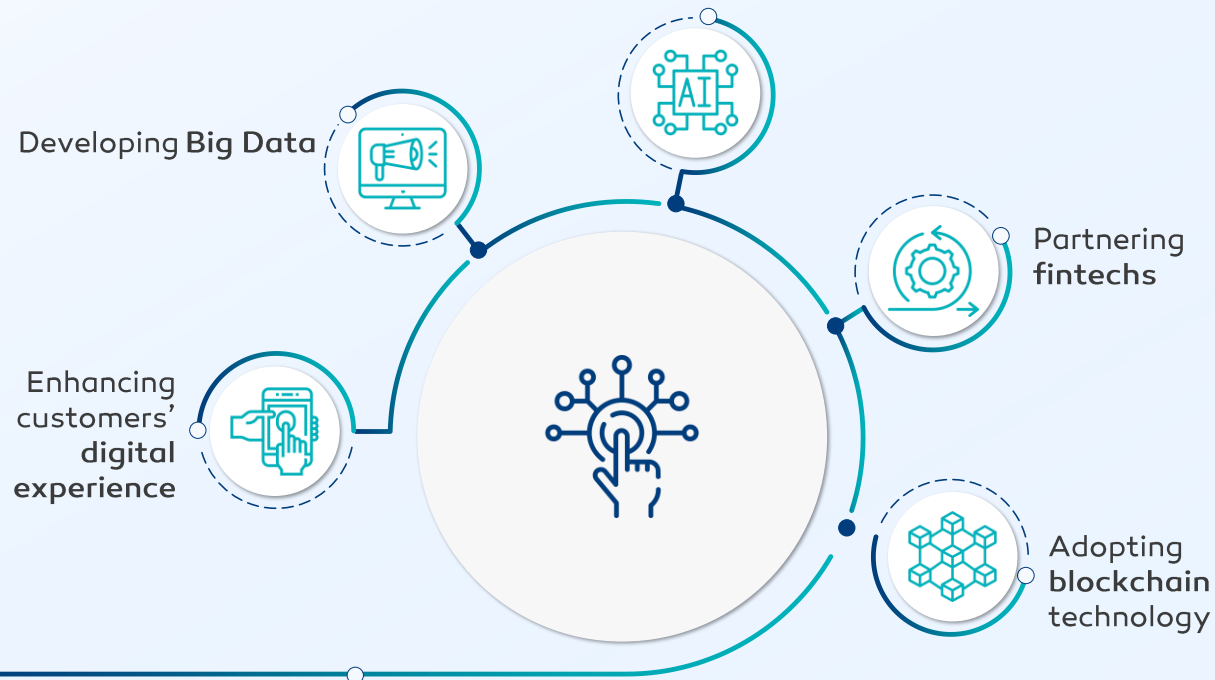
To help democratise banking services, BANK OF AFRICA offers a number of exclusive free-of-charge packages through its *Agence Directe* app. These comprise vital banking services which meet the needs of different customer profiles e.g. youngsters, employees, civil servants, senior citizens, Moroccans living abroad etc.



# Ongoing improvement in the Group's digital capabilities



AI & digitising business line processes



In the context of **BANK OF AFRICA**'s development, digital innovation is a major driver of the Bank's digital transformation.

One of **BANK OF AFRICA**'s ongoing priorities is to continue to improve the Group's range of digital services. This will enable the Bank to make its products and services more accessible while improving satisfaction among both retail and corporate customers.



Enhancing *BMCE Direct*, a mobile banking services app



Developing the *Creditbusinessonline.ma* platform, which provides financing solutions for **BANK OF AFRICA**'s business customers



Improving customer experience on *Creditdaba.com*, a consumer loan platform



Enhancing the *Dabapay* mobile payment range by launching *DabaPay Pro*



Launching *DabaTransfer*, the first app enabling customers to transfer money from Europe to Morocco



*Agence Directe*, enabling customers to open their account via a 100% online process using a digital signature

# A proven pan-African vocation



## BANK OF AFRICA

Established: 1959  
Number of branches: 636  
Total assets: 40 Billion Euro



## Tunisia

Established: 2006  
BMCE Capital Tunisia



## BOA Benin

Established: 1989  
Number of branches: 46  
Total assets: € 1433 M



## BOA Togo

Established: 2013  
Number of branches: 14  
Total assets: € 353M



## BDM SA-Mali

Established: 1989  
Number of branches: 155



## BOA Burkina Faso

Established: 1997  
Number of branches: 46  
Total assets: € 1,645M



## BOA Côte d'Ivoire

Established: 2013  
Number of branches: 40  
Total assets: € 1,639.6M



## BOA Mali

Established: 1983  
Number of branches: 35  
Total assets: € 825.5M



## BOA Ghana

Established: 2011  
Number of branches: 24  
Total assets: € 303M



## Burundi

Banque de Crédit  
du Bujumbura 2008  
Number of branches: 26  
Total assets: € 418.5M



## BOA Ethiopia

Established: 2014  
Representative office



## BOA Kenya

Established: 2004  
Number of branches: 23  
Total assets: € 402.6M



## BOA Tanzania

Established: 2007  
Number of branches: 18  
Total assets: € 280.1M



## BOA Uganda

Established: 2006  
Number of branches: 32  
Total assets: € 314.7M



## BOA Djibouti

Established: 2010  
Number of branches: 10  
Total assets: € 506.5M



## BOA Niger

Established: 1994  
Number of branches: 31  
Total assets: € 491.5M



## BOA Senegal

Established: 1994  
Number of branches: 52  
Total assets: € 1,193.9M



## BOA DRC

Established: 2010  
Number of branches: 19  
Total assets: € 460.6M



## BOA CONGO

Established: 2004  
Number of branches: 23  
Total assets: € 541M



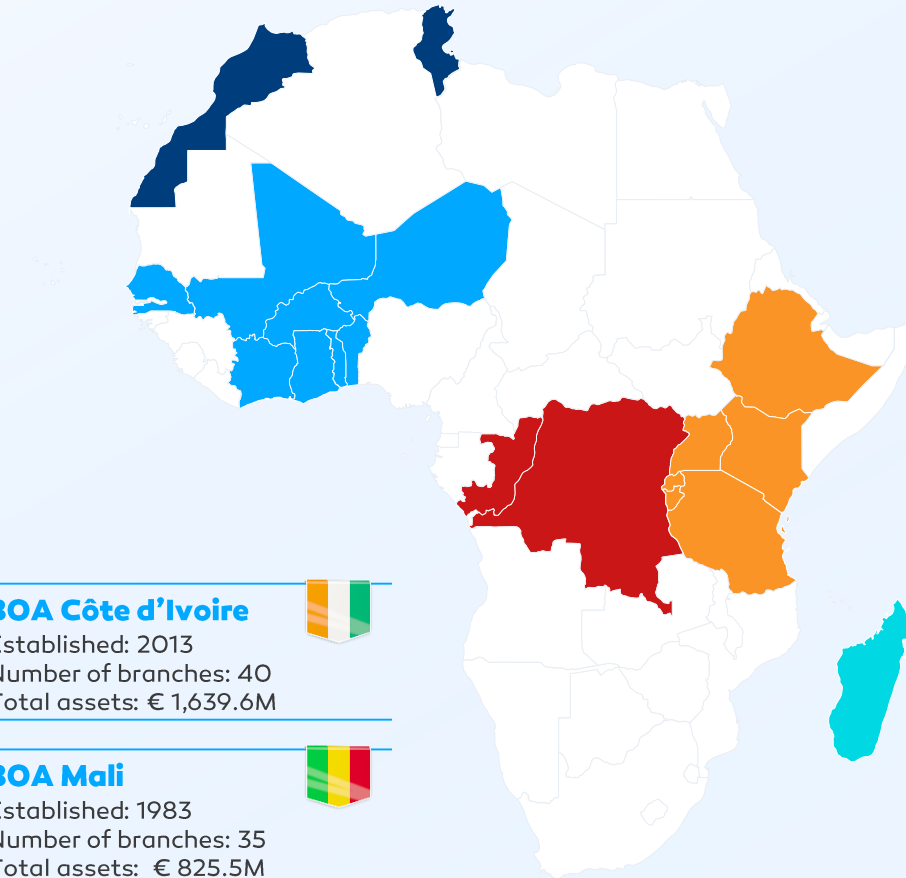
## BOA Madagascar

Established: 1999  
Number of branches: 97  
Total assets: € 1,167.1M



## BOA Rwanda

Established: 2015  
Number of branches: 14  
Total assets: € 125.9M



■ North Africa ■ West Africa ■ Southern Africa ■ Central Africa ■ East Africa

# African operations showing strong growth



Consistent with the growth strategy adopted by the Group, BOA Holding has implemented a number of strategic initiatives aimed at supporting African SMEs and offering its customers digital banking services while ensuring that its businesses are profitable.

## Developing the portfolio of SME and retail banking customers



## Accelerating digital transformation



## Continuing to develop the trade finance business





# BANK OF AFRICA, leading the way within the banking industry in sustainable finance



**BANK OF AFRICA** has acquired a reputation as a pioneer in sustainable finance by signing the UNEP FI's Statement of Commitment in 2000 prior to becoming a founder member of the UN's Principles for Responsible Banking in 2019. The Group has underlined its commitment to ESG by supporting various international organisations as well as initiating a number of cornerstone projects promoting impact finance principles.



UNEP  
FINANCE  
INITIATIVE

PRINCIPLES FOR  
RESPONSIBLE  
BANKING

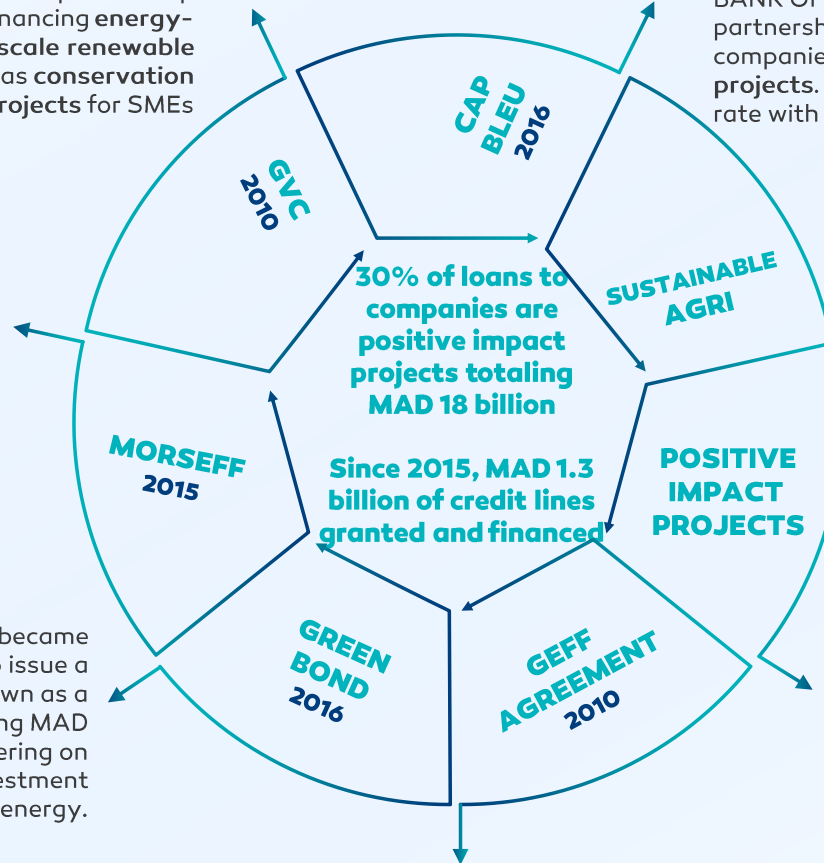


FINANCE  
UNEP INITIATIVE

**Green Value Chain**, launched in partnership with the EBRD, for financing **energy-efficient and small-scale renewable energy projects** as well as **conservation and waste recovery projects** for SMEs

Leveraging the EBRD's expertise, the Bank has financed more than **130 energy efficiency projects** amounting to nearly **MAD 600 million**, with 85% of funding earmarked for the most polluting activities. **MAD 380 million** was again disbursed in 2019 in the context of the **GEFF 1 and 2 credit lines**, with **MAD 80 million** already invested in green value chains (GVC).

In 2016, **BANK OF AFRICA** became the first Moroccan bank to issue a green bond, formerly known as a '**positive impact bond**', raising **MAD 500 million** via a public offering on the domestic market for investment in renewable energy.



**BANK OF AFRICA** has developed an exclusive offer in partnership with the **AFD** and the **EIB**, enabling Moroccan companies to finance **water treatment and sanitation projects**. The **Cap Bleu** credit line offers an attractive interest rate with free technical assistance also provided.

**BANK OF AFRICA**, in partnership with the **GREEN FOR GROWTH FUND (GGF)**, initiated a study to promote sustainable agriculture which it presented at a webinar attended by 67 participants, including 30 companies from the agri-food industry.

Funding provided to **repower the Koudia El Baida wind farm** in the **Tangier-Tetouan** region. At a cost of **EUR 44 million**, this investment will double the wind farm's existing capacity to **100 MW**. The wind farm is **Africa's oldest large-scale wind farm**.

To support **small and medium-sized enterprises**, **BANK OF AFRICA** has tied up strategic partnerships with **SANAD** for a **EUR 25 million** financing line and with **International Finance Corporation (IFC)** for a **USD 154 million** loan facility.

**BANK OF AFRICA** granted a **EUR 13 million** financing line from the **EBRD**, with the support of the **Green Climate Fund (GCF)** and the **European Union**.

This new line is an extension of the **EUR 25 million** financing facility under the **Green Economy Financing Facility (GEFF)**.



03

## An engaged & socially responsible Group



# CSR Charter aligned with sustainable development initiatives



BANK OF AFRICA has adopted a formal approach to corporate social responsibility in the form of a Corporate Social Responsibility Charter. The latter is underpinned by five undertakings which fully respond to stakeholder expectations and take into account sustainable development challenges. A dual financial materiality and impact analysis has also been initiated for 2023.



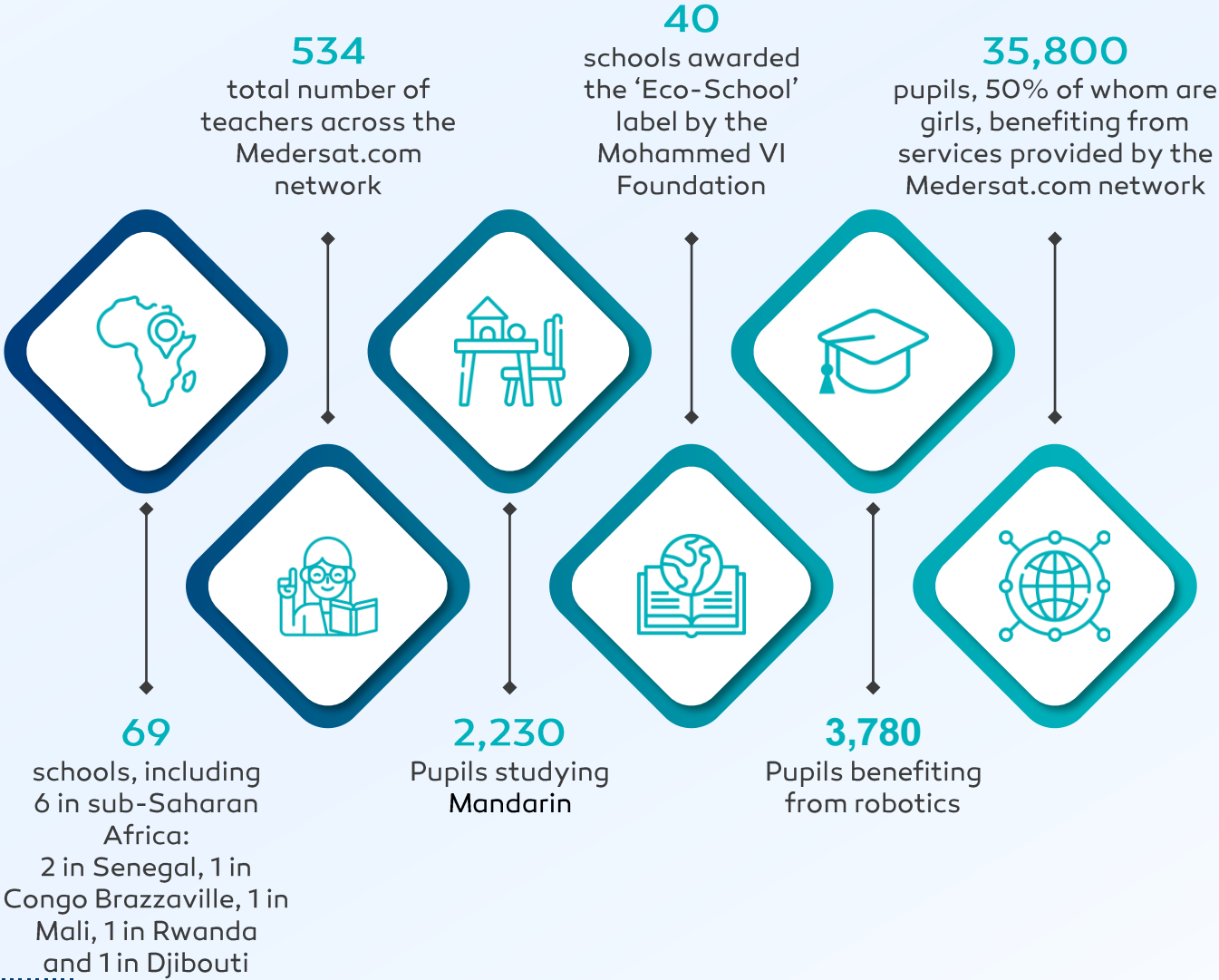
# BMCE Bank Foundation – a vehicle for inclusive development



The Foundation aims to contribute to Morocco’s economic, social and cultural development and that of the African continent via two main missions, primarily via its Medersat.com programme.

Promote education in rural areas to benefit children from disadvantaged communities

Protect the environment





# Commitment Bolstered in favour of social progress & Community Development



Conclusion of a **strategic partnership between BMCE Bank Foundation for Education and the Environment and UNESCO**, aimed at promoting Morocco's architectural and cultural heritage, demonstrated by the co-publication of a collection of works highlighting the treasures of Morocco's heritage.

Two new schools in the Medersat.com network obtained the **"Eco école" accreditation**, with a total of 40 accredited schools, in partnership with **the Mohammed VI Foundation for Environmental Protection**.

**Successful completion of the 13th cohort of baccalaureate** (high school) graduates from the Medersat.com programme, **67.4% of whom are female, achieving a baccalaureate pass rate of 88%**.

Strengthened partnership between **BMCE Bank Foundation and ProFuturo**, a European leader in digital education, through the expansion of robotics and artificial intelligence education to an additional 30 schools within the network and the organisation of the first **"Robotics Medersat.com"** competition. This programme has facilitated the adoption of digital tools by **3,000 students and 115 teachers**.

Deployment of the **Caravane Bibliotibiss**, a mobile caravan focused on digital literacy, by BMCE Bank Foundation in partnership with **the French Institute of Morocco**, in the southern provinces – Laâyoune, Boujdour, Dakhla, and Tarfaya. The initiative reached 3,543 beneficiaries, with language training provided to **64 teachers**, bringing the total number of **programme beneficiaries to 13,843**.

# BANK OF AFRICA Holding Foundation, a network of 7 foundations across the continent



## Active in 7 countries

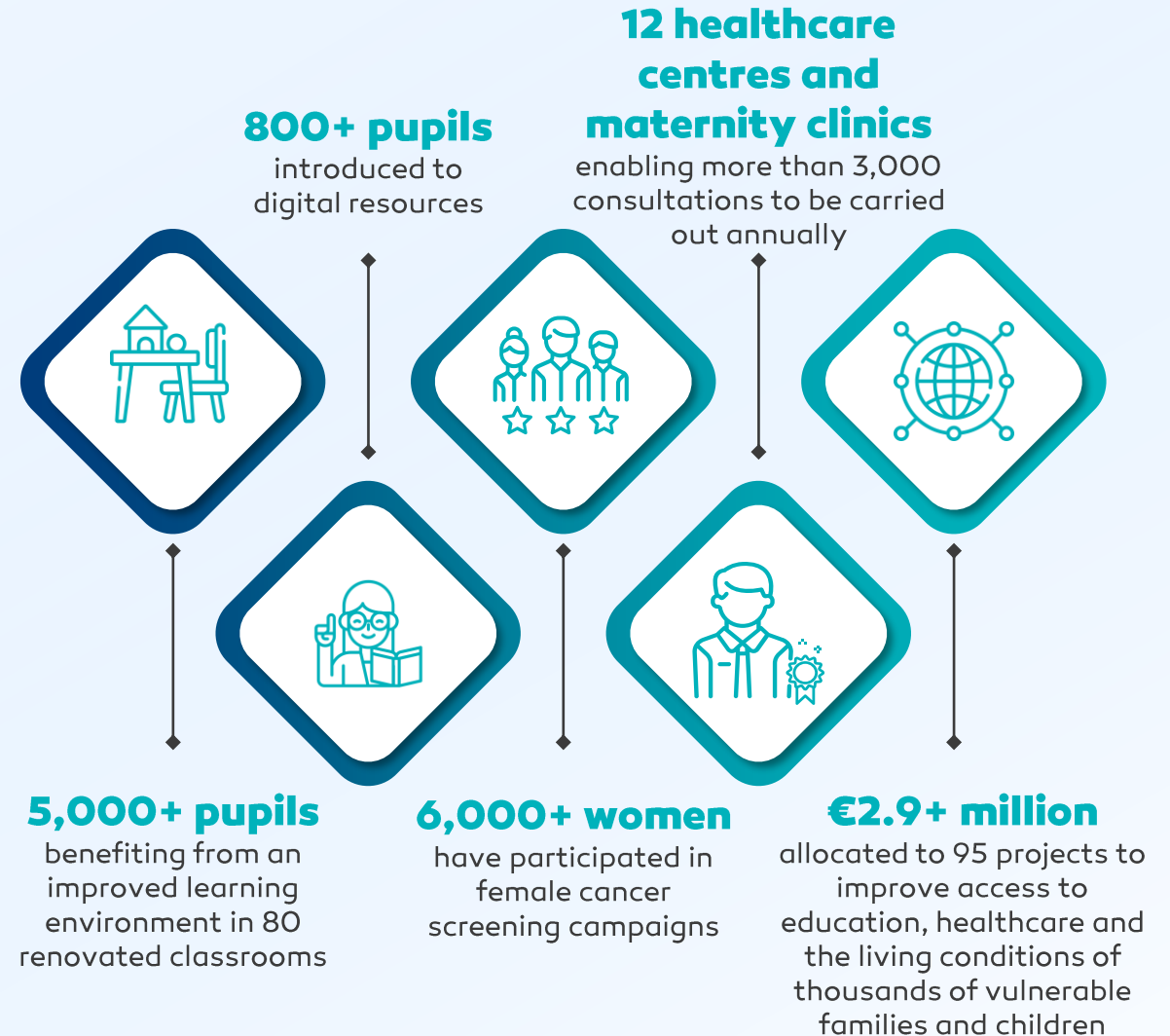
Benin, Burkina Faso, Côte d'Ivoire, Madagascar, Mali, Niger, Senegal



Build infrastructure in schools



Fund healthcare and disease prevention initiatives



# SUSTAINABLE GROWTH AND FINANCIAL INCLUSION AT THE HEART OF THE GROUP'S DEVELOPMENT MODEL



BANK OF AFRICA submitted the first Climate Report by a Moroccan bank to Bank Al-Maghrib, anticipating the requirements of the ISSB and IFRS S2 standards by adopting a standardised methodology - GHG Protocol, PCAF - to measure its emissions and align its reporting with regulator and investor expectations.

A target goal of a 30% decrease in BANK OF AFRICA's financed CO2 emissions by 2030 and towards carbon neutrality by 2050 through sector-specific plans. An annual decrease of 5% in CO<sub>2</sub> emissions from operational activities – Scope 1 & 2 – is also targeted, through improved energy efficiency and increased use of green energy

Completion of the first structured climate risk assessment, revealing that approximately 30% of the portfolio presents a moderate risk, while nearly 48% of the outstanding loans show low vulnerability, reflecting a diversified portfolio and controlled exposure.

Support by BANK OF AFRICA for the Al Wahda thermal power plant in February 2025, as part of a financial structuring combining bank debt and access to the capital markets, marking a turning point in the financing of major infrastructure projects in Morocco. This future power plant aims to support the large-scale integration of renewable energy and contribute to the reduction of Morocco's carbon footprint.

Assistance provided by BANK OF AFRICA, at the initiative of the European Investment Bank (EIB), in partnership with the Souss-Massa Regional Council, to 25 local cooperatives through the "Grow & Pitch" programme, funded by the European Union, aimed at improving their access to international markets.

New strategic partnerships between BANK OF AFRICA, Attadamoune Micro-Finance and BNP Paribas-BMCI, mobilising overall financing of MAD 20 million to support income-generating activities and empower micro-entrepreneurs

Partnership between BANK OF AFRICA and CHARI Money, a B2B mobile app and payment institution authorised by Bank Al Maghrib, to accelerate the digitalisation of local businesses and support Moroccan grocers through integrated payment and management solutions.

# A SOCIALLY RESPONSIBLE AND ENGAGED BANKING GROUP



40.34%

Percentage of bank accounts held by women

1<sup>st</sup>

bank in Morocco to be assigned the SafeGuard hygiene excellence label by Bureau Veritas

154 548

training hours in 2024

1<sup>st</sup>

bank in Morocco to be ISO 45001 certified

87%

of staff benefiting From training

33.3% Female directors	45% BANK OF AFRICA SA Gender Parity
32% BANK OF AFRICA HQ Parity	58% Share of women in 2024 recrutments



# BANK OF AFRICA ranked first among all listed Moroccan companies by LSEG Data & Analytics



in partnership with the Casablanca Stock Exchange, following a rigorous audit of companies' ESG performance across 10 main themes. The Bank obtained a score of 73 out of 100, placing it in the top 10% of a universe of 11,759 companies rated around the world, all sectors combined.

Environment	70
Emissions	73
Recycling	55
Innovation	50
Social	67
Human rights	52
Product responsibility	87
Employees	49
Community	95
Governance	89
Management	95
Shareholders	66
CSR Strategy	97

73/100

BANK OF AFRICA's ESG Score

122

BANK OF AFRICA's global ranking  
in the banking sector  
(out of 1,142 banks)

B+ ESG Score	A+ ESG Controversies Score	B+ ESG Combined Score
B- Environmental Pillar Score	B+ Social Pillar Score	A Governance Pillar Score

# Undertakings aligned to international standards



BANK OF AFRICA's commitment to joining the African network for diversity underlined with it signing the **Gender Diversity Corporate Charter** to mark International Women's Day



Climate Statement signed by BANK OF AFRICA in Sharm el-Sheikh as one of the 11 founding members of the **African Business Leaders Coalition**



BANK OF AFRICA named 'Most Active Issuing Bank in Morocco in 2021' by the **European Bank for Reconstruction and Development (EBRD)** in overseas trade finance



Member of the global program for sustainability standards, integrated reporting and integrated thinking.



Renewal of ISO 9001 V 2015 certification for certified banking activities during a follow-up audit by Bureau Veritas in June 2023.



ISO 37001 certification of BANK OF AFRICA's anti-bribery management system renewed



The Bank's energy management system awarded dual certification – **NM-50001** and **ISO 50001:2018** – by IMANOR and Bureau Veritas



BMCE Capital Gestion complying with the **ISAE 3402 Type II Standard** published by the **International Auditing and Assurance Standards Board (IAASB)** together with services commitments and **ISO 9001:2015** certifications renewed following external audits



Successful completion of follow-up audits for ISO 45001 occupational health and safety management system certification and renewal of ISO 14001 environmental management system certification.







# Financial performance 2024

04



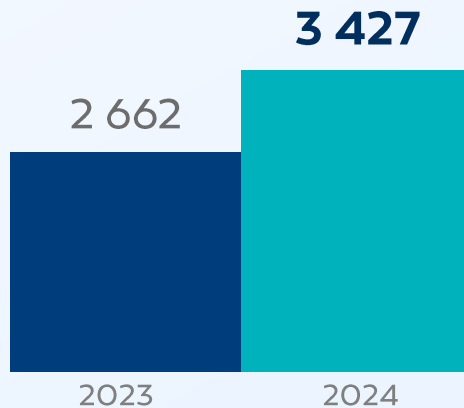
# Results on a consolidated basis 2024



## Key figures on a consolidated basis in MAD M

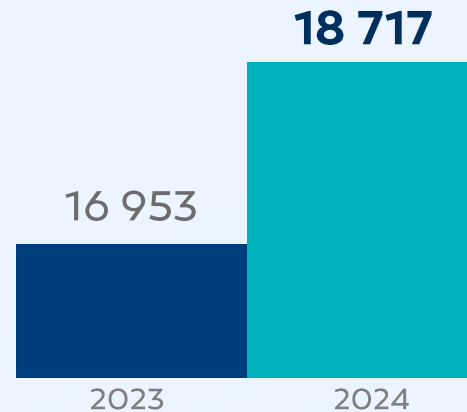
Net income  
Attributable to shareholders of the parent  
company

**+29%** ▲



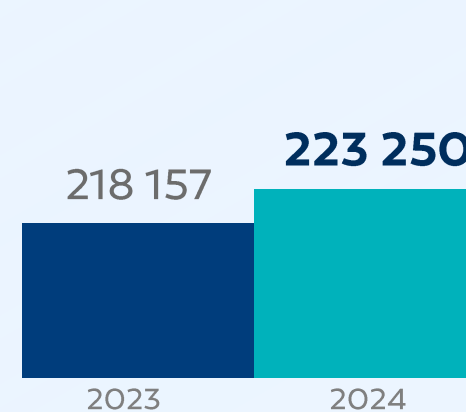
Net banking income

**+10%** ▲



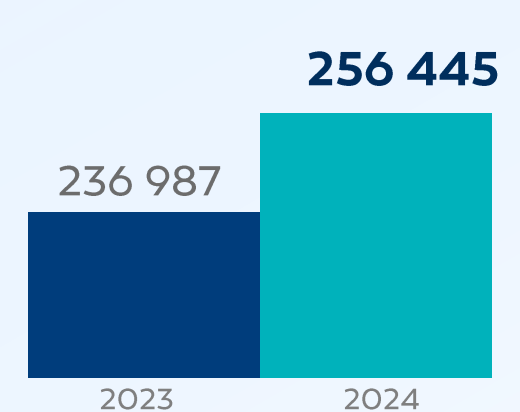
Customer loans

**+2%** ▲



Customer deposits

**+8%** ▲



Very significant growth in BANK OF AFRICA's Net Income Attributable to Shareholders of the Parent Company, +29% to MAD 3.4 billion.

Customer loans - excluding Resales – up by +2% to MAD 223 billion at 31 December 2024.

Net Banking Income up by +10% to MAD 18.7 billion at 31 December 2024

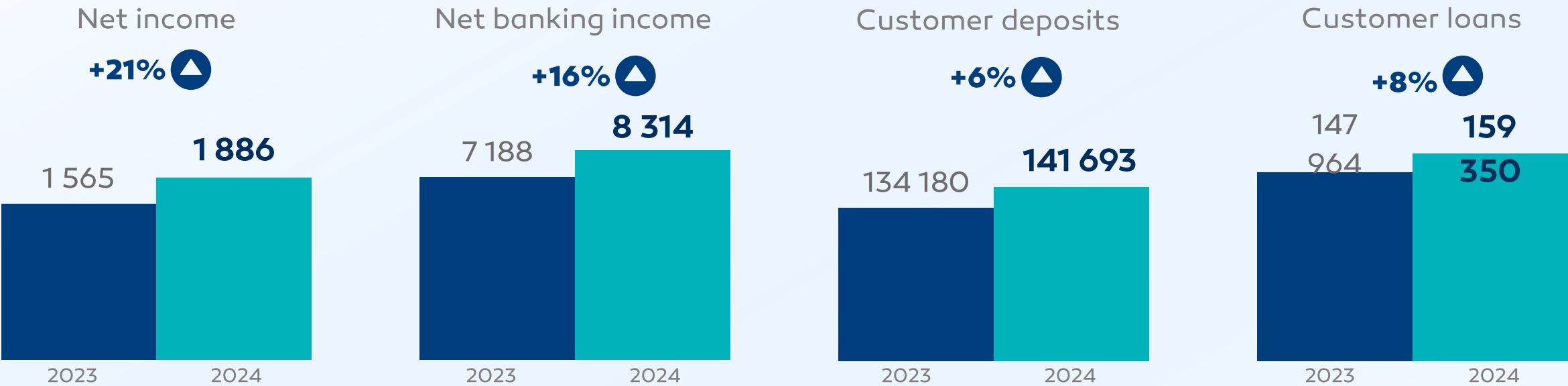
Growth in deposits – excluding Repos - of +8% to MAD 256 billion at the end of 2024.



# Solid performance of BANK OF AFRICA in Morocco



## Key figures on a parent basis in MAD M



Exceptional increase in the Bank's Net Income of +21% to MAD 1.9 billion for the 2024 financial year.

Solid growth in the Bank's Net Banking Income in Morocco, up by +16% to MAD 8.3 billion.

Growth in customer loans – excluding Resales - of +6% to MAD 142 billion at 31 December 2024.

Deposits - excluding Repos- up by +8% to MAD 159 billion at the end of 2024.

# BOA Holding Key figures



**Total Assets**  
**EUR 11.2 billion**  
**+10%**



**Shareholder's equity**  
Attributable to shareholders  
of the parent company  
**EUR 1 020 million**  
**+19%**



**Customer loans**  
**EUR 5.4 billion**  
**+3%**



**Customer deposits**  
**EUR 8.4 billion**  
**+13%**



**Net banking income**  
**EUR 781 million**  
**+3%**



**Net income**  
**EUR 201 million**  
**+12%**



**17 countries**



**Number of branches**  
**529**



**Employees**  
**6 480**

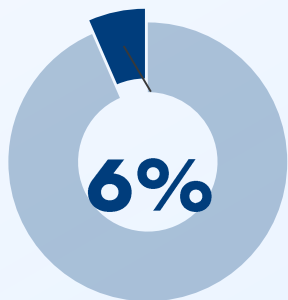


**Number of accounts**  
**4,8 million**

# Business activity in Europe – a Stronger performance from the Group’s European subsidiaries



**Contribution to net income attributable to shareholders of the parent company**



## BANK OF AFRICA UK

BANK OF AFRICA UK is an international bank specialising in investment in Africa while offering African corporates access to international capital markets and financial expertise. It structures private transactions and provides a full range of investment banking facilities on an international scale.



BANK OF AFRICA UK recorded a positive result in 2024 of £1 million, following a series of initiatives to turn around the subsidiary, particularly in terms of reducing costs.

## BANK OF AFRICA Europe

BANK OF AFRICA Europe provides a high quality service and fosters close customer relations by leveraging its extensive knowledge of foreign trade products. The Group’s customers are provided with hands-on, timely and flexible support, which ensures that their transactions in Europe and Africa are executed successfully.



BANK OF AFRICA Europe recorded net income of €17.7 million at the end of December 2024, compared with €17.6 million in December 2023, an increase of +1%.



05

## Reputation & awards around the world



# Awards and Certifications (1/2)

## BANK OF AFRICA



"Morocco's Bank of the Year 2024" awarded by "The Banker", Financial Times Group, for the 10th time since 2000

Among the top three banks in Morocco in the Love Brand Awards 2025; a recognition that testifies to customers' trust and dedication to the brand.

Quadruple distinction in 2024, "Africa's Best Bank for SMEs", "Morocco's Best Bank for SMEs", "Morocco's Best Bank for ESG", and "Morocco's Best Digital Bank" for the 2023 financial year as part of the "Euromoney Awards for Excellence".

Double recognition in "Excellence in Strategic Sustainability Leadership - Africa, 2024" and "Outstanding Sustainability Leader in Financial Services - Morocco, 2024" at the Global Frontier Brand Awards 2024, highlighting its pioneering role in integrating ESG criteria and its commitment to responsible finance.

"Most Admired Moroccan Financial Brand" at the 5th Moroccan edition of Brand Africa 100 - Morocco's Best Brands organised by Brand Africa 100 and Integrate Consulting.

Named "Most Active Partner Bank in 2023" by the EBRD as part of its Trade Facilitation Programme.

Best Sustainable Development Report in the financial sector, awarded by the Casablanca Stock Exchange for the 3rd consecutive year, according to the new international standards for Sustainable Development Reporting.

Successful renewal of the Integrated Management System (IMS) certification, covering ISO 50001 for energy efficiency, ISO 14001 for environmental management, and ISO 45001 for occupational health and safety, following a joint audit conducted by Bureau Veritas and the Moroccan Standards Institute (IMANOR).

PCI DSS - Payment Card Industry Data Security Standard certification, attesting to the high standards of security of the Bank's information systems and its rigorous approach to data security for bank card transactions.

# Awards and Certifications (2/2)

## BANK OF AFRICA Subsidiaries



### BMCE Capital

"RSE Engagé - Niveau Exemplaire" label awarded by AFNOR, confirming BMCE Capital's commitment to social and environmental responsibility.

### BMCE Capital Conseil

ISO 9001 2015 version certification by Bureau Veritas Maroc, demonstrating BMCE Capital Conseil's commitment to quality and the continuous improvement of its services.

### BMCE Capital Gestion

Successful renewal of the international ISAE 3402 Type II certification, attesting to BMCE Capital Gestion's solid internal control system and the security of its work environment.

### BANK OF AFRICA Academy

"Award in Continuing Education" received at the RH Awards 2024, held in conjunction with the "Salon Master Plus" trade fair, in recognition of its excellence in human resources management and innovation.

First Moroccan bank to obtain ISO 21 001 certification, demonstrating its commitment to educational excellence and skills' development.

### Eurafric Information

"Top Employer 2025" certification for the 6th consecutive year, demonstrating its organisational excellence and commitment to its employees.

Double ISO 50001 certification for the Data Center, a first in Africa and Morocco, awarded by Bureau Veritas and IMANOR, affirming the commitment of BANK OF AFRICA Group and its subsidiary Eurafric Information to adopting innovative and sustainable solutions, balancing performance with a reduced environmental impact.

AfricTrust, Eurafric Information's trust services brand, receiving official approval from the Direction Générale de la Sécurité des Systèmes d'Information - DGSSI, making it the first trust services provider in Morocco authorised to issue qualified electronic signature and seal stamp.

### Operation Global Services

PCI DSS certification - Payment Card Industry Data Security Standard, an international security standard guaranteeing the protection of bank card data.



# Glossary

06





- CSR : Corporate Social Responsibility
- SME : Small and Medium-sized Enterprises
- CSR : Corporate Social Responsibility
- MENA : Middle East and North Africa
- BOA : Bank Of Africa
- LCB Bank : La Congolaise de Banque
- RM Experts : Recovery International Management and Expertise Experts
- BTI Bank : Bank AL-Tamweel Wa Al-Inma
- COP22 : Conference Of the Parties 2022
- GHG : Green House Gas Emissions
- UNEP FI : United Nations Environment Programme Finance Initiative
- UN : United Nations
- INDH : National Initiative for Human Development
- EBRD : European Bank for Reconstruction and Development
- GCF : Green Climate Fund
- GVC : Green Value Chain
- GEFF : Green Economy Financing Facility
- SDG : Sustainable Development Goals
- AFD : French Development Agency
- EIB : European Investment Bank
- GGF : Green for Growth Fund
- RMA : Royale Marocaine d'Assurance
- CDG : Caisse de Dépôt et de Gestion
- MAMDA-MCMA : Mutuelle Agricole Marocaine D'Assurance - Mutuelle Centrale Marocaine d'Assurance
- ROA : Return On Assets
- ROE : Return On Equity





[relationsinvestisseurs@bankofafrica.ma](mailto:relationsinvestisseurs@bankofafrica.ma)



[bank-of-africa-bmce-group](#)

