

2017
18

OPERATIONAL
REPORT



Excelling Together

חלוצי לרכוש
Wegagen Bank



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Excelling Together

Our Vision

**“To be one of the ten most
reputable and competent Banks in
Africa by the year 2025”**

Wegagen Bank S.C. was established on June 11, 1997. It came into being thanks to 16 visionary founding members who recognized the critical role that financial institutions would play to create a sustainable economic development and raised an initial capital of birr 30 million. As at June 30, 2018 the paid up capital of the Bank reached Birr 2.3 billion. The number of Shareholders is now 3,199.





welcome.

Our Mission

- **Optimize the stockholder value through sustainable growth and profitability**
- **Provide wide range of innovative and customer focused Banking products and services**
- **Boost operational excellence by employing state-of-the-art information Technology**
- **To be the employer of choice by creating conducive working environment wherein employees achieve their career aspiration**

Core Values

Honesty, Integrity and
Loyalty

Service Excellence

Professionalism

Learning and Innovation

Employee Satisfaction

Respect and Dignity

Social Responsiveness

Good Corporate
Governance

Equal Employment
Opportunity



Mengisteab G/kidan
Chairman



Tefera Molla
V. Chairman



Amanuel G/Kidan
Member



Atey Tadele
Member



Tadesse Adane
Member



Araya Merid
Member



Col. Mulu Berhane
Member



W/ro Ferida Ahmed
Member



W/ro Mahta Embaye
Member



Fikru Jiregna
Member



Araya G/Egziabher
President/CEO



Woldegebriel Wedajo
VP, Resources



Wondifraw Tadesse
VP, Corporate Services



Desaley Embza
VP, Operation



Assefa Yeshanew
A/VP, Information Technology Services



Yehwalashet Zewdu
Director, Control



Addis W/Cherkos
Director, Branch Operations



Tesfaye H/Michael
Director, Engineering Services



Getshu Begashaw
Director, Treasury Management



Yohannes Mengistu
Director, Material Resources & Facilities Mgt.



Kindie Abebe
Director, Accounts & Reconciliation



Russom Mesghena
Director, Human Resource Mgt.



Yoseph Gezachew
Director, Credit Analysis & Portfolio Mgt.



Desalegn Assefa
Director, Corporate Strategies & Change Mgt.



Fikru W/Tensie
Director, Marketing & Corporate Communications



Tewodros Legesse
Director, International Banking



Zeray G/Wahid
Executive Assistant



Nebiyu Mengistu
Director, E-Banking



Tilahun Temotewos
Director, IT Infrastructure Mgt. Services



Geteye Mekuria
Director, Risk & Compliance Mgt.



Medhanie Taddele
Director, Legal Services



Message from Chairperson of the Board of Directors

It is indeed an honor and privilege for me to present Wegagen Bank's FY 2017/18 annual report to the General Assembly of shareholders of the Bank.

Both the global and domestic economic environments have shown a modest improvement despite the circumstances in the fiscal year under review. The IMF World Economic Outlook indicates that the global economy has registered growth in 2017 attributable to the investment recovery in advanced economies coupled with continued strong growth in most of emerging Asian economies. Compared to 2016, advanced economies grew 2.4% in 2017, up by 0.7%, while that of emerging market and developing economies registered a growth of 4.7%, exhibiting a 0.3% growth year-on-year. The domestic economy is expected to grow in EFY 2010, with an estimated rate between upper single digit and lower double digit, despite the double-digit inflation experienced in the whole fiscal year except the month of July. The export sector has shown signs of recovery with a marginal increase of 4% at USD 1.95 Billion over last fiscal year's corresponding period. The fiscal year under review also saw the introduction of various directives in the regulatory and banking industry, which helped it continue to register a robust growth in all key financial and operational performance indicators.

Withstanding both external and internal challenges, the Bank has registered remarkable performances in the 2017/18 fiscal year with the joint effort of all stakeholders. The Bank's total deposit reached



“ The fiscal year under review also saw the introduction of various directives in the regulatory and banking industry, which helped it continue to register a robust growth in all key financial and operational performance indicators. ”

Birr 20.5 billion as at June 30, 2018, exhibiting a growth of 30.6% year-on-year. Corresponding to growth of total deposit, total outstanding loans and advance grew by 45.1% year-on-year to reach 15 billion. Moreover, total asset and paid-up capital of the Bank reached Birr 27.4 billion and Birr 2.3 billion showing a growth of 31.1% and 11.5%, respectively, over the preceding year balances.

The Bank earned a total income of Birr 3.1 billion and incurred a total expense of Birr 2.1 billion in the 2017/18 fiscal year. In fiscal year 2017/18, the Bank realized a profit before tax of Birr 1.1 million. This performance was a 48.8% growth as compared to preceding year's performance. The return on asset (ROE) and Return on Equity (ROE) stood at 3.3% and 22.5%, respectively.

On top of registering notable performance in both operational and financial indicators, the Bank's performance in areas of strategy implementation, human capital development, expansion of service delivery channels and utilization of banking technology was remarkable. In a bid to expand its business and accessibility, the Bank has grown in size; increasing its number of employees to 4,165; expanding its branch network adding 64 new branches to reach 277; and expanding its customer base as well as customer service delivery channels through deployment of electronic banking technologies. In the year under review, the Bank has also completed and colourfully inaugurated its Headquarters building, which now houses the head office operations.

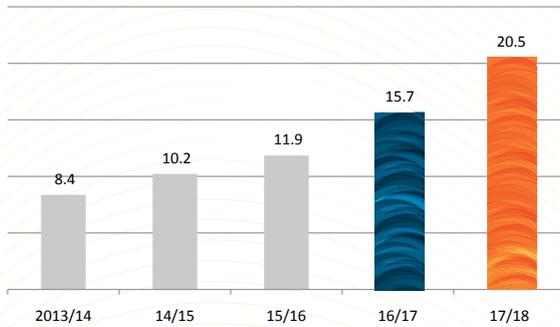
Looking forward, the Bank will strive to register higher performance in both operational and financial indicators in the year ahead, by implementing various initiatives in the areas of operational excellence, human capital development, information communication technologies and business development. The Bank, therefore, remains committed to pursue its vision and mission and there by meeting the interest of all of its stakeholders in the upcoming periods.

Lastly, I would like to convey my sincere appreciations to all esteemed customers, respected shareholders, members of the Board of Directors, management and entire employees of the Bank for the unified effort, commitment, and dedication provided to support the Bank to record a better performance. I would also like to thank National Bank of Ethiopian and other key players in the industry for the role they played in creating conducive business environment for the banking industry.

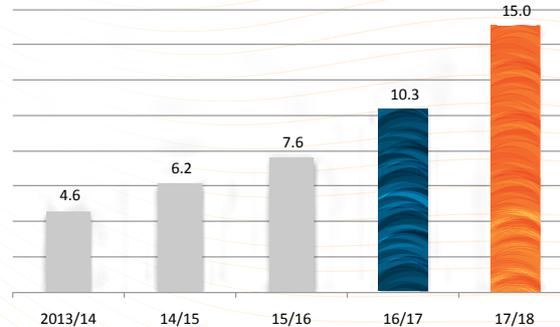



Mr. Mengsteab G/Kidan
Chairman Board of Directors

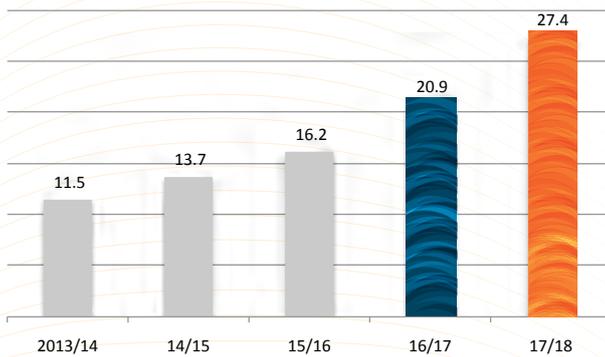
PERFORMANCE HIGHLIGHTS



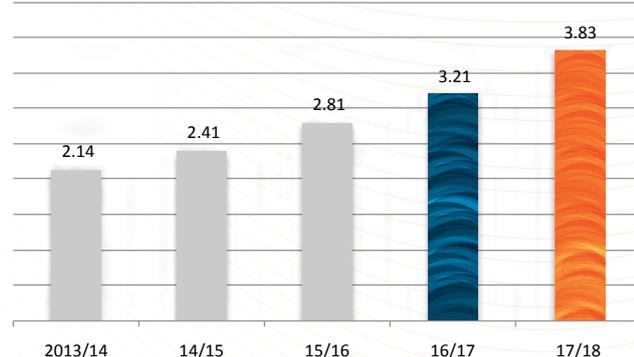
Total Deposit (billions)



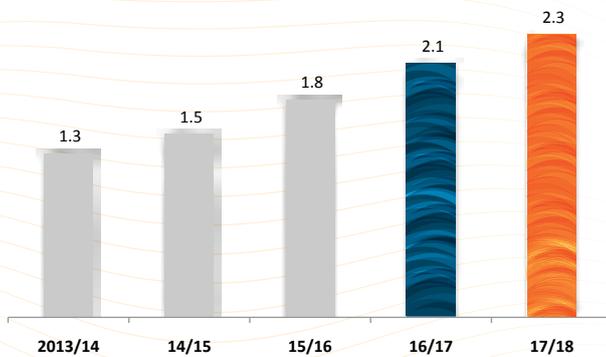
Loans & Advances (billions)



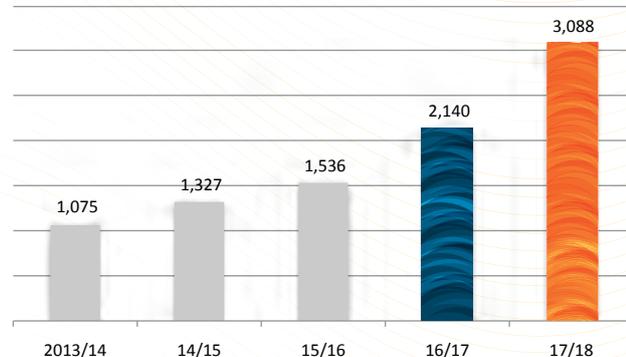
Total Assets (billions)



Total Capital (billions)



Paid-up Capital (billions)



Total Income (Millions)

Message from the President/CEO

Dear Fellow Shareholders,

EFY 2010 was a true test of our ambition and discipline. The year brought challenges and headwinds, yet our underlying performance remained robust. We witnessed good growth in our year-on-year profits, and other key performance indicators. My colleagues and I are pleased to report that our Bank has registered a profit of over a billion birr becoming only the third private bank to do so and solidifying its position as one of the leading private commercial banks in the country.

In line with our Vision 2025 and corresponding strategic plan, we continued to invest in strategic initiatives set out to modernize Wegagen and prepare it for the 21st century banking requirements that come from the ever enlightened and ever demanding customer and the potential threats that may arise from the opening of the economy to international competition. Whilst focusing on investments in long-term strategic infrastructure, capacity, and human capital, we have also demonstrated a substantial growth in all areas of operation including loans and deposits.

Against a backdrop of continuing economic & regulatory challenges, I am pleased to see our key indicators performing well with a strong return on equity of 36%, commendable resource mobilization rate of 30.8%, and strong capital adequacy ratio of 19%. We have expanded our branch network to over 277 across the length and breadth of



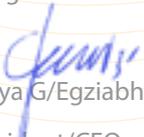
“ I am pleased to see our key indicators performing well with a strong return on equity of 36%, commendable resource mobilization rate of 30.8%, and strong capital adequacy ratio of 19%. ”

the country operating under nine District Offices which had been instrumental in our efforts to grow value of deposits to Birr 20.4 billion. While the balance sheet is always an important measure of achievement, we believe success goes beyond the numbers. In the concluded fiscal year, we have set out to implement several initiatives that position our Bank in a favorable situation amid a heated competition among banks. We have developed & implemented resource mobilization strategies, resulting in introduction of several products & services; review of our customer experience & service delivery; conducted aggressive image and brand visibility campaigns; introduced new core banking technology & started building new data center; undertook preparations to construct buildings for our regional offices; as well as customer segmentation and value proposition endeavors.

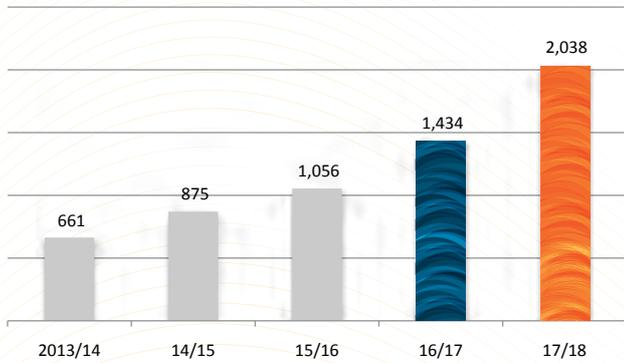
Competition in the market is growing, so is our preparedness. Our investments & initiatives that we continue to put in place will ensure not only our competitiveness in today's situations but also bolster our position as we aspire to be the most reputable bank. The achievements we made this year bear witness to the fact that we are on the right track. We will continue to build on our strong foundation. In the next fiscal year, we will certainly be in a much better position despite the economic uncertainties.

Wegagen's greatest assets are our carefully considered strategy, a clear and compelling vision, and — perhaps most important - a strong set of shared values from our talented and committed workforce and broader stakeholder. Our success & achievements always come from the joint efforts that all stakeholders put in. I would like to take this moment to thank our Shareholders, both the outgoing & new Board of Directors, my fellow colleagues at the Executive Management and all staff for their unreserved commitment to the remarkable success & achievement we registered in EFY 2010. I trust that what we have seen in EFY 2010 will encourage us to do even more and achieve far better in EFY 2011.

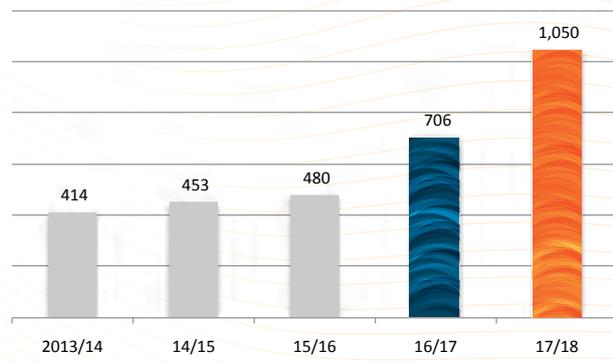
Congratulations and thank you


Araya G/Egziabher
President/CEO

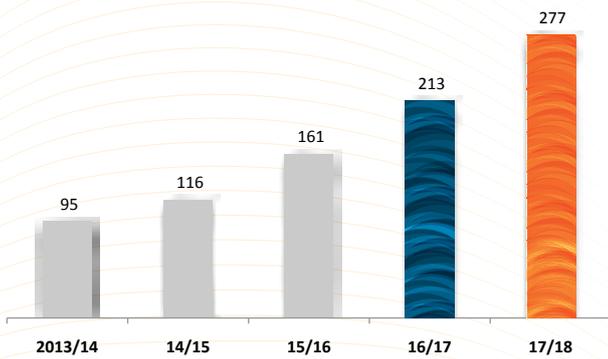




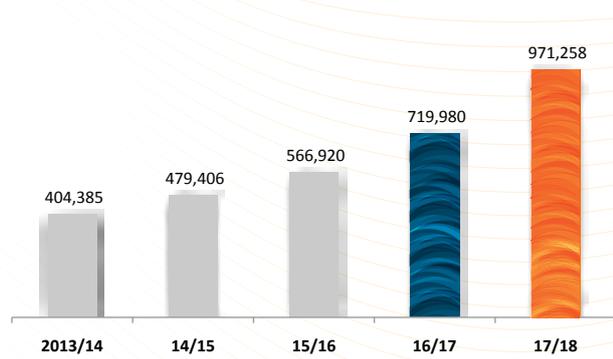
Total Expense (Millions)



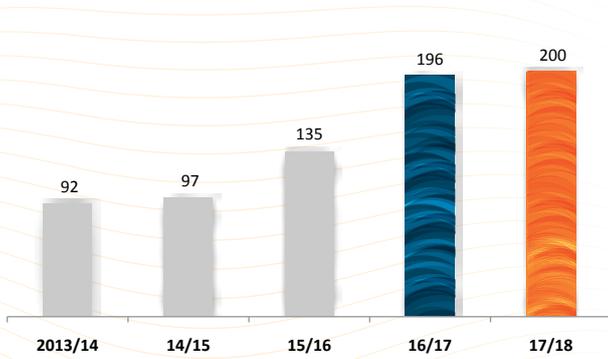
Profit Before Tax (Millions)



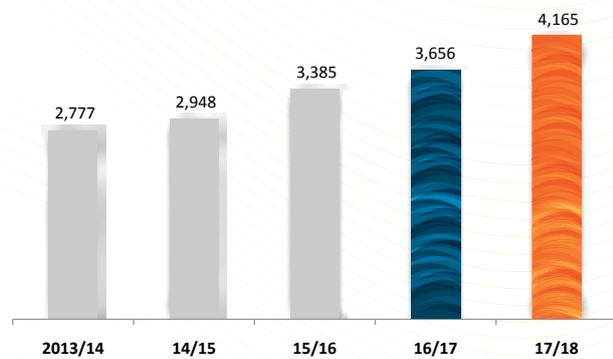
Number of Branches



Number of Deposit Account



Number of ATMs



Number of Employees



OPERATIONAL PERFORMANCE



1. OPERATIONAL PERFORMANCE

1.1. Deposit Mobilization

The Bank has been registering sustainable and steady growth of deposits over the last five years. As at June 30, 2018, the total deposit of the Bank reached Birr 20.5 billion exhibiting a growth of 30.6% or Birr 4.8 billion over the beginning year balance of Birr 15.7 billion. This sustainable performance in deposit mobilization largely reflects the aggressive branch expansion pursued by the Bank, the growth registered in the customer base and the ameliorated customer services provided by the Bank.

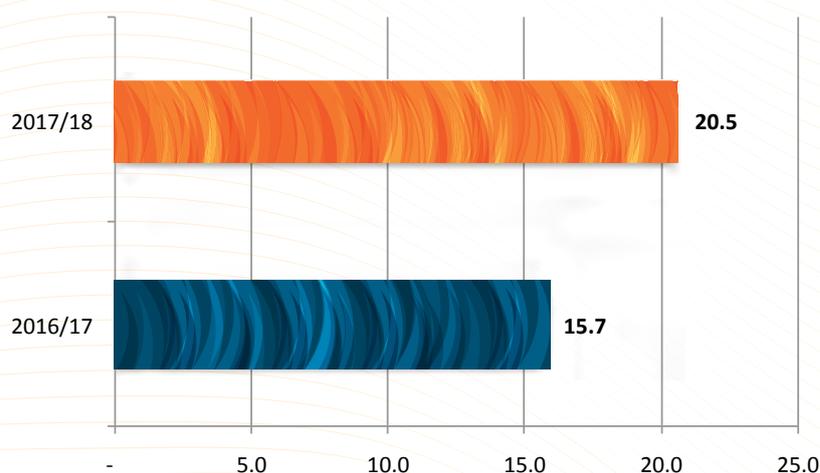


Fig 1 : Comparison of Total Deposits (In Billions of Birr)

Saving deposit took the largest share of the total deposit reflecting the Bank's focus on mobilizing stable and less costly types of deposit. As a result, the share of Saving deposit was 49% in the fiscal year 2017/18. The second largest proportion of the total deposit was held by demand deposit with a share of 36% followed by time fixed deposit with a share of 15%.

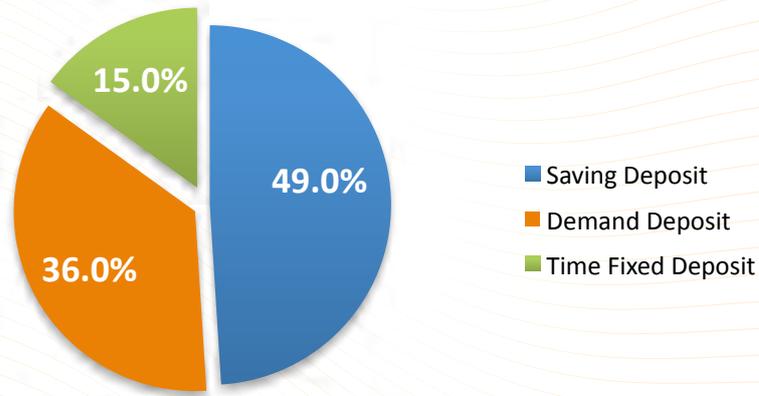


Fig 2 : Structure of Total deposit

1.2. Loans and Advances

Propelled by the growth recorded in total deposit, total outstanding loans and advances ascended significantly in the fiscal year 2017/18. The Bank’s total outstanding loans and advance due from private sector stood at Birr 15 billion as of June 30, 2018 showing an increment of 46% (Birr 4.7 billion) over last year similar period of Birr 10.3 billion. Likewise, showing a growth of 23.5% or Birr 1.2 billion, total loans due from the government in the form of NBE Bills reached Birr 6.4 billion as at June 30, 2018.

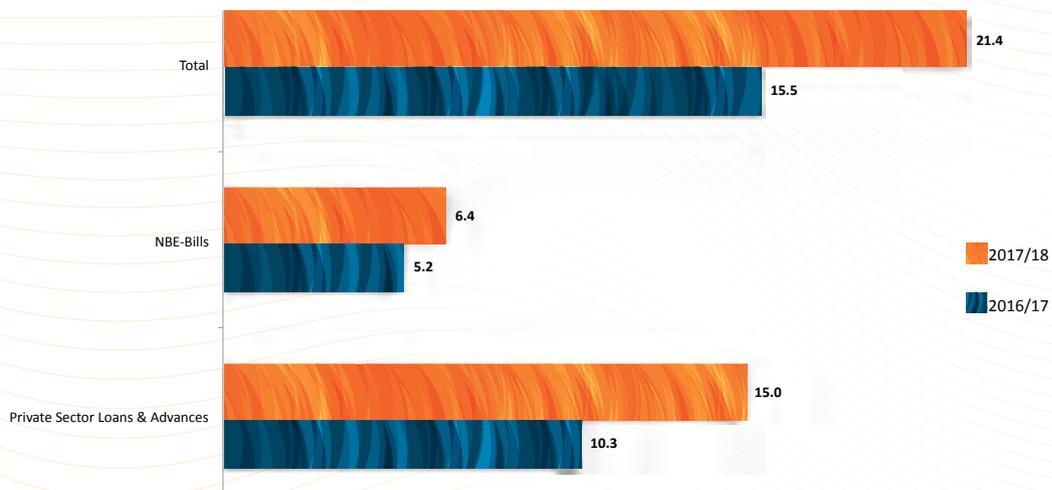


Fig 3 : Comparison of Loans Portfolio (In Billions of Birr)

The Bank provides loans to diverse sectors of the economy which covers agriculture, industry and service sectors. In line with country's developmental agenda, the largest share of the total loan portfolio of the Bank was held by Export Sector with a share of 34.3% ahead of Manufacturing Sector: 12.4%, Transport Vehicle: 12.4%, Import Sector: 11.2% and Wholesale and Retail Trade Services: 9.7%. Whereas, the remaining proportion was held by Other Sectors which accounted for 20.1% altogether.

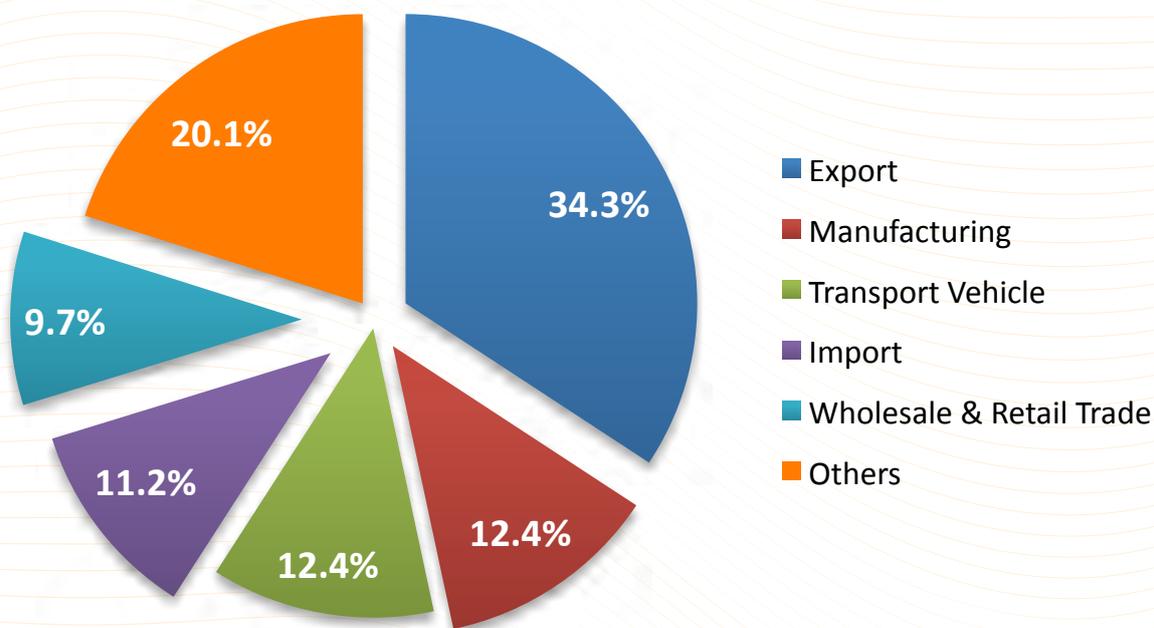


Fig 4 : Loans & Advances by Sector

1.3. International Banking Operations

During the reporting period, the Bank has conducted various activities to augment its foreign currency earnings. The partnership with international money transfer agents as well as renowned correspondent banks has been strengthened to enhance foreign currency receipts from remittance and export sources. Furthermore, the Bank has expanded its digital channels and membership to international payment card to generate additional foreign currency from payment card services.

The Bank has also provided various incentives for those customers who receive foreign currency through international remittance agents and sell foreign currency at the counter of the Bank. To boost the performance of foreign currency generation from cash purchase, additional new forex bureau was opened during the reporting period.

1.4. Interest Free Banking Service

The Bank has already started providing Interest Free Banking services along with conventional banking services to widen its customer base as well as to enhance financial inclusion in the country. Since the recent commencement of the service, the interest free banking performance is encouraging and growing overtime. Currently, in its interest free banking segment, the Bank is providing deposit products of Amana and Qerd as well as financing products of Murabah and Qerd-Al-Hassen for Exports.

During the reporting period, the Bank has taken various initiatives to increase its resource mobilization and utilization from interest free banking services. Among other things, the Bank is working on widening of interest free banking products and services to expand its customer base. The Bank is also in its final stage to appoint a Sharia Advisory, which will provide general guidance on the business model and oversee the entire business of Interest Free Banking Service.

ወጋገን ባንክ
Wegagen Bank®

ከወለድ ነፃ
የባንክ አገልግሎት

ወጋገን
አማኖት

የአማኖት ካርድ ዘመድ ይውሰዱ

ወጋገን ባንክ ሸሪክን መሠረት ያደረገ ወጋገን አማኖት የተሰኘ ከወለድ ነፃ የባንክ አገልግሎት ፍጹም በተለየ እና በተደራጀ መስኮች እየሰጠ ይገኛል። ወጋገን አማኖት ካርድን በመውሰድ ቀላልና ምቹ አገልግሎት ማግኘት ይቻላል።



2. Corporate Social Responsibility

Corporate Social Responsibility (CSR) is the concept whereby organizations integrate social and environmental concerns into their business operations and into their interaction with their stakeholders on a voluntary basis. As a socially responsible corporate citizen, Wegagen Bank gives back to communities it operates in, in pursuit of betterment of life. By the powers bestowed up on the Board of Directors (BOD) of Wegagen Bank to develop and institute policies and guidelines that inform the day-to-day operations of the Bank, the Bank's Corporate Social Responsibility (CSR) Policy and Strategy has been put in place in the fiscal year for subsequent implementation. In the concluded fiscal year, Wegagen has been actively discharging its corporate social responsibility obligations in accordance with the policy.

In addition to the planned & budgeted regular CSR activities, Wegagen Bank has extended its support to the rehabilitation efforts of people displaced from various parts of our country due to conflicts. Wegagen donated a total of birr 23 million to rehabilitate citizens displaced in Oromia, Somali, SNNP & Tigray. Furthermore, it has also donated birr 2 million to Amhara Regional State to support the fight against Water Hyacinth also known as "Emboch Arem", the weed that engulfed Lake Tana and threatened the livelihood of thousands of farmers.

Every fiscal year Wegagen plans & executes regular CSR initiatives in the areas of critical importance to the communities it works with. Wegagen's support is executed through both government and NGOs at local & national levels. The list of the beneficiaries includes Mekedonia- support to destitute elders; the Ethiopian Red Cross; Yenat Weg Association-school feeding program; various orphanages, and people suffering from renal failure, and so on.

These donations & CSR initiatives are a testimony to Wegagen's commitment to heeding communities' calls in times of distress, a tradition with which we are all proud.

3. FINANCIAL PERFORMANCE

3.1. Asset Expansion

Total Asset of the Bank has continued to expand considerably in the fiscal year 2017/18. The Bank accumulated total Assets of Birr 27.4 billion as at June 30, 2018, showing an increment of 31.1% (Birr 6.5 billion) over the beginning year balance of Birr 20.9 billion. The growth in total asset of the Bank is the reflection of growth recorded in major components of total asset such as outstanding loans and advances, NBE Bills, Fixed Asset and Cash and Bank Balance. The largest proportion of total asset was held by loans and advances with a share of 54.9% followed by NBE Bills and Cash and Bank Balance with a share of 23.3% and 14.8%, respectively.

3.2. Capital Growth

Total capital of the Bank which includes paid-up capital, legal reserve, retained earnings and share premium reached Birr 3.8 billion as at June 30, 2018. Accounting for 60% of the total capital, paid-up capital of the Bank reached Birr 2.3 billion as June 30, 2018. Year-on-year, it grew by 11.5% or Birr 238.2 million upon Birr 2.1 billion of the beginning year balance.

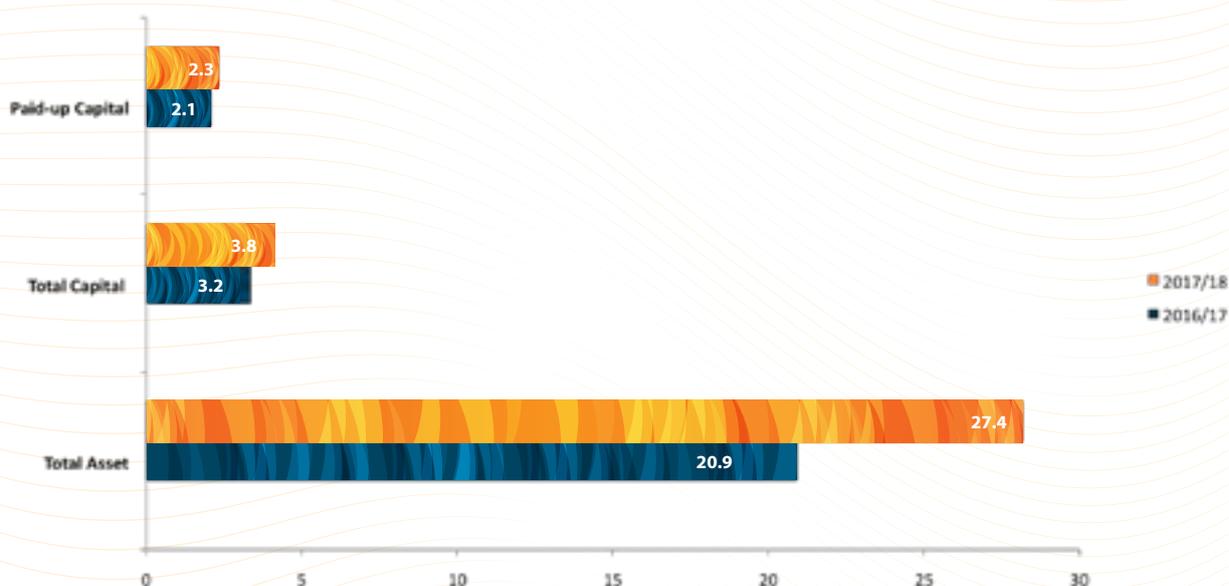


Fig 5: Comparison of Assets, Capital & Paid -Up Capital (In Billions of Birr)

3.3. Total Income

In the fiscal year 2017/18, the Bank earned a total income of Birr 3.1 billion. As compared to Birr 2.1 billion earned a year earlier, it swelled by 44.3% or Birr 947.8 million. All major categories of income contributed positively to the recoded total income growth where Interest on Loans and Advances, Commission and Charge Income and Interest on Investment grew by 60.2%, 31.2% and 30%, respectively.

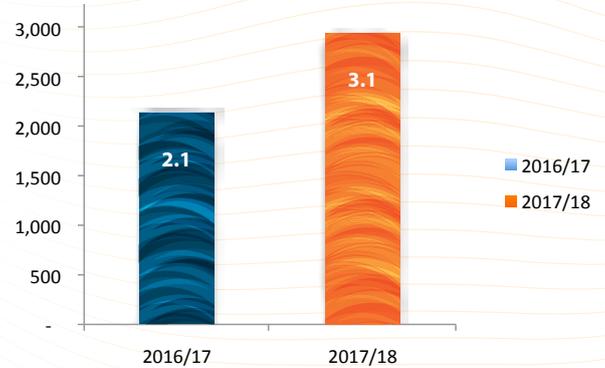


Fig 6: Comprison of Total Income (In Billions of Birr)

The composition of total income indicates that Interest on Loans and Advances dominated the total income of the Bank with a share of 62.7%. Commission and Charge Income and Interest on Investment accounted for 27.5% and 5.9%, respectively. The remaining proportion was held by Other Income category with a share of 3.9%.

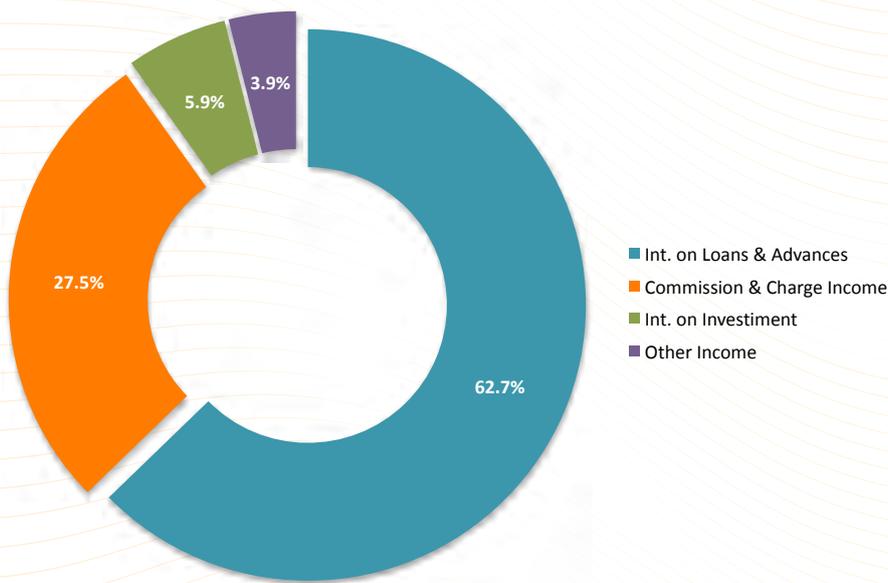


Fig 7: Composition of Total Income

3.4. Total Expenses

Total expense for the fiscal year 2017/18 amounted to Birr 2.0 billion, which soared by 42.1% or Birr 603.4 million upon Birr 1.4 billion incurred a year earlier. The growth recoded in total expense was a reflection of 61.1%, 32.1% and 32% growth recoded in Interest Expense, Salary and Benefit Expense and General Expense over the level of the preceding year, respectively.

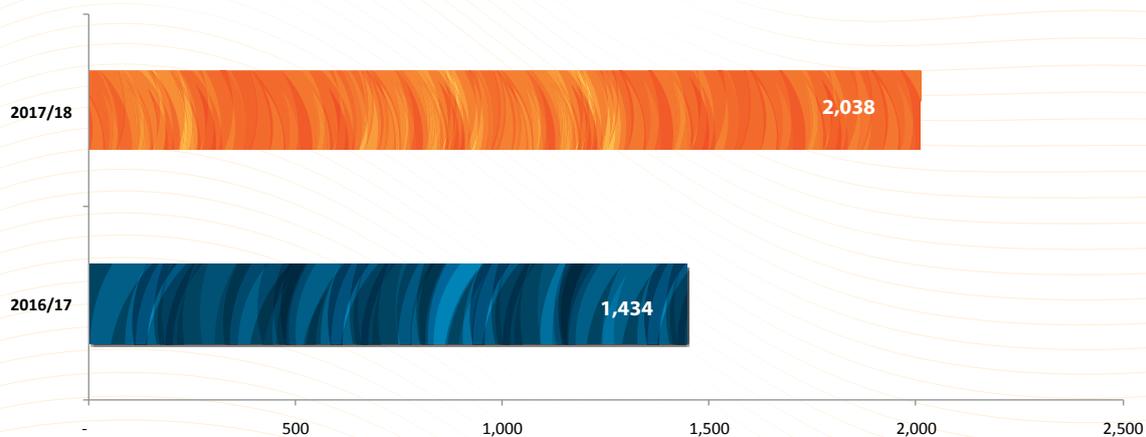


Fig 8: Comparison of Total Expenses(in Million of Birr)

Among the major total Expense items, Staff Salaries and Benefits took the largest proportion with a share of 36.9% followed by Interest Expens and General Expense which claimed 33.2% and %, respectively. While, the remaining portion contributed by other various small expense items with a share of 3.8%.

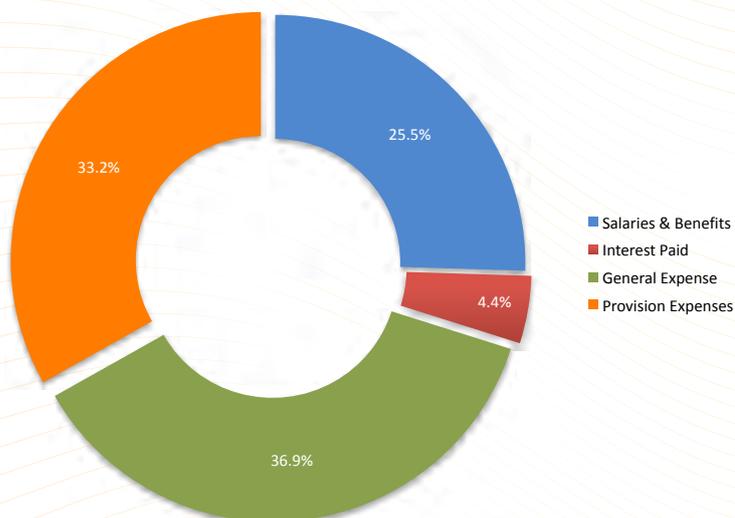


Fig 9: Composition of Total Expenses



3.5. Profit Before Tax

The Bank realized Birr 1.1Billion profit before tax in the fiscal year 2017/18. Put against the previous year performance of Birr 706 million, this year performance ascended by 48.8% or Birr 344.4 million.

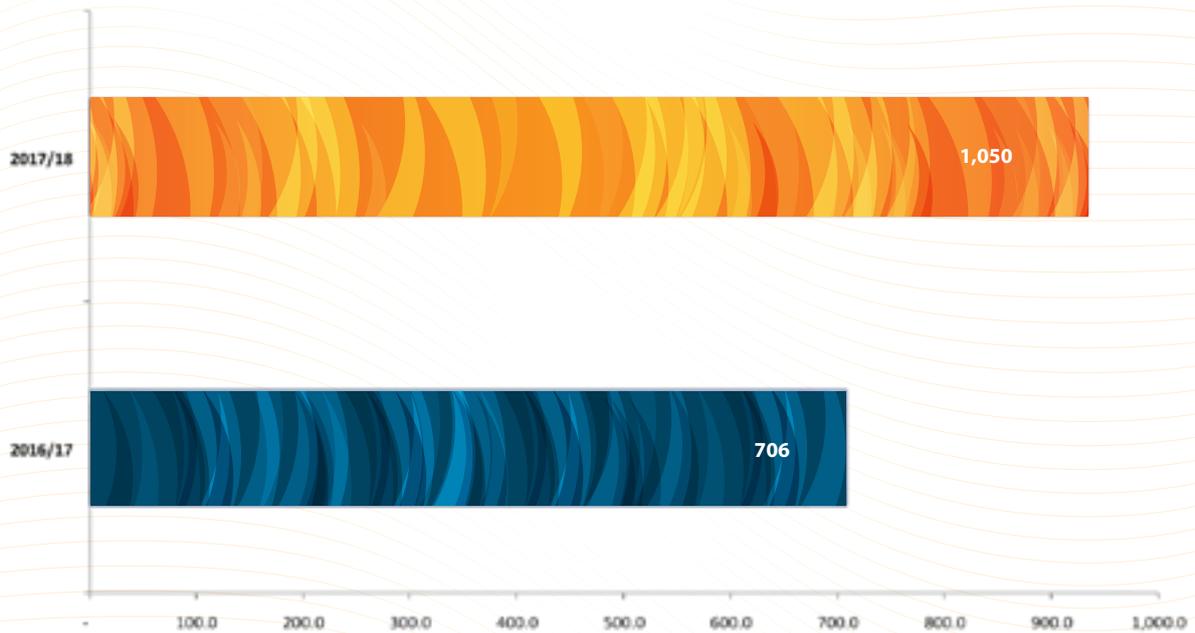


Fig 10: Comparison of Profit before Tax (In Million of Birr)

4. STRATEGIC PLAN AND PERFORMANCE MANAGEMENT

Fiscal year 2017/18 marks the third year implementation of the Bank's five year strategic plan that covers from 2015/16 to 2019/20. During the third year of strategic plan implementation period, notable financial performances have been recoded and numerous strategic initiatives have been executed. Among other things, new Core-Banking System has been put in place, the construction of new and modern data center has commenced, the Bank has successfully implemented the rebranding project, competency based human resource management has been strengthened and aggressive branch expansion as per the strategic plan has been conducted to mention only the major ones. Moreover, the Bank has continued the implementation of Integrated Performance Management System (IPMS) in order to instill result based performance culture in the Bank and to interlink employees' performance to the overall strategy of the Bank.

With the aim of tracking the progress of the five year strategic plan, two and half year performance review of the Bank's strategic plan has been conducted against preset targets and industry performances. As a result, strong and weak areas have been identified and plausible recommendations were forwarded and implemented in the period under review.

5. HUMAN CAPITAL

The Bank has continued implementing competency based Human Resource Management System in order to develop the knowledge, skill and attitude of its employees. In the fiscal year 2017/18, the Bank conducted various employees' recruitment as well as promotion in line with the principles of competency based Human Resource Management System. As a result, the total employees of the Bank excluding outsourced security staff stood at 4,165 as at June 30, 2018, showing an increment of 13.9% over the beginning year level of 3,656, mainly triggered by aggressive branch expansion. Gender composition data of the Bank reveals that 68.2% (2,839 employees) are male and the remaining 31.8% (1,326 employees) are female.

During the reporting year, the Bank has provided various kinds of trainings to employees drawn from different levels in order to bridge employees' skill, knowledge and attitude gaps. Hence, about 6,127 employees took both local and foreign training on various topics in fiscal year 2017/18. On top of providing training, the Bank also continued to sponsor educational fee for its employees who attend studies in various universities and colleges.



Wegagen Bank signed a contract to build a new state-of- the art data center with Alta Computech and Moti Engineering plc at Sheraton Addis on September 26, 2018. The above pictures show the signing ceremony and kick off session of the data center building project.

6. PROMOTION AND NEW PRODUCT DEVELOPMENT

In strengthening its image in the eyes and hearts of the public as well as marketing its products and services, the Bank has conducted various kinds of promotions using both the print and electronic media. Moreover, during the reporting period, several promotional and giveaway items have been distributed to different stakeholders. Numerous sponsorship and donation programs have been also conducted to support the different segment of the society and thereby enhancing the image of the Bank. As a part of the implementation of the new brand identity of the Bank, production of a new signage with the newly crafted logo and corporate color is in progress.

In the just concluded fiscal year, new products and services which target various parts of the society have been launched. New products being commercialized in the reporting period include Nigat Women Account, Goh Junior Account, Admas Saving, Diaspora Mortgage Loan and School Account.

7. BRANCH NETWORK

In fiscal year 2017/18, the Bank opened 64 new additional branches in various parts of the country in order to broaden its customer base and reach closer to customers thereby to enhance resource mobilization. This effort brought the total number of branches of the Bank to 277 as at June 30, 2018. Year-on-year, it has shown a growth of 30.0%. The branch network of the Bank is wide and covers all regions of the country and the capital city. As a result, 112 branches are found in the capital city while the remaining 165 branches are found in different regional towns.

8. ALTERNATIVE CHANNELS

On top of expanding branches physically, the Bank has been diversifying and expanding its service delivery channels by applying innovative information technology to excel its service provision and create convenience for its customers. As a result, the Bank's ways of banking has been diversified to include digital channels such as Automated Teller Machine (ATM), Point of Sale (PoS), Internet banking and Mobile banking. In addition to MasterCard and VISA international card services, the bank is also providing agency banking services to its esteemed customers using HelloCash Platform.

The number of customers using the service of the Bank via these channels is growing overtime signaling further expansion in the number of ATM and PoS terminals. Accordingly, the total number of ATM and PoS terminals reached 200 and 293, respectively, as at June 30, 2018, showing a growth over the beginning year level. The number of mobile, internet and agency banking subscribers is also growing significantly year-on-year.



9. BANKING TECHNOLOGY

With the aim of providing efficient and effective customer service, the Bank has been proactively working towards enhancing its information technology capacity to deploy what the contemporary business environment requires. In line with that, the Bank has introduced a new and modern Core Banking System called Oracle Flex Cube. This Core Banking System has been successfully implemented in all the Branches and forex bureaus of the Bank since January 1, 2018.

The Bank is also enhancing its e-payment technologies and infrastructures to support digital channels expansion. Moreover, the process of constructing the state-of-the art data center, which aims to accommodate Bank's current and future needs of managing large and complex amount of data, is progressing well in the new Headquarters building.

10. HEADQUARTERS BUILDING

Other remarkable triumph of the Bank in the reporting period was the completion of Headquarters building construction. The Headquarters building construction has been successfully completed and colorfully inaugurated at the presence of governmental officials and other stakeholders. Subsequently, the Bank moved most of its Head office units to the new headquarters building and able to save a sizable amount of rental expenses during the reporting period.

The Bank also pursued similar activities in various regional towns and as a result, a plot of land has already been acquired in Mekelle town and process to acquire a plot of land in Bahir Dar, Hawassa and Dire Dawa towns is in progress.

11. RISK AND COMPLIANCE MANAGEMENT

Risk management is one of the key functions in ensuring that the Bank runs a robust, safe and sustainable business, trusted by stakeholders including but not limited to its customers, employees, shareholders and society at large. To this end, Wegagen Bank manages its business responsibly and in compliance with the regulatory requirements of the country. Cognizant of the significance of effective corporate governance and oversight, the Board's Risk and Compliance Management subcommittee plays pivotal role in ensuring all relevant risks are adequately addressed with risk mitigation measures, and also regularly evaluates the risk portfolio against established standards and monitors that the risks are contained within acceptable level.

The Bank has conducted risk assessment on regular basis across various operations of the Bank and escalates those risks with significant current and/or potential exposures to the Board and management for appropriate risk mitigation response. Equally important, the Bank has been committed to ensure that its overall operational activities are conducted in conformity with applicable national and internal laws, regulations and directives thereby protecting the Bank from risk of non-compliances.

Bank-wide and tailored training programs to target groups are offered regularly to enhance employees' awareness on risk and compliance issues, and thereby implanting risk & compliance culture across the Bank.

12. INTERNAL CONTROL

Internal control function of the Bank entrusted to assure daily operations of the Bank. To this end, the internal control function of the Bank is independently organized in accordance to the national and international standards to oversee management's compliance with internal policies and procedures as well as applicable rules, regulations and directives.

In the reporting period, various internal control activities including risk based audit inspections, financial and operational audits, special investigations and asset inventory were conducted in the reporting period to check whether they are performed as per internal policies and procedures of the Bank and applicable laws.

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