



# Amen Bank

Amen Bank is a publicly listed, private-sector bank. It provides a range of financial services to individuals, professionals and businesses, including lending and insurance. At the core of its vision and mission is a commitment to assist innovative and ambitious entrepreneurs, sole traders, and artisans in realizing their projects – spurred by the belief that this is the key to a better future for Tunisia.



**Name:** Amen Bank

**Country:** Tunisia

**Industry:** Banking

**Number of employees:** 1190

## What are the benefits of ISO 26000 for Amen Bank?

Key benefits to date include:

- Development of an environmental and social management strategy and its implementation
- Improved risk management through better processes and staff training
- Improved systems for conforming to legal requirements
- Increased transparency with clients and all stakeholders through better reporting
- Code of ethics developed and communicated through awareness-raising workshops
- Fairer human resources management and greater staff engagement
- Gender diversity

## How did ISO 26000 lead to these benefits?

Organization-wide awareness raising on social responsibility was organized and led by the Management Board to introduce the subject. A cross-departmental task force

was formed, which received training by national experts on social responsibility. The group worked on stakeholder mapping, performed a gap analysis, and created action plans linked to social responsibility.

Stakeholders were ranked by importance and relevance to the organization and a number of meetings and interviews were arranged to get a better idea of their expectations and needs.

A key member of the bank was appointed to head the implementation of the standard and a work group was set up comprising representatives from finance, conformity assessment, legal, audit, IT, international relations and risk management. Systems and processes were duly revised or developed in line with the standard, including job descriptions and credit reports, and action plans were put in place.

A new structure dedicated to risk management – including credit and market risks – was introduced and external auditors appointed to oversee the process. Internal auditors were taught a new methodology adhering to international best practices.



*“We are convinced that integrating social responsibility into a business is a key factor of performance and competitiveness. We recommend in particular that other group subsidiaries (Holding Amen) – even sister banks – give serious consideration to the possibility of integrating social responsibility issues into their activities and processes.”*