

11-EN_Indicateurs-de-performance-Groupe-2022-2023-08-30

Indicators	Unit	2018	2019	2020	2021	2022	Evolution	Objective
Consolidated net income	Billions CFA	12	18	19.4	19.8	19.2	+3%	
Balance Sheet Total	Billions CFA	2,160	2,634	3,268	4,058	4,732	+17%	
Net Banking Income	Billions CFA	127	147	155	187	222	+18.7%	
Operating coefficient	%		68.3%	64.70%	62.8 %	61.9 %	-1.4%	
Agencies	Number	149	157	164	166	171	+3%	
Customer Deposits	Billions CFA	1,462	1,823	2,124	2,584	3,177	+23%	
Customer Credit	Billions CFA	1,207	1,366	1,585	1,947	2,076	+7%	
Active Clients	Number	5,109,26	4,937,85	5,750,76	6,879,02	7,174,86	+4%	
Country	Number	12	12	12	12	12	=	
Administrators	Number		9	11	11	10	-9%	
Female administrators	Number		2	3	4	1	-75%	100%
Female administrators	%		22%	18%	31%	10 %	-68%	
Attendance at Board Committee Meetings	%	91%	86%	98%	93%	95 %	+2%	
Employees trained in Orabank brand values (elearning)	%		New	55%	55%		=	100%
Committees of the Board of Directors	Number		5	5	5	8	+60%	
Suppliers subject to procurement procedures	%		100%	100%	23%	7 %	-70%	100%
Employees at risk subjected to international anti-corruption tests	%		100%	100%	100%	78 %	-22%	100%
Transactions covered by anti-money laundering devices	%		100%	100%	100%	71 %	-29%	100%
Independent Directors at CA	Number	3	3	3	4	4	=	
Independent Directors at CA	%		33%	27%	36%	40 %	+11%	
Director in conflict of interest	Number		0	0	0	0	=	0
Customers using digital offers	%	75%			75 %		=	75%
Customers satisfied with services and products	%	90%	90%		90%		=	90%
Documents issued comply with the principles of the Responsible Communication Charter	%		100%		100%		=	100%
Fans on Facebook	Number		5,207,86	5,389,20	5,437,52			
Contacts on LinkedIn	Number		64408	107547	127371			
Instagram Subscribers	Number		1,93	2,713	3,182			
Twitter followers	Number		3,661	4,100	4,353			
Employees	Number	1,857	2,015	2,022	2,263	2,510	+10.91%	
Male employees	Number	1,066	1,150	1,158	1,308	1,438	+9.94%	
Male employees	%	57%	60%	58%	57.8%	57.3 %	-0.9%	
Recruitment	Number	221	276	186	316	393	+24.37%	
Permanent employees	Number	1,647	1,776	1,892	2,063	2,213	+7.27%	
Permanent employees	%	89%	88%	94%	91%	91 %	=	
Executive employees	Number	747	852	889	1,070	1,325	+28.33%	
Executive employees	%	40%	42%	46%	47%	52 %	+10.64%	
Staff turnover	%	9%	11%	7%	11%	11.93 %	+8.45%	
Average seniority (years)	Years	5	6.5	6	8.21	7.13	-13.16%	

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Collaborators receiving assessment interview	%	100%	100%	100%	99%	99 %	=	100%
Retention of top-rated employees	%	95.5%	94.5%	96%	96%	96 %	=	98%
Salary mass	Millions CFA	2,861,6	2,627,0	2,821,5	3,743,0	4,523,8	+20.86%	
Average salary	Thousands CFA	1,541,0	1,303,7	1,395,4	1,654,0	1,802,3	+8.97%	
Cumulative social work	payroll	%			2	3		50%
Subsidiaries with a CSST	%	100%	100%	100%	100%	100 %	=	100%
Absenteeism	%	2.8%	3.0%	2.5%	3.17%	2.37 %	-26.34%	3,5%
Accidents at work	Number	3	8	13	3	10	+233.33%	100%
Days lost due to an industrial accident	Number	152	91	366	8	102	+1,175%	90%
Employees who took their annual leave	%			91%	71%		-22%	100%
Women recruited	%	29%	37%	36%	40%	38.42 %	-3.95%	50%
Employees who have received training during the year	%	87%	80%	86%	44.32%			100%
Successful completion of graduate banking training	%	65%	85%	84%	83%	85 %	+3%	100%
Successfully completed CSR training	%			45%	60,5%		34 %	100%
Training budget	payroll	%	4.04%	4.6%	3.23%	3.5%	+8%	-29%
Interns welcomed	Number	994	1,073	652	989	979	-1.1%	900
Position	Profile Match Rate	%	95%	90%	90%			=
Female employees	%	43%	40%	42%	42.2%	42.7 %	+1.18%	
Female Executives	%	31%	30%	31%	31.59%	34.11 %	+7.98%	
Women on Executive Committees	%	22%	26%	25%	22%	23 %	+4.55%	50%
Internal promotions for women	%	46%	44%	42%	39%	34 %	-12.82%	
Average age	Years	38.6	39	39	38.8	39.49	+1.78%	
Africa's Population Growth	%	2.7%	2.7%	2.6%	2.6%	2.6 %	=	
Small and Medium Enterprises	%		85%	90%	90%	90%	=	
Employment from the informal sector	%		86%	90%	85.8%	85.8%	+2%	
Strict Banking Rate (TBS) in Africa	%	19%	19%	19%	19.3%	19.3%	=	
Financial Inclusion Rates (TGUSF) in Africa	%		57%	60%	63.8%	63.8%	+6%	
Extended Banking Rate (EBIT) in Africa	%		41%	40%	39.8%	39.8%	-0,5%	
Mobile penetration in Africa	%		44%	46%	48%	48%	+4%	
Investment in citizens' and solidarity actions by subsidiaries	Thousands CFA		2,199,77	6,959,986	21,730,464	37,700,000	212%	
Subsidiaries that have carried out at least one solidarity action during the year	%		100%	100%	100%	100 %	=	100%
Subsidiaries that have developed a program for participatory savings products	%			17%	25%	100 %	-53%	100%
Agencies with an environmental management system in place	%			100%	20%	22 %	+10%	100%
Efficient energy management agencies	%		100%	100%	44%	42 %	-4.55%	100%
Commissions in structured finance (million CFA francs) cumulated	Millions CFA	530	756					700
Volume of projects supported under SUNREF	Billions CFA	3,900	3,900	5,310				6000
CO2e emissions avoided (SUNREF PROJECTS)	T CO2e	1,868	1,426,800					