



# SUSTAINABILITY REPORT 2022

AL-BUHAIRA NATIONAL INSURANCE CO.

# ABOUT THIS REPORT

(GRI 2-1, GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5, G7, G8, G9)

This is the third Sustainability Report issued by Al-Buhaira National Insurance Company P.S.C. (ABNIC) since its inaugural report for the year 2020. The report covers the period from 1 January to 31 December 2022, unless stated otherwise.

The report discloses the Company's performance related to economic as well as environmental, social, governance (ESG) factors for the year 2022. The report can be read in conjunction with the Company's 2022 Consolidated Financial Statements and Corporate Governance Report to obtain a comprehensive and complete overview of the Company.

## REPORTING SCOPE

Al-Buhaira National Insurance Company (ABNIC) is incorporated as a public shareholding company by an Emiri Decree issued by His Highness, The Ruler of Sharjah, on May 16, 1978 and was listed on the Abu Dhabi Securities Exchange (ADX) on February 16, 2005. The Company is subject to the regulations of the UAE Federal Law No. 6 of 2007 and is registered in the Insurance Companies register of the Insurance Authority under number 15.

The Company operates through its headquarters in Al Buhaira Tower, Khalid Lagoon, Buhaira Corniche, P.O. Box 6000, Sharjah, UAE, as well as through its 8 branches across the UAE in Sharjah, Dubai, Abu Dhabi, Ajman, Al Ain, Fujairah, and Khorfakkan. All the Company's branches fall within the scope of this report.

## BASIS OF PREPARATION

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021 Update, which is effective for reports published from 1 January 2023 onwards, and is aligned with ADX's ESG metrics as well as the Sustainable Development Goals (SDGs).

## EXTERNAL ASSURANCE

The financial figures included in this report have been extracted from our financial statements which have been independently audited by an internationally recognized audit firm. Our audited financial statements can be found on our website or that of ADX's.

## FORWARD-LOOKING STATEMENTS

Forward-looking statements involve uncertainty given the many external factors that could impact the environment in which the Company operates.

The Company holds no obligation to publicly update or revise its forward-looking statements throughout the coming fiscal year except as required by applicable laws and regulations. It is, therefore, not within the scope of our internal audit team to form an opinion on these forward-looking statements.

## COMMUNICATION & FEEDBACK

For any queries or feedback about this report, please contact: [care@albhaira.com](mailto:care@albhaira.com)

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# A MESSAGE FROM OUR GENERAL MANAGER

(GRI 2-2)

I am delighted to present Al Buhaira National Insurance Company's (ABNIC) 2022 Sustainability Report, which lays out our strategy and the progress we are making to better manage related business risks and opportunities while supporting the transition to a safer, cleaner and more resilient society.

The report shows that we have spent the past year refining our approach to environmental, social, governance (ESG), accelerating the digitalization of our operations, and enhancing our approach to the environment, while upholding our usual high standards of customer service.

Our social and environmental responsibilities are an important part of our approach to creating value for all stakeholders in addition to delivering shareholder returns. This being our third report, we have continued to revise and enhance our approach to integrating ESG factors into our business model. This year, having conducted a comprehensive new stakeholder engagement, we have added three new material topics that we are reporting on while we have also added new ESG KPIs to support our ability to monitor, measure and manage our progress.

The report emphasizes ABNIC's support for the UAE's efforts to drive sustainable development at the national and global level. In particular, it stresses the urgent need to get behind initiatives designed to encourage the private sector to support the UAE's pledge to shift towards Net Zero by 2050.

With the COP28 climate conference in Dubai just months away, the UAE is leading by example and intensifying national climate action before taking on the task of bringing global stakeholders together to secure an agreement that can avert the worst impacts of climate change.

The UAE's commitment to decarbonizing its economy by investing billions of dollars in clean and renewable energy infrastructure must be supported by strong action on the part of private sector companies. In that regard, insurance companies can play a unique role as investors as well as underwriters.

As the frequency of extreme weather events linked to climate change grows, increasing the risk of damage to property, infrastructure and livelihoods, climate change will have an ever-greater influence on how insurance companies do business in the coming years. ABNIC is here to enable individuals and companies to adapt to this new reality through our insurance solutions, which we will continue to revise and update to meet changing needs. ABNIC is already moving in this direction and has introduced a 'green policy discount', offering incentivized premiums for policies that meet certain environmental standards.

In addition, ABNIC is addressing our environmental footprint through our operations by rationalizing energy and water consumption at our offices, making

business travel more efficient, introducing sustainable initiatives to improve internal processes, and generating less waste, including paper.

As ever, ABNIC will support one of the fundamental pillars of sustainable development - good health and wellbeing - through our core offering as a leading health insurance provider. These efforts are greatly enhanced by our PI Status which allows us to provide insurance to residents on low incomes, helping to make healthcare more inclusive and available to all. As part of this, we will continue to drive awareness around the importance of universal health coverage, including for society's most vulnerable groups.

Underlying all our efforts is our absolute commitment to delivering the best possible customer experience. We constantly seek new ways to enhance customer service and digitalization is the centerpiece of our strategy in this area. Digital transformation is delivering enormous benefits, helping to streamline and boost the efficiency of our internal operations, improve customer service, while bringing added security to the business. This report highlights a variety of initiatives we have introduced this year, including a series of policies to strengthen governance of information security.

I want to thank our employees, clients, and investors for their support with ABNIC's ESG journey thus far. Together, we can look forward to achieving many more milestones in the years ahead.

**Nader T. Qaddumi**

*General Manager*

# WHO WE ARE

(GRI 2-6, GRI 2-7, GRI 2-8, GRI 2-28)

## **ABNIC, an Insurer of Choice**

Established in May 1978, Al Buhaira National Insurance Company (ABNIC) has grown to become one of the leading insurance providers in the UAE and a name synonymous with reliability, quality, and outstanding customer service. In 2005, ABNIC was listed on the Abu Dhabi Securities Exchange (ADX) with a paid-up capital of AED 250 million.

ABNIC is a leading insurance company that offers a wide array of insurance products such as Motor, Medical, Property, Engineering, Energy, Liability, Aviation, Marine Hull & Cargo, Group Life, Travel, Home insurance, and others. The company has an extensive presence in the UAE with its branches spread throughout the region.

ABNIC has built a reputation on the loyalty of its valued customers, the capabilities of its experienced management team, and the strong relationships it has developed over the years with strategic partners, including international reinsurers. We are also a proud member of the Emirates Insurance Association.

Our leadership team has many years of experience in the insurance sector and is equipped with the knowledge and expertise to adapt to ongoing changes in the competitive UAE market.

ABNIC is an insurer of choice for the following reasons:

 Hassle-free Claim process.	 Unique, progressive insurance solutions.
 Excellent service since 1978.	 Provides a wide range of covers to suit clients insurance needs.
 High liquidity, financial resilience and strong capital.	 24/7 Medical claims support centre.
 Awarded by Insurance Authority.	 Digital services to make your life easy.

In 2022, S&P Global Ratings affirmed our 'BB+' long-term issuer credit and insurer financial strength ratings on ABNIC, with a stable outlook.

ABNIC won the Health Insurer of the Year award at InsureTek 2022, the Middle East's largest insurance industry event, in recognition of the company's outstanding performance in the health insurance market, specifically in terms of customer service, health insurance product innovation, and overall market impact.

## Our Business Principles

ABNIC's track record and good reputation is founded on strong business principles and our commitment to providing excellent customer service, supported by the dedication of our staff and our financial strength.

### Vision

To be the preferred insurance provider in the region

### Mission

To provide the right insurance services coupled with integrated solutions that meet customer needs

### Values

Our values are integrated in our shield:

Security   Honesty   Integrity   Excellence   Leadership   Dependability

## Our Operations and Products

ABNIC is headquartered in Sharjah and it has eight branches and 14 points of sale across the UAE.



Currently, ABNIC underwrites a broad range of personal and commercial insurance. There are seven personal product lines and over 30 commercial product lines.

**PERSONAL LINES:**

- Motor Insurance
- Family Medical Insurance
- Home Insurance
- Travel Insurance
- Individual Life Insurance
- Jet Ski Insurance
- Yacht Insurance

**COMMERCIAL LINES:**

- Group Medical Insurance
- Group Life Insurance
- Motor Fleet Insurance
- Aviation Insurance
- Marine Cargo Insurance:
  - Goods in Transit
  - Marine Open Cover
  - Hauliers Liability
  - Protection & Indemnity (P&I)
- Marine Hull Insurance:
  - Ship Repair Legal Liability
  - Builder Risks

**PROPERTY:**

- Property all Risks Insurance
- Hotel Comprehensive Insurance
- Fire and Allied Perils
- Strata Insurance
- Burglary

**LIABILITY LINES:**

- Product Liability
- Directors' and Officers' Liability
- Public Liability
- Employees Liability
- Workmen's Compensation
- Medical Malpractice
- Professional Indemnity for Architects, Lawyers, Accountant, *etc.*

**ENGINEERING LINES:**

- Contractor's All Risks
- Erection All Risks
- Contractor's Plant & Machinery
- Machinery Breakdown
- Electronic Equipment
- Boiler and Pressure Plant

**MISCELLANEOUS:**

- Deterioration of Stock
- Banker's Blanket
- Fidelity Guarantee
- Money Insurance
- Personal Accident
- Jeweler's Block



# ADVANCING STEADILY AND SUSTAINABLY

(GRI 2-12, GRI 2-13, GRI 2-14, GRI 2-22, GRI 2-29, GRI 2-30, GRI 3-1, GRI 3-2)

The world is undergoing a series of rapid changes, resulting in the emergence of new interconnected risks, challenges, and uncertainties. Climate change and digital technology are among the chief drivers of these changes.

People everywhere are becoming increasingly aware of the threat posed to society and the environment and are factoring them into their decisions when choosing where to invest or spend their money, who to work for, or who to do business with. This can result in a negative impact for those companies that fail to move with the times and address the concerns of stakeholders.

## Sustainability at ABNIC

ABNIC is gradually integrating sustainability into our strategy and business model. We are elaborating an ESG framework and action plan based around three areas:

### Operating Sustainably

ABNIC is committed to:

- **Becoming an employer of choice** that attracts and retains the best talent by creating a workplace that is based on inclusivity, fair treatment, and respect where employees can achieve their full potential.
- **Continuously enhancing our corporate governance** to ensure we comply with regulations and have stringent internal control procedures and ethical business processes in place. As part of integrating ESG into the company's governance framework, we will establish a Sustainability Committee to oversee sustainability-related matters in the first quarter of 2023 and ensure they are addressed at executive and Board level.
- **Creating a sustainable workplace** by tackling our environmental footprint through energy and water efficiency measures, waste reduction initiatives, digitalization to reduce paper usage, and creating awareness among employees of the importance of environmental impact.

### Investing Responsibly

ABNIC aims to become a responsible investor by integrating ESG factors into our decision making in the following ways: (1) assessing the carbon footprint of our real estate and other investments, (2) enhancing our ERM framework to include and manage ESG risks, and (3) integrating ESG considerations into our investment decision-making process. We will also allocate resources to train risk and investment management teams with ESG principles and methodology.

## Supporting Society and the Community

Insurance can provide a safety net for everyone, including vulnerable groups and members of society. Our Participating Insurer (PI) status allows us to offer medical insurance to people on lower incomes. We also conduct awareness campaigns and host community events on the importance of medical insurance.

### Engaging with our Stakeholders

Stakeholder engagement is an important first step towards determining the ESG topics that are most material to our business. Only by understanding what matters most to our stakeholders can we create value for them and build towards becoming a sustainable business.

The table below lists our stakeholders and the methods we use to engage with them.

KEY STAKEHOLDERS		EXISTING METHODS OF ENGAGEMENT
CUSTOMERS		<ul style="list-style-type: none"> <li>Website</li> <li>Marketing Material</li> <li>Social Media</li> <li>Online Reviews</li> <li>Suggestion or Complaint Platform:               <ol style="list-style-type: none"> <li>Either directly to ABNIC</li> <li>Or via the Central Bank's Website</li> </ol> </li> </ul>
MANAGEMENT & EMPLOYEES		<ul style="list-style-type: none"> <li>Employees Training &amp; Development</li> <li>Company Events</li> <li>Company Internal Announcements</li> <li>Performance Appraisals</li> <li>Exit Interviews</li> </ul>
SHAREHOLDERS		<ul style="list-style-type: none"> <li>Regular Communication</li> <li>Annual General Meeting</li> <li>Corporate Regulatory Disclosures</li> </ul>
GOVERNMENT	CBUAE / Insurance Sector	<ul style="list-style-type: none"> <li>Regular Communication via reporting requirements and meetings</li> <li>Frequent Announcements</li> </ul>
	Securities & Commodities Authority	<ul style="list-style-type: none"> <li>Quarterly interaction for the submission of the financial results</li> <li>Interactions by email for new regulatory requirements</li> </ul>
	Abu Dhabi Securities Exchange	<ul style="list-style-type: none"> <li>Regular interaction through reporting requirements</li> <li>Interactions through webinars</li> <li>Frequent Announcements</li> </ul>
BUSINESS PARTNER	Reinsurers	<ul style="list-style-type: none"> <li>Regular interaction related to business coordination, development, and agreement renewal</li> </ul>
	TPAs	
	Brokers	
RATING AGENCIES		<ul style="list-style-type: none"> <li>Yearly interaction when conducting rating review</li> </ul>
COMMUNITY		<ul style="list-style-type: none"> <li>Regular local community-related initiatives, donations, and volunteering activities</li> </ul>

In 2022, ABNIC conducted a comprehensive stakeholder engagement exercise which enabled us to develop a clearer understanding of stakeholder needs.

We follow a dual approach to assessing and prioritizing our material ESG topics, identifying those topics that most impact our business as well as those factors that our operations have the most impact on.

In addition to the stakeholder engagement, this process is supported by conducting peer reviews to see which topics are identified as being material to insurance companies.

Using this approach, we finalized the following list of eleven ESG topics that form the basis of ABNIC's 2022 Sustainability Report. Reflecting the results of the stakeholder engagement carried out in 2022, we have added three new topics for this year:

- Community Support
- Climate Change
- ESG Integration into Analysis and Decision-Making

Alignment with corresponding GRI and ADX disclosures have also been included:

ITEM	KEY MATERIAL TOPIC	CORRESPONDING GRI DISCLOSURE	CORRESPONDING ADX DISCLOSURE
1	Financial Performance	GRI 201 – Economic Performance	N/A
2	Data Protection & Customer Privacy	GRI 418 – Customer Privacy	G6: Data Privacy
3	Ethics & Integrity	GRI 417- Marketing & Labelling	N/A
4	Digitalization	N/A	N/A
5	Employment Practices	GRI 401 – Employment	S3: Employee Turnover
6	Equal Opportunity, Diversity & Inclusion	GRI 405 – Diversity & Equal Opportunity	S2: Gender Pay Ratio S4: Gender Diversity

<b>7</b>	Environmental Impact & Sustainability Practices	GRI 302 – Energy GRI 305 – Emissions	E1: GHG Emissions E2: Emissions Intensity E3: Energy Usage E4: Energy Intensity E5: Energy Mix E6: Water Usage E7: Environmental Operations E8: Environmental Oversight E9: Environmental Oversight E10: Climate Risk Mitigation
<b>8</b>	Emiratization	N/A	S11: Nationalization
<b>9</b>	Community Support	GRI 413 – Local Community	S12: Community Investment
<b>10</b>	ESG Integration into Analysis & Decision Making	GRI 201 - Economic	E10: Climate Risk Mitigation
<b>11</b>	Climate Change	GRI 201 - Economic	E10: Climate Risk Mitigation

## Environmental

- **ENVIRONMENTAL IMPACT & SUSTAINABILITY PRACTICES**

This topic addresses practices, policies, and procedures that a company undertakes in order to monitor and address the environmental impact caused by its activities and comply with local and global environmental legislation. This could include efforts to implement water reduction and waste recycling programs, reduce energy consumption, promote a paperless environment, encourage renewable energy usage, implement circularity in the workplace, among other initiatives.

- **CLIMATE CHANGE (added in 2022)**

This topic addresses a company's understanding of its exposure to climate-related risks and opportunities and its related plan and strategy. This would include the company's integration of climate-related matters as part of its governance, strategy, and risk management as well as its active involvement in enhancing sustainability within its sector and as a result contribute to the decarbonization of the local and global economy.

## Social

- **COMMUNITY SUPPORT**

This topic addresses a company's efforts to support local communities and its management of the relationship between its business aspirations and the community's well-being. This could include community engagement, support of local businesses and impactful initiatives, monetary donations, and sponsorships, or other initiatives.

- **EMIRATIZATION**

This topic addresses the efforts to promote the employment and the development of UAE Nationals in the workplace.

- **EQUAL OPPORTUNITY, DIVERSITY & INCLUSION**

This topic addresses a company's efforts to create a work environment that promotes diversity and inclusion and prioritizes the happiness and well-being of all its employees regardless of gender, age, nationality, job level or other. These initiatives help to foster a sense of team spirit while promoting social justice and community harmony.

- **EMPLOYMENT PRACTICES**

This topic addresses a company's efforts to build a positive work environment. Initiatives would include the company's strategy in attracting and retaining talent, fair treatment, talent development, and other practices.

## **Governance and Economical**

- **FINANCIAL PERFORMANCE**

This topic addresses a company's efforts to sustain and grow profits through a well-defined business plan and continuously increasing shareholder value over time.

- **ETHICS & INTEGRITY**

This topic addresses a company's governance and related policies and procedures to ensure robust oversight of decision-making as well as the management of risks such as bribery, corruption, and unethical business conduct.

- **DATA PROTECTION & CUSTOMER PRIVACY**

This topic addresses a company's strategy, policies and practices related to its IT infrastructure and its management of risks related to the collection, retention, and use of sensitive and confidential data. This involves the processes put in place to ensure the security and protection of customer/user data and avoid incidents such as data breaches.

- **DIGITALIZATION**

This topic addresses a company's approach to digital transformation and efforts to create or invest in products, services, or processes that generate long-term sustainable value. This could include the use of digital technologies to optimize processes or enhance the customer experience as well as the investment in new technologies that create more environmentally friendly and/or social-oriented products and services.

- **ESG INTEGRATION INTO ANALYSIS AND DECISION-MAKING**

This topic addresses a company's integration of Environmental, Social and Governance (ESG) factors into investment analysis and decision-making. This would entail assessing the potential impact of material ESG as well as financial factors on company performance and how these might also affect investment decision.

# OUR COMMITMENT TO THE SDGs

## **The Global Goals and the Insurance Sector**

As a UAE company with more than 44 years of experience in the insurance sector, ABNIC aligns our business model with major government economic, social and environmental strategies and initiatives.

The UAE was one of the first countries to sign up to the 2030 Agenda for Sustainable Development and the 17 Sustainable Development Goals (SDGs), a universal blueprint for all countries to improve the lives of all people, protect the planet for future generations, and deliver peace and prosperity by 2030.

Adopted in 2015 by all UN Member States, the SDGs define global sustainable development priorities and call for all stakeholders, including governments, businesses, civil society, and academia to unite, in partnership, to achieve the goals.

In addition to creating economic prosperity, businesses have a crucial role to play by supporting efforts to address the major global challenges outlined in the SDGs. Looming over all of these is the threat of climate change, which is undermining efforts to achieve sustainable development. SDG13, Climate Action, specifically acknowledges the impact that climate change has on all other SDGs.

The UAE is determined to play a leading role in driving global climate action and in November 2023 will host the 28th Conference of the Parties (COP28) in Dubai Expo City. The event will gather global stakeholders to discuss ways to address the challenge of climate change and achieve the aims of the Paris Agreement.

Insurers can provide resilience to individuals, businesses and communities by protecting them from the worst impacts of climate change and other unforeseen events. In addition, insurance companies can contribute to the SDGs in a variety of ways.

We are strategically positioned to drive sustainable growth in core industries in the UAE, including real estate, construction, hospitality, and tourism. We are aligned with the UAE's 'We the UAE 2031' Vision which outlines the government's 10-year strategy for attracting investments and driving sustainable innovation in the country. Our responsible, ESG-oriented operations support the UAE's transformation into a global economic hub.



## Our Alignment with the UN Sustainable Development Goals

ABNIC has mapped its business activities to the SDGs to determine how we, as an insurer, can make the biggest impact.

We have identified five SDGs that are most relevant to our business and that we can directly contribute to. As a major provider of health insurance, SDG 3 'Good Health and Well-Being' is the Goal that ABNIC can have the single largest

HIGH PRIORITY



IMPORTANT



impact on. These are closely followed by SDGs 1, 5, 8, and 13.

### SDG 3

ABNIC provides inclusive and affordable insurance solutions to all members of society, including the most vulnerable groups. In 2021, ABNIC was awarded Participating Insurer (PI) Status by the Dubai Health Authority (DHA) which permits us to offer the Essential Benefits Plan to individuals earning AED 4,000 or less per month.

We can also contribute to SDG3 as an employer, by prioritizing the wellbeing of our workers and protecting them from certain risks. ABNIC ensures health and safety in the workplace and also offers life insurance, healthcare, and disability and invalidity coverage to its employees.

ABNIC also supports good health and wellbeing in the community through initiatives such awareness campaigns around the importance of having medical insurance. Some of these are listed below:

1. Substantial marketing budget set aside for conducting events and initiatives dedicated to raising awareness around the importance of insurance and good health
2. A 12-month plan was put in place in 2022 outlining the company's agenda for conducting awareness sessions
3. Participated in InsureTek 2022 conference to take part in a panel discussion on the topic: "How is technology driving competition in the Insurance sector?"



# OUR RESPONSIBILITY AS AN EMPLOYER

(GRI 202-2, GRI 401-1, GRI 401-2, GRI 403-8, GRI 403-9, GRI 404-1, GRI 404-2, GRI 404-3, GRI 405-1, GRI 405-2, GRI 406-1, GRI 413-1, S1, S2, S3, S4, S5, S6, S9, S10, S11, S12)

## An Employer of Choice

A motivated and skilled workforce is an essential ingredient for business success and growth, and ABNIC strives to be an employer of choice for talented employees in the UAE. We prioritize the satisfaction and wellbeing of all our workers and provide opportunities for development and progression in an inclusive working environment.

In 2022, ABNIC incorporated a new set of KPI related to our workplace. We will provide full year figures for these KPIs in our next report:

- Diversity and inclusion metrics
- Employee engagement survey results
- Training and development program completion rate
- Employee turnover rate
- Recruiting cost per hire
- Absence and attendance rate

ABNIC attracts and retains high caliber employees, first and foremost, by offering them the chance to work at a company with a strong financial position and solid reputation in the market.

We offer competitive remuneration packages including various benefits that go beyond UAE Labor Law requirements, including:

- Group Life Insurance
- Disability Coverage
- Provident Fund
- Annual Airlines Tickets
- Staff Funds
- Medical Insurance
- Bonus if approved by Board of Directors
- Hajj and Umrah Leave

Furthermore, ABNIC offers flexible work arrangements to support employee work-life balance. We also promote retention and loyalty by engaging them through initiatives such as organizing employee recognition and rewards programs.

In addition, all desk staff can earn extra income through an incentivized referral scheme by securing new business from friends, family and other close contacts, and others.

ABNIC is proud of the fact that employees tend to stay with us for a long time. The average tenure is over a decade, and we have several employees that have been with us for more than 30 years.

ABNIC's employee turnover rate was 11% in 2022, in line with previous years, which is below the average for the UAE insurance sector. This is a strong testament

to the level of employee satisfaction at the company and to our ability to retain talent.

Year	TOTAL NEW HIRE RATE	TOTAL TURNOVER RATE
2020	7.73%	11.60%
2021	10.98%	10.98%
2022	13.08%	11.17%

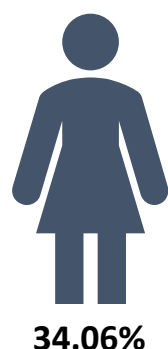
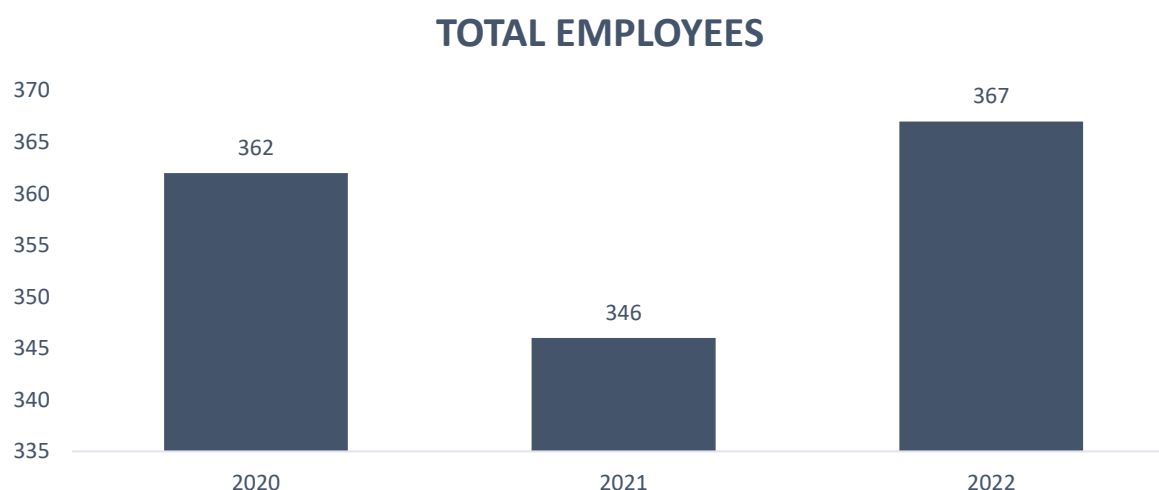
### A Diverse and Inclusive Workforce

In 2022, we increased recruitment, with a new hire rate of 13%, to bring the overall headcount to 367 employees, up by 6% from 346 in 2021. All our employees are hired on a permanent and full-time basis.

ABNIC recognizes the value of having a diverse and inclusive workforce and this is enshrined in our HR Manual which includes policies and procedures to ensure we always remain an equal opportunity employer.

In 2022, we had a total of 16 nationalities working at the company. Women make up a third of the workforce, a level which has remained steady over the past five years. Of the 48 new employees that joined the company in 2022, 46% (22) were women.

As in 2021, women account for just under 40% of employees at the entry-level and 35% of mid-level positions. However, women now make up 10% of senior-to-executive level positions at ABNIC, up from 6.5% a year earlier.



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2022 Breakdown by Gender	Number of Employees
Male	242
Female	125
<b>Total</b>	<b>367</b>

TOTAL EMPLOYEES BY JOB CATEGORY AND BY GENDER						
	Entry-Level		Mid-Level		Senior-to-Executive Level	
Year	Male	Female	Male	Female	Male	Female
2020	62.73%	37.27%	64.08%	35.92%	93.48%	6.52%
2021	60.64%	39.36%	65.53%	34.47%	93.48%	6.52%
<b>2022</b>	<b>60.64%</b>	<b>39.36%</b>	<b>64.57%</b>	<b>35.43%</b>	<b>90.00%</b>	<b>10.00%</b>

TOTAL EMPLOYEES BY JOB CATEGORY AND BY AGE GROUP									
	Entry-Level			Mid-Level			Senior-to-Executive Level		
Year	Below 30 y.o.	30-50 y.o.	Over 50 y.o.	Below 30 y.o.	30-50 y.o.	Over 50 y.o.	Below 30 y.o.	30-50 y.o.	Over 50 y.o.
<b>2020</b>	29.09%	60.00%	10.91%	37.56%	48.78%	13.66%	0.00%	57.45%	42.55%
<b>2021</b>	25.53%	61.70%	12.77%	38.35%	48.06%	13.59%	0.00%	58.70%	41.30%
<b>2022</b>	24.49%	63.27%	12.24%	37.44%	49.77%	12.79%	2.00%	60.00%	38.00%

TOTAL NEW HIRES BY GENDER						
Year	Male	%	Female	%	TOTAL	
<b>2020</b>	22	8.91%	6	5.22%	<b>28</b>	
<b>2021</b>	23	9.79%	15	13.51%	<b>38</b>	
<b>2022</b>	26	10.74%	22	17.60%	<b>48</b>	

TOTAL NEW HIRES BY AGE GROUP*							
	Below 30 y.o.		Between 30-50 y.o.		Over 50 y.o.		TOTAL
Year	#	%	#	%	#	%	
<b>2020</b>	9	8.26%	18	9.33%	1	1.67%	<b>28</b>
<b>2021</b>	18	17.48%	19	10.33%	1	1.69%	<b>38</b>
<b>2022</b>	3	2.80%	45	22.39%	0	0.00%	<b>48</b>

\*The percentage calculation has been updated as per the new GRI Standards

TOTAL EMPLOYEES THAT LEFT BY GENDER*					
Year	Male	%	Female	%	TOTAL
<b>2020</b>	33	13.36%	9	7.83%	<b>42</b>
<b>2021</b>	23	9.79%	15	13.51%	<b>38</b>
<b>2022</b>	28	11.57%	13	10.40%	<b>41</b>

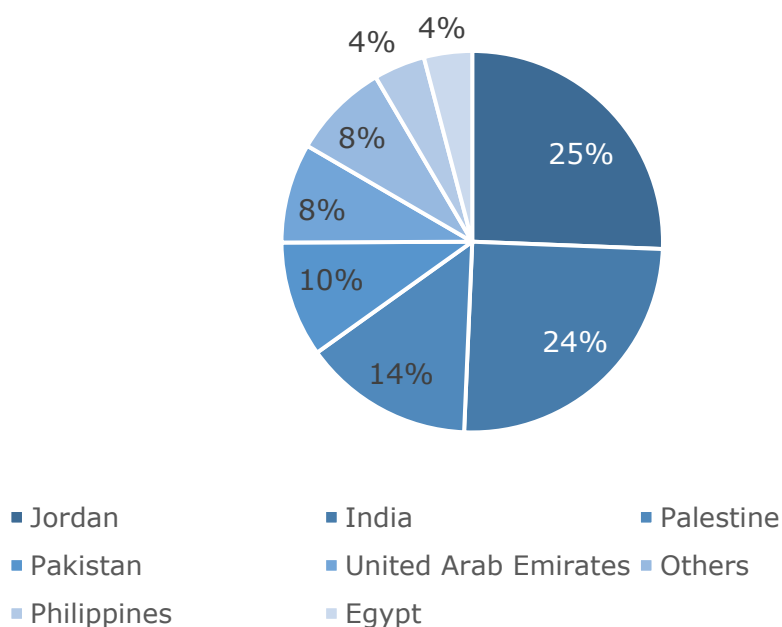
\*The percentage calculation has been updated as per the new GRI Standards

TOTAL EMPLOYEES THAT LEFT BY AGE GROUP*							
	Below 30 y.o.		Between 30-50 y.o.		Over 50 y.o.		TOTAL
Year	#	%	#	%	#	%	
2020	6	5.50%	29	15.03%	7	11.67%	42
2021	7	6.80%	30	16.30%	1	1.69%	38
2022	4	3.74%	37	18.41%	0	0.00%	41

\*The percentage calculation has been updated as per the new GRI Standards

## 17 DIFFERENT NATIONALITIES

Breakdown by Nationality (2022)



ABNIC's comprehensive Human Resources Manual includes the various policies and procedures that govern all HR related matters at the company. It documents the rules, responsibilities and practices and lets our employees know what is expected of them and what they can expect from the company in return.

The first chapter covers our Code of Conduct which is designed to ensure the highest standards of behavior in the workplace and whenever an employee is representing ABNIC. The Manual is regularly revised and updated to include the latest HR best practices and to reflect any changes to UAE labor law.

Our whistleblowing policy encourages employees and others to report incidents of unethical or illegal conduct without fear of reprisal and provides an important internal mechanism for reporting, investigating and remedying wrongdoing in the workplace.

## HUMAN RESOURCE MANUAL

- Code of Business Conduct
- Work Regulations
- Hiring & Recruitment
- Leave Management
- Disciplinary Policy & Procedure
- Employee Relations
- Travel
- Compensation & Benefits
- Emiratization
- Whistleblower Policy
- Performance Management
- Separation

### Workforce Wellbeing and Development

ABNIC leads by example when it comes to promoting employee satisfaction and wellbeing. The HR Manual includes a policy detailing all matters related to workplace health and safety and covers the procedures that employees should follow to report incidents or accidents.

Employee wellbeing also means ensuring they feel valued at work and are not subject to any abuse or undue stress. ABNIC organizes sports events and activities to improve physical and mental health among the workforce.

Providing employees with opportunities to develop their skills is not only key to engaging them and keeping them satisfied, it is also vital if we are to retain our best employees and remain competitive.

ABNIC offers employees professional development opportunities such as mentoring while also giving them the chance to take part in training workshops, seminars and networking events to enhance their skills, knowledge and professional network.

We have partnered with the Emirates Institute for Banking and Financial Studies (EIBFS) to offer training to our employees. In addition, the company also offers extensive training for entry-level employees.

In addition, ABNIC provides all employees with annual performance reviews to ensure fair and consistent evaluation of employee performance. The reviews are used to identify areas for improvement and to allocate training needs accordingly.

TOTAL NUMBER OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEW, BY GENDER			
Year	FEMALE	MALE	PERCENTAGE OF TOTAL WORKFORCE
2020	115	247	100%
2021	111	235	100%
2022	125	242	100%

# OUR RESPONSIBILITY TO OUR CUSTOMERS

(GRI 417-2, GRI 417-3, GRI 418-1, G6)

## Customer Satisfaction

Listening to our customers and acting in their best interests has been the key to ABNIC becoming one of the leading insurers in the UAE. Our commitment to delivering high quality products and first-class service has earned ABNIC the loyalty of many customers over more than four decades in business.

We have built our reputation on two areas (1) tailoring innovative solutions to customer needs, and (2) responding swiftly to customer demands.

ABNIC enables customers to easily connect and engage with us via various channels. We have invested heavily in enhancing our digital touch points to offer customers more convenient ways to make contact.

Our website serves as the main gateway for customers to stay informed about our latest service offerings, news updates, medical network, claims submission, contact details, investor relations, and more. Customers can connect with us through phone calls, emails, or direct chats with our customer representatives on WhatsApp.

In addition, our website features links to our social media profiles, such as Instagram, Facebook, Twitter, and LinkedIn. We utilize these platforms primarily to promote awareness of important issues related to motor and health insurance and to showcase our products.

We have also installed customer happiness meters throughout our branch network to gather feedback on their experience. ABNIC immediately acts on any negative feedback and gets in touch directly with the customer to address their concerns and offer a solution.

In 2022, ABNIC introduced the following initiatives to enhance our customer offering:

- Implemented a user-friendly online B2C portal to purchase motor, health, home, travel, jet ski and yacht insurance easily
- Provided 24/7 call center for medical insurance customers
- Offered personalized and proactive customer service, such as sending reminders for policy renewals or claims follow-ups
- Offered resources and tools to help customers understand their coverage and make informed decisions
- Provided rewards or incentives for customer loyalty
- Partnered with other companies to offer bundled services

ABNIC also adheres to the highest ethical marketing standards, ensuring that all product information and labelling is accurate and allows customers to make well-informed

decisions when purchasing a product. There have been no incidents of non-compliance with relevant regulations or voluntary codes.

MARKETING AND LABELLING (GRI – 417)	
Incidents of non-compliance concerning product and service information and labelling	
Number of incidents of non-compliance with regulations resulting in a warning, fine or penalty	ZERO
Number of incidents of non-compliance with voluntary codes	ZERO
Incidents of non-compliance concerning marketing communications	
Number of incidents of non-compliance with regulations resulting in a warning fine or penalty	ZERO
Number of incidents of non-compliance with voluntary codes	ZERO

## Digitalization

ABNIC has made it a strategic priority to digitalize its services to offer a seamless and exceptional customer experience. Our efforts are focused on enabling customers to easily navigate the process of choosing and purchasing the product that best suits their needs while providing them with fast and efficient online claims handling.

ABNIC has made significant progress with its digital transformation agenda which has resulted in a number of benefits. These can be divided into two categories; 1) Digitalization initiatives designed to improve service directly to customers, and 2) initiatives that improve the efficiency of internal operations.

Customer facing:

- Online Insurance Portal: Empowers customers to pick a policy, obtain a quote, and finalize the purchase. At present, customers can procure all B2C products such as Motor, Medical, Travel, Home, Jet Ski, and Yacht insurance. Our plan is to gradually expand this service to encompass our entire range of products.
- Mobile App: Dedicated for the medical insurance business line, it allows customers to use a digital insurance card and access the available network at any time and make payments and submit claims
- Agent Medical Portal: A Medical Quotation Application for Sales Agents is a software tool that allows sales agents working for a medical insurance company to quickly and easily generate quotes for potential customers.
- Riayati post office: Launched by the UAE Ministry of Health and Prevention (MoHAP) to govern and regulate health insurance operations in accordance with global best practices. Designed to support efforts to improve the efficiency, quality, and performance of population health management as well as to make patient data more accessible.

- Property rental portal: A Direct to Customer (D2C) platform that allows users to select from a wide range of ABNIC-owned property for rent and avoid paying agents fees.
- Digital Marketing: ABNIC started digital marketing campaigns through various online platforms such as Google Ads, Facebook, Instagram, and LinkedIn. These campaigns are designed to reach target audience and raise brand awareness, leading to increased traffic and conversions on ABNIC online insurance portal.

#### Internal processes:

- Intranet: Allows employees to quickly and efficiently access all company-related information and documentation
- Managed Print Services: We use Canon's market-leading uniflow platform to centralize, secure and control document management and printing
- Telecoms: Certain branches have been upgraded to IP telephony.
- ABNIC Smart app: A digital cheque signing and approval application to automate the process of issuing and approving cheques

While ABNIC has made good progress with our digital transformation, we are working to accelerate the process to enhance all internal processes as well as the end-to-end customer journey.

#### **Data Privacy**

Digital transformation produces tremendous operational benefits and allows us to enhance the customer experience significantly. However, digitalization also brings specific challenges that need to be managed, especially when it comes to information security. Safeguarding our operations from external threats while protecting our customer data and privacy is our highest priority.

ABNIC ensures we have robust internal governance processes as well as IT systems in place to protect the company and its customer's data.

We comply with all relevant standards and regulations issued by UAE authorities including:

- Signals Intelligence Agency (SIA) (formerly the National Electronic Security Authority), the entity responsible for protecting the UAE's communications network and information systems
- Abu Dhabi Healthcare Information & Cyber Security (ADHICS) regulations which are designed to enhance healthcare cyber security in the UAE

These efforts are supported by a comprehensive list of information security policies and procedures that guide our actions in this area.



Al Buhaira National Insurance Company (ABNIC) has recently reviewed and updated all of its IT policies and procedures to ensure compliance with industry regulations and standards, including the Security Industry Association (SIA) and Abu Dhabi Health Information and Cyber Security (ADHICS). This step highlights ABNIC's commitment to maintaining a high level of compliance with relevant regulations and industry best practices to ensure the security and reliability of its IT systems.

ABNIC has established two committees, IT governance and information security management, to address the company's growing dependence on technology and ensure the security and effectiveness of its digital infrastructure.

### **IT Governance Committee**

It is comprised of senior management and the head of IT, oversees all matters related to data privacy and data protection and reports to the general manager. The Committee has the following responsibilities:

- Reviewing and updating policies
- Overseeing operations and implementation of procedures
- Managing key issues such as cybersecurity

All decisions concerning IT infrastructure security must be approved by the committee.

Our robust IT infrastructure systems ensure both internal and external data is protected. Some features of the system include:

- a. Data Backups, Individual Password Protection, Multi-Factor Authentication, Security Firewalls
- b. Email Security Gateway and Advanced Email Threat Prevention
- c. Next Generation Anti-Virus Software

### **Information Security Management Committee**

The ISMC oversee the ongoing Risk Management activities and Security Audits to identify potential risks & vulnerabilities in the IT/Data infrastructure and address them before they can be exploited. They manage the Continual Improvement Program to ensure that employees are aware of the company's security protocols and follow them at all times.

The committee is composed of IT/Security professionals and senior management representatives who work closely with other departments within the organization to ensure that the Information Security measures are fully integrated within the overall business objectives of the company. They are also responsible for ensuring compliance with industry standards and regulations related to information security.

In 2022, ABNIC introduced the following updates:

- A centralized patch management system has been implemented to automatically update PCs and servers with the latest security patches and updates.
- Replaced remote connection platform with more security
- AML solution: Used to detect and prevent money laundering activities

Management have approved the following upcoming projects and have segregated it based on Short, Medium to Long Term plans:

Short Term	Medium Term	Long Term
IFRS17 system implementation	Business Analytics & Insight	Security Incident and Event Management
Digital Signature and Document Management	Data Classification & Leakage Prevention	IP telephone system
Disposal Management	Automated User Awareness and Training Program	IVR System
AML system	IT Catalogue enhancement	Robotic Process Automation (RPA)
Procurement system	Business continuity	E-KYC
Asset Management		Salvage auction

ABNIC's wireless network is protected by a system provided by Cisco and is managed from a central location to enhance security management. The website, domain, and Wi-Fi across all branches is controlled and monitored from our head office. Guests can also login securely through a dedicated portal.

Thanks to the systems and processes we have put in place, ABNIC has experienced no loss of data or breaches of customer privacy.

DATA PROTECTION			
NESA & ADHICS Compliant	IT Governance Committee	Robust IT Infrastructure , Policies & Procedures	Information Security Management Committee

CUSTOMER PRIVACY (GRI – 418)	
Substantiated complaints concerning breaches of customer privacy and losses of customer data	
Number of complaints received from outside parties and substantiated by the organization	<b>ZERO</b>
Number of complaints from regulatory bodies	<b>ZERO</b>
Number of identified leaks, thefts, or losses of customer data	<b>ZERO</b>

# OUR RESPONSIBILITY TO THE ENVIRONMENT

(GRI 302-1, GRI 302-2, GRI 302-3, GRI 303-5, GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 306-3, GRI 307-1, E1, E2, E3, E4, E5, E6)

## **UAE's path to Net-Zero**

ABNIC fully supports UAE government initiatives to join the global fight against climate change, the world's greatest challenge. In late 2021, the UAE became the first country in the Middle East and North Africa (MENA) to commit to achieving Net Zero emissions by 2050.

Furthermore, the UAE will host the COP28 climate conference in November 2023 and lead efforts to secure a global agreement that gets the world back on track to achieving the objectives of the Paris Agreement and keep the rise in global temperatures to within 1.5 degrees Celsius above pre-industrial levels.

The government is calling on the country's private sector to mobilize in support of its climate ambitions through initiatives such as the UAE Climate-Responsible Companies Pledge. It is essential that the UAE's commitment to investing billions of dollars on clean and renewable energy infrastructure is accompanied by private sector action to decarbonize their operations.

We anticipate that such efforts by the government could well be followed by further initiatives to encourage the shift towards Net Zero, including potentially, legislative decrees, among others. It is therefore essential that we take immediate action to prepare for these possible scenarios.

## **The role of the Insurance Sector**

Climate change is likely to have a profound effect on the insurance sector in the coming years, as climate impacts continue to grow in severity. The frequency of extreme weather events, which are associated with climate change, is increasing worldwide. This trend is resulting in significant impacts on property, infrastructure, and people's livelihoods.

This creates a liability for insurance companies on the underwriting side of the business. However, it also creates an opportunity for insurers to help society adapt to this new reality and help build more resilience. This means insurance companies will need to rethink and adapt their underwriting strategies and develop innovative products that reflect the changing needs of customers.

Insurance companies are also exposed to climate-related liabilities through their investment activities. Insurers will therefore also need to adapt their investments strategies to take account of rising climate risks. As major investors they can help to mitigate climate change, for example by investing in companies that are devising solutions to reduce emissions. They can also invest in green bonds or in green buildings through their real estate portfolios.

## Our Environmental Commitment

Given the fact that we are an office-based company, ABNIC's direct environmental footprint is limited compared to other, more energy and resource intensive businesses. Our direct impact lies mainly within our real estate and investment portfolios.

However, we intend to address our climate impact by doing what we can to reduce operational emissions in addition to optimizing our investment and real estate portfolios, as below:

- **ABNIC's Operations:** ABNIC is committed to creating a sustainable workplace, reducing our energy and water usage and cutting waste production. As an example, we have introduced eco-driving workshops for employees to reduce emissions from company assets
- **ABNIC's Investments:** We will gradually integrate ESG into our investment decision-making processes and introduce more responsible investment practices.
- **ABNIC's Real Estate Portfolio:** As an owner of five buildings in the UAE, ABNIC intends to develop a better understanding of the impact of our real estate portfolio and implement a clear plan to decrease the emissions it generates. We include the water and electricity consumption of the common areas of our buildings as part of our Scope 2 emissions computation.

ABNIC will continue to optimize our environmental footprint and reduce associated emission by rationalizing energy and water consumption at our offices, making business travel more efficient, introducing innovative new products, introducing sustainable initiatives to improve internal processes, and generating less waste, including paper.

## Switching to a Paperless Workplace

ABNIC's document management system, Canon Managed Print Services (MPS), centralizes and controls printing. The system has delivered a number of benefits, including cost reductions and security enhancements, and has drastically reduced the amount of paper we print, saving trees and improving our carbon footprint.

## Promoting Staff Environmental Awareness

An important part of our approach to addressing our environmental footprint is to encourage behavioral change among all members of staff. Examples of awareness campaigns we have conducted include:

- Campaigns to reduce the usage of paper
- Campaigns to turn off lights, computers and other systems when not in use
- Increased communications through the company's Intranet

## Computing GHG Emissions

ABNIC computes the GHG emissions of our operations, including direct and indirect impacts, using the GHG Protocol. The organizational boundary is set according to the 'control approach' meaning that we account for 100% of the emissions from operations over which we have full control.

The computation covers Scope 1 (fuel) and Scope 2 (electricity consumption) emissions of our operations. The Scope 2 calculation includes the electricity consumption related to our owned buildings (over which we have operational and financial control). The GHG emissions computation also includes elements of our Scope 3 emissions, mainly pertaining to water consumption from our offices and owned buildings.

Below is our energy usage and GHG emissions data\*:

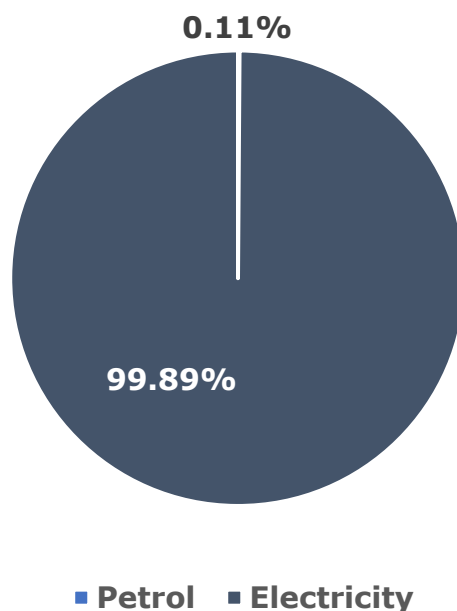
Energy Consumption	Scope	Unit	2020	2021	2022
Fuel from Owned Vehicles	Direct (Scope 1)	GJ	185.79	227.85	155.73
Diesel Consumption	Direct (Scope 1)	GJ	170.01	223.81	-
Electricity	Indirect (Scope 2)	GJ	97,560.56	111,250.59	141,057.32
<b>Total Energy Consumption</b>	Direct & Indirect (Scopes 1 & 2)	<b>GJ</b>	<b>97,916.36</b>	<b>111,702.25</b>	<b>141,213.05</b>

Energy Intensity in GJ per Employee	Scope	2020	2021	2022
Direct Energy – (Fuel)	Direct (Scope 1)	0.51	0.66	0.42
Direct Energy – (Diesel)	Direct (Scope 1)	0.47	0.65	-
Indirect Energy – (Electricity)	Indirect (Scope 2)	269.50	321.53	384.35
<b>Total Energy Intensity</b>	Direct & Indirect (Scopes 1 & 2)	<b>270.49</b>	<b>322.84</b>	<b>384.78</b>

## GHG Emissions

GHG Emissions (MT CO <sub>2</sub> e)	2020	2021	2022
<b>Scope 1 (Diesel &amp; Petrol)</b>	23.32	29.60	10.04
<b>Scope 2 (Electricity)</b>	10,569.35	12,052.48	15,281.63
<b>Scope 3 (Water, Wastewater, Paper Consumption)</b>	73,290.06	76,761.20	67,703.70
<b>Total</b>	<b>83,882.74</b>	<b>88,843.28</b>	<b>82,995.38</b>

### Energy Mix



### Water consumption

Water Consumption in m <sup>3</sup>	2020	2021	2022
Total Water Consumption	386,104.08	404,372.68	356,668.45
Water Consumption per Employee	1,066.59	1,168.71	971.85

# SUPPORTING THE COMMUNITY

(S11, S12)

## **Social Inclusion and Digital Access**

Insurance plays a major role in strengthening the resilience of the local community through providing products that protect them against various risks, including loss and damage of property, employment loss, and health related risks.

It is important that this coverage extends to all members of society, including the most vulnerable.

ABNIC was granted Participating Insurer (PI) Status by Dubai Health Authority (DHA) in 2021, allowing us to offer the Essential Benefits Plan and provide health insurance coverage to residents earning less than AED 4,000 per month, which includes dependents who may not work at all.

This status is a privilege awarded only to insurers who can handle high volumes of business, demonstrate operational effectiveness, and high levels of customer service. The affordability of these packages is key to creating maximum impact in the community and we are committed to spreading awareness among those that need it most.

The Basmah Initiative's "Breast, Cervical, and Colorectal" cancers as well as Hepatitis B and C are covered by the Patient Support Program, which was launched in 2022 by Dubai Health Insurance Corporation under Dubai Health Authority.

The three main goals of the effort are prevention, detection, and treatment. Early diagnosis and screening will be covered in accordance with the DHA guidelines' eligibility check and criteria.

## **Community Affinity Schemes**

As part of our corporate social responsibility, ABNIC supports has partnered with two different affinity schemes:

1. The Homat Al Watan (or 'homeland protectors') discount card provides benefits to personnel and companies affiliated to the Ministry of Defense and UAE Armed Forces, including those currently serving as well as retirees and veterans.
2. The Esaad Card affinity scheme was introduced in 2017 as a community initiative providing offers and privileges for various services to government staff. More than 99,000 individuals benefit from the card.



## Emiratization at ABNIC

ABNIC helps to build local capabilities by hiring and developing local talent. We have a dedicated HR representative to recruit UAE nationals who recommends the company's Emiratization strategy and is also responsible for ABNIC's engagement with the Tawteen national Emiratization program run by the Ministry of Human Resources and Emiratization (MoHRE).

In addition, we look to retain our local workers by offering additional benefits and incentives including:

1. Flexible working conditions
2. Ongoing educational support
3. Opportunities for growth
4. Competitive compensation packages

ABNIC has achieved considerable success with efforts to increase the Emirati representation across the company. In 2022, we had a total of 33 UAE national employees, representing 9.0% of the total workforce compared to 6% in 2021. Women comprise 85% of the UAE Nationals working at the company.

UAE NATIONALS BY GENDER		
Year	FEMALE	MALE
2020	92.86%	7.14%
2021	95.45%	4.55%
2022	84.85%	15.15%

DISTRIBUTION OF UAE NATIONALS, BY JOB CATEGORY			
Year	Entry-Level	Mid-Level	Senior-To-Executive Level
2020	15.38%	76.92%	7.69%
2021	28.57%	61.90%	9.52%
2022	24.24%	60.61%	15.15%

# STRONG GOVERNANCE AND VALUE CREATION

(GRI 2-9, GRI 2-10, GRI 2-11, GRI 2-15, GRI 2-16, GRI 2-17, GRI 2-18, GRI 2-19, GRI 2-20, GRI 2-21, GRI 2-23, GRI 2-24, GRI 2-25, GRI 2-26, GRI 2-27, GRI 205-1, GRI 205-2, GRI 205-3, G1, G2, G3, G4, G5, G6, E8, E9, E10)

## Robust Governance Structure

Having a robust corporate governance framework is vital to ensuring long-term business continuity and success and that a company creates sustainable value for all stakeholders.

It supports sound decision-making at the highest level of the company, ensures responsible oversight of the strategic direction, and execution of the business plan. Governance comprises of various policies, processes, and practices and defines key roles and responsibilities to ensure transparency and accountability.

### *Board of Directors and Ownership Structure*

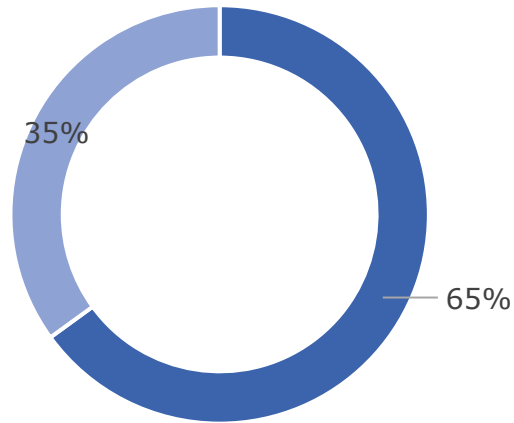
The Board of Directors has overall responsibility for the strategic direction of the company and ensures the management team is executing the strategy effectively. ABNIC's Board is comprised of nine members, eight of which are non-executive, and four of which are independent.

NAME	POSITION	CATEGORY
<b>H.E. SHEIKH FAISAL BIN KHALID SULTAN AL QASIMI</b>	Chairman	Non-independent/ Non-executive
<b>H.E. SHEIKH ABDULLA BIN MOHAMMED ALI AL THANI</b>	Vice Chairman	Non-independent/ Non-executive
<b>H.E. SHEIKH KHALED BIN ABDULLA SULTAN AL QASIMI</b>	Managing Director	Non-independent/ Executive
<b>SHEIKH AHMED ABDULLA BIN MOHAMMED ALI AL THANI</b>	Member	Independent/ Non-executive
<b>SHEIKH SAOUD NASSER RASHID ABDULAZIZ ALMOALLA</b>	Member	Independent/ Non-executive
<b>MR. RASHID ALI RASHID DIMAS AL SUWAIDI</b>	Member	Non-independent/ Non-executive
<b>MR. SALEM ABDULLA SALEM ALHOSANI</b>	Member	Non-independent/ Non-executive
<b>MR. ABDULLA MOHAMED SALIH AL ZAROONI</b>	Member	Independent/ Non-executive
<b>MS. NOURA MAHMOUD MOHAMED AL-ALI</b>	Member	Independent/ Non-executive

ABNIC established the following Board committees with clearly defined responsibilities:

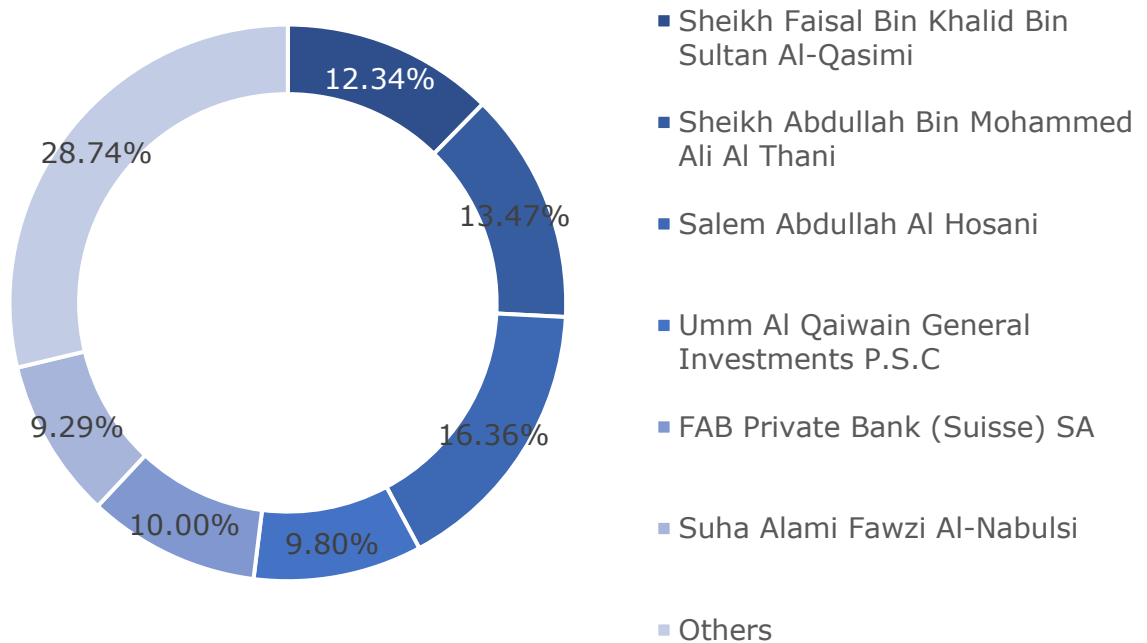
1. Audit Committee
2. Nomination and Remuneration Committee
3. Insider's Trading Follow-up and Supervision Committee
4. Investment Committee

## Types of Investors



■ Individuals ■ Institutional Investors

The majority of ABNICs 76 shareholders are UAE Nationals (80%) and 71% of the company's equity is owned by six shareholders, as shown below:



### *Internal Control and Compliance System*

An effective internal control system ensures all business decisions are executed correctly according to internal and external rules and that the business operates efficiently and effectively.

ABNIC's department is composed of the Financial Control Manager, the Compliance Officer and the Internal Audit Manager.

The company has a variety of corporate policies that together define the processes and procedures to manage operational risks.

The compliance function ensures accountability and that all employees adhere to the following policies:

1. Compliance Policy: Provides the framework to ensure compliance with all regulatory requirements, including:
  - *ADX, SCA and XBRL requirements*
  - *CBUAE requirements*
  - *UAE Labor Laws*
  - *UAE Federal Tax Authority Regulations*
  - *DHA and HAAD*
  - *UAE AML regulations*
2. AML/CFT Policy: the Anti-Money Laundering and Combating Financing of Terrorism (AML/CFT) Policy ensures the company is not used as a vehicle to launder funds generated through illegal or terrorist activities. All employees are trained to detect and flag suspicious activity so the company can take swift action.
3. Whistleblowing Policy: Encourages employees to come forward if they detect any breach of internal processes or laws and regulations in the workplace, without fear of recrimination.

### **Training**

To support efforts to mitigate legal and reputational risks, ABNIC provides training and education to employees on compliance-related topics, such as anti-money laundering and compliance policies.

Training covers reviewing and drafting contracts, agreements, and other legal documents to ensure that they are in compliance with all relevant laws and regulations. In 2022 we provided 20 underwriters with training.

In addition, the Money Laundering Reporting Officer underwent 40 hours of AML Training, accredited by KHDA.

In 2022, ABNIC introduced a series of KPIs that will enable us to monitor, measure and improve our compliance. These are:

- Number of compliance training sessions conducted and attendance rate
- Number of legal documents reviewed and approved within a given timeframe
- Number of legal disputes resolved in a given time frame and the cost of such resolution
- Number of compliance violation reports received, investigated and resolved

### *Risk Management at ABNIC*

Having a comprehensive enterprise risk management (ERM) framework is essential for identifying key organizational risks as well as having effective mechanisms to control and manage them.

The Board of Directors is responsible for ensuring that an effective risk management system is in place and being rigorously applied.

ABNIC established a dedicated risk management department in 2021 and in 2022 the company established an Investment Committee.

ABNIC's ERM framework and processes follow the ISO 31000 standard and cover key areas including underwriting, credit, market, liquidity, and operational risks. It protects and enhances enterprise value in three ways:



### **Creating Value through ABNIC's Corporate Strategy**

ABNIC has positioned itself as one of the UAE's top national insurance companies and most trusted financial services providers that creates value for all stakeholders.

Our strategic direction is guided by our mission to be the insurance company of choice and to provide the right products with prompt service, supported by our financial strength and dedicated staff.

ABNIC's strategy is supported by key priorities and objectives:

## **DIVERSIFICATION**

ABNIC will continue to diversify our offering in the following ways:

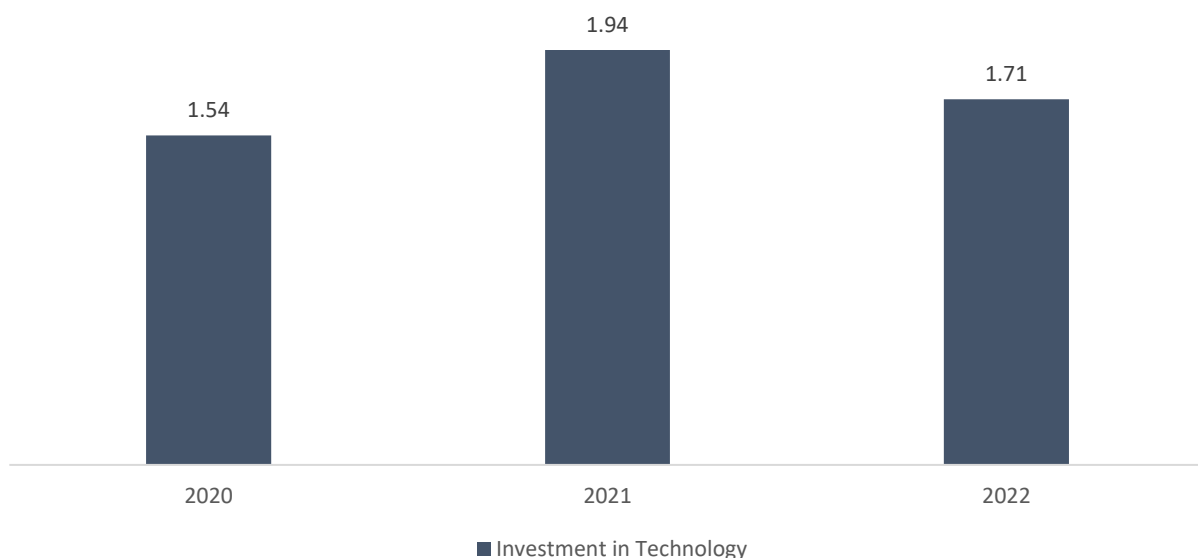
- a. Extend physical market presence with additional branches and points of sale
- b. Enlarge our network of strategic partners (TPAs, Re-insurers and brokers) and partner with international brokers
- c. Diversify our investment portfolio

## **DIGITALIZATION**

ABNIC constantly strives to enhance our offering through investment in technology and digitalization. Our priority is to strengthen IT infrastructure to deliver operational efficiencies, improve the ease of doing business for customers, and protect the business from any external threats.

Over the past three years we have invested an average of AED 1.73 million per year in technology and innovation.

Investment in Technology



# GRI & ADX CONTENT INDEX

(GRI 102-55)

GRI 1: FOUNDATION 2021				
Statement of Use	ABNIC has reported the information cited in this GRI content index for the period 1 January – 31 December 2022 in accordance with the GRI Standards			
GRI 2: GENERAL DISCLOSURES				
GRI DISCLOSURE	CONTENT	ADX DISCLOSURE	REFERENCE SECTION	NOTES
The Organization and its Reporting Practice				
2-1	Organizational details	G7: Sustainability reporting G8: Disclosure Practices G9: External Assurance	6	
2-2	Entities included in the organization’s sustainability reporting	G7: Sustainability reporting G8: Disclosure Practices	6	
2-3	Reporting period, frequency and contact point		6	
2-4	Restatements of information	G9: External Assurance		
2-5	External assurance			
Activities and workers				
2-6	Activities, value chain and other business relationships			
2-7	Employees	S3: Employee Turnover S4: Gender Diversity	17	
2-8	Workers who are not employees			
Governance				
2-9	Governance structure and composition	G1: Board Diversity	34	
2-10	Nomination and selection of the highest governance body	G2: Board Independence	34	
2-11	Chair of the highest governance body			

2-12	Role of the highest governance body in overseeing the management of impacts			
2-13	Delegation of responsibility for managing impacts			
2-14	Role of the highest governance body in sustainability reporting	G3: Incentivized Pay		
2-15	Conflicts of interest	G5: Ethics & Prevention of Corruption	34	
2-16	Communication of critical concerns			
2-17	Collective knowledge of the highest governance body			
2-18	Evaluation of the performance of the highest governance body			
2-19	Remuneration policies	G3: Incentivized Pay S1: CEO Pay Ratio S2: Gender Pay Ratio		
2-20	Process to determine remuneration	S2: Gender Pay Ratio		
2-21	Annual total compensation ratio	G3: Incentivized Pay S1: CEO Pay Ratio S2: Gender Pay Ratio		
<b>Strategy, policies and practices</b>				
2-22	Statement on sustainable development strategy	E8, E9: Environmental Oversight	15	
2-23	Policy commitments			
2-24	Embedding policy commitments			
2-25	Processes to remediate negative impacts	G3: Incentivised Pay		
2-26	Mechanisms for seeking advice and raising concerns			
2-27	Compliance with laws and regulations			
2-28	Membership associations	S1: CEO Pay Ratio		
<b>Stakeholder engagement</b>				
2-29	Approach to stakeholder engagement			



2-30	Collective bargaining agreements			
<b>GRI 3: MATERIAL TOPICS</b>				
3-1	Process to determine material topics		15	
3-2	List of material topics		15	
3-3	Management of material topics		15	
<b>GRI 200: Economic Standard Series</b>				
<b>GRI 201: Economic Performance 2016</b>				
<b>GRI 201 Topic Specific</b>				
3-3	Management Approach			
201-1	Direct economic value generated and distributed			
<b>GRI 202: Market Presence 2016</b>				
<b>GRI 202 Topic Specific</b>				
3-3	Management Approach			
202-2	Proportion of senior management hired from the local community	S11: Nationalisation	32	
<b>GRI 203: Indirect Economic Impacts 2016</b>				
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3-3	Management Approach			
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<b>GRI 205: Anti-Corruption 2016</b>				
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3-3	Management Approach			
205-1	Operations assessed for risks related to corruption		34	<i>Practice still under development</i>
205-2	Communication and training about anti-corruption policies and procedures		34	<i>Practice still under development</i>
205-3	Confirmed incidents of corruption and actions taken	G5: Ethics & Prevention of Corruption	34	

<b>GRI 300: Environmental Standard Series</b>				
<b>GRI 302: Energy 2016</b>				
<b>GRI 302 Topic Specific</b>				
3-3	Management Approach	E10: Climate Risk Mitigation	28	
302-1	Energy consumption within the organization	E3: Energy Usage	28	
302-2	Energy consumption outside of the organization	E4: Energy Intensity E5: Energy Mix	28	
302-3	Energy Intensity	E4: Energy Intensity E5: Energy Mix	28	
<b>GRI 303: Water and Effluents 2018</b>				
<b>GRI 303 Topic Specific</b>				
3-3	Management Approach			
303-5	Water Consumption	E6: Water Usage	28	
<b>GRI 305: Emissions 2016</b>				
<b>GRI 305 Topic Specific</b>				
3-3	Management Approach	E8 & E9: Environmental Oversight		
305-1	Direct (Scope 1) GHG emissions	E1: GHG Emissions	28	
305-2	Energy indirect (Scope 2) GHG emissions	E1: GHG Emissions	28	
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305-4	GHG emissions intensity	E1: GHG Emissions E2: Emissions Intensity	28	
<b>GRI 307: Environmental Compliance 2020</b>				
<b>GRI 306 Topic Specific</b>				
3-3	Management Approach			
307-1		E7: Environmental Operations		
<b>GRI 400: Social Standard Series</b>				
<b>GRI 401: Employment 2016</b>				
<b>GRI 401 Topic Specific</b>				
3-3	Management Approach			
401-1	New employee hires and employee turnover	S3: Employee Turnover	17	

401-2	Benefits provided to full-time employees that are not provided to part-time employees			
<b>GRI 404: Training &amp; Education 2016</b>				
<b>GRI 404 Topic Specific</b>				
3-3	Management Approach			
404-1	Average hours of training per year per employee			
404-2	Programs for upgrading employee skills and transition assistance programs			
404-3	Percentage of employees receiving regular performance and career development reviews		17	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>				
<b>GRI 405 Topic Specific</b>				
3-3	Management Approach			
405-1	Diversity of governance bodies and employees	S4: Gender Diversity	17	
		S6: Non-Discrimination	17	
		S11: Nationalisation	32	
		G1: Board Diversity	34	
405-2	Median Compensation			
<b>GRI 406: Non-Discrimination 2016</b>				
<b>GRI 406 Topic Specific</b>				
3-3	Management Approach			
406-1	Incidents of discrimination and corrective actions taken	S6: Non-discrimination	22	
<b>GRI 413: Local Community 2016</b>				
<b>GRI 413 Topic Specific</b>				
3-3	Management Approach			
413-1	Operations with local community engagement, impact assessments, and development programs	S11: Nationalisation S12: Community Investment	32	

GRI 418: Customer Privacy				
GRI 418 Topic Specific				
3-3	Management Approach			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	G6: Data Privacy	22	

Additional ADX disclosures		
ADX DISCLOSURE	CONTENT	REFERENCE PAGE/NOTES
Social		
S1	<b>CEO Pay Ratio</b>	The CEO's salary along with that of the executive team is currently disclosed in our Corporate Governance Report
	Ratio: CEO total compensation to median Full Time Equivalent (FTE) total compensation	
	Does your company report this metric in regulatory filings?	
S9	<b>Child &amp; Forced Labor</b>	Our Human Resource Manual includes Child & Forced Labor clauses
	Does your company follow a child and/or forced labor policy?	
	If yes, does your child and/or forced labor policy also cover suppliers and vendors? <b>Yes/No</b>	
S10	<b>Human Rights</b>	Our Human Resource Manual includes Child & Forced Labor clauses
	Does your company follow a human rights policy?	
	If yes, does your human rights policy also cover suppliers and vendors?	
S11	<b>Nationalization</b>	32
	Percentage of national employees	
	Direct and indirect local job creation	
S12	<b>Community Investment</b>	32
	Amount invested in the community, as a percentage of company revenues	
Governance		
G3	<b>Incentivized Pay</b>	This will be considered as part of our Sustainability Strategy
	Are executives formally incentivized to perform on sustainability?	