

# SUSTAINABILITY REPORT

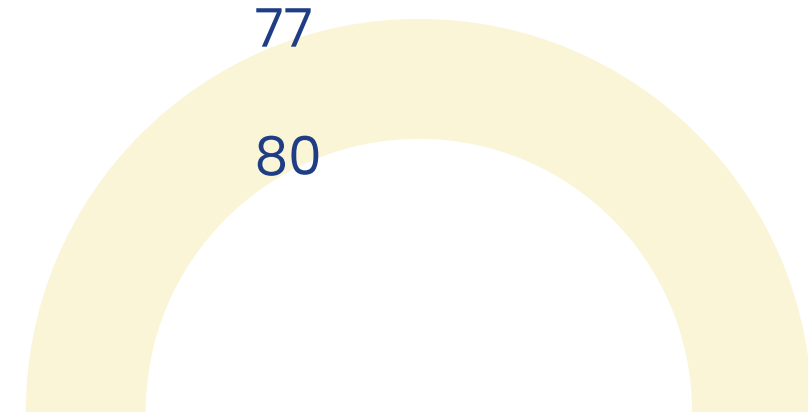
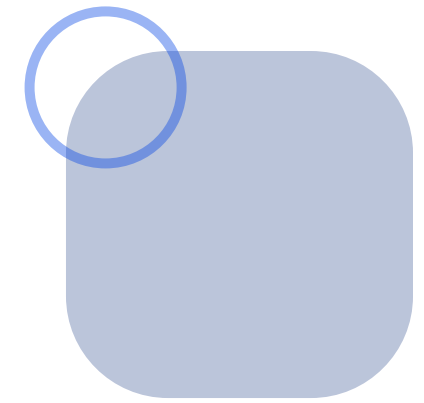
2025





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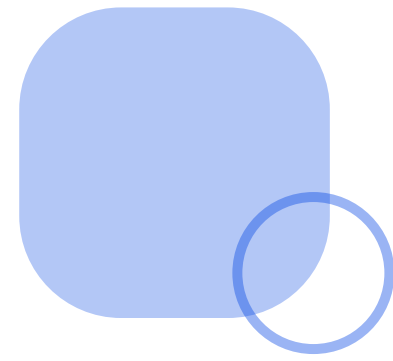


# 01

## EXECUTIVE SUMMARY



- About this report
- Overview of Sustainability Achievements in 2025
- Key Highlights and Milestones



# ABOUT THIS REPORT

## Reporting Scope and Boundary

Welcome to Al Buhaira National Insurance Company's (ABNIC) Sustainability Report for 2025. This report presents information on our ESG performance on a standalone basis, covering the financial year from January 1, 2025, to December 31, 2025. It encompasses details on our ESG initiatives, stakeholder engagement, risk framework, and material concerns that influence our long-term sustainability and business resilience.

## Reporting Framework and Compliance

This report adheres to statutory and voluntary reporting standards, ensuring a balanced, accurate, and forward-looking representation of our performance.



# OVERVIEW OF SUSTAINABILITY ACHIEVEMENTS IN 2025

Our ESG approach is underpinned by a strong focus on fulfilling promises responsibly and sustainably to benefit the society, our employees, shareholders, communities, and all other stakeholders. Having started our ESG reporting journey, we are revisiting every facet of our organisation to put in place processes, systems and teams to measure, manage and improve across ESG parameters. This approach will help in building resilience and enduring value across our activities – from more efficient operations to unlocking growth opportunities in the emerging market scenario.

Our dedication extends beyond compliance; we are committed to playing a meaningful role in the UAE's vision of achieving net-zero emissions by 2050. Through targeted sustainability initiatives, we are working to minimize our carbon footprint, invest in renewable energy, & promote a culture of environmental responsibility. By aligning our efforts with the UAE's Energy Strategy 2050, we are actively contributing to the nation's ambitious environmental goals, ensuring a greener, more resilient future for all.



# KEY HIGHLIGHTS AND MILESTONES

1

We conducted an equipment shredding operation with SHREDIT, eliminating data securely and contributing to the conservation of approximately 15.33 trees, and the preservation of 28,704 litres of water.

2

We formed a sustainability committee in the year 2023, highlighting our commitment to ESG integration into our business.

3

Our investment in digitalization for reporting year 2025 amounted to AED 10,325,817.86 which emphasizes our major commitment to promoting digital practices and ESG integration within the framework of our business.

4

We reduced our combined Scope 1 and Scope 2 operational greenhouse gas footprint by 39.76% Year-over-Year, achieving a carbon intensity of 15.05 tCO<sub>2</sub>e per employee.

5

We reinforced a high-performance culture by ensuring 100% of our eligible workforce received formal career development reviews, alongside clocking a total of 12,120 training hours company wide.

6

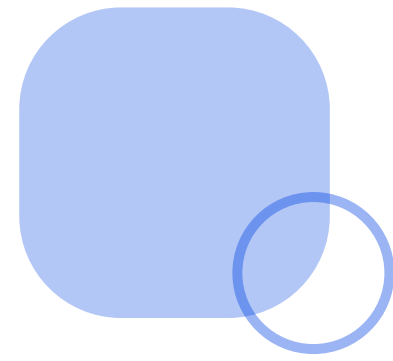
We maintained complete integrity over our information ecosystems, recording zero substantiated complaints concerning breaches of customer privacy or losses of customer data for the reporting period.



# 02

## ABOUT ABNIC

- Company Overview
- Sustainability Strategy
- Stakeholder Engagement
- Materiality Assessment



# COMPANY OVERVIEW

Established in May 1978, ABNIC has grown into 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.

Our operations are built on ethical governance, sustainable growth, commitment to Corporate Social Responsibility, and contributing to societal development. Supported by advanced technologies, we have streamlined our processes to deliver efficient and accessible services tailored to our customers' needs.

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.

## Mission

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

## Vision

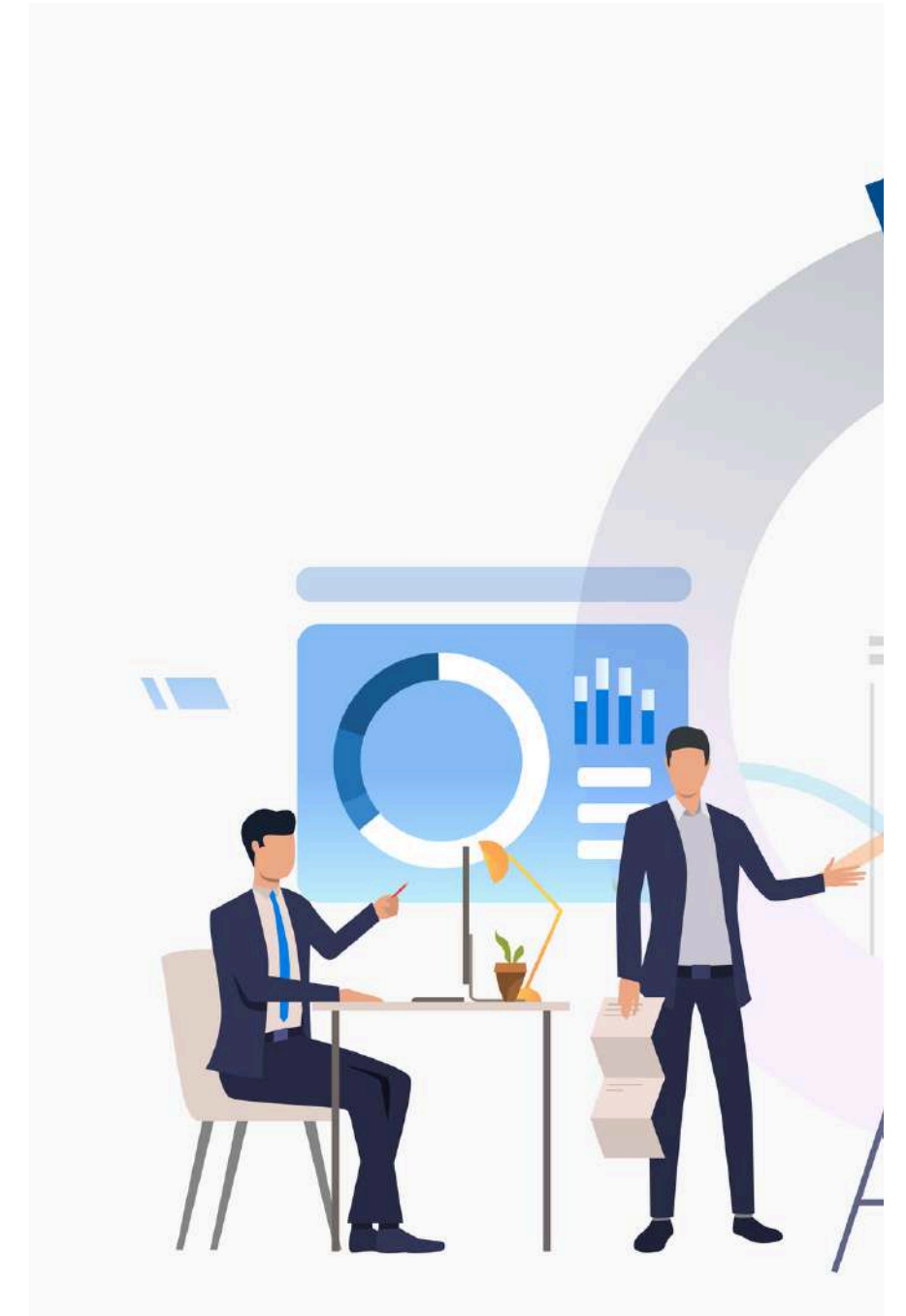
To be the preferred insurance provider in the region.

## Values

Our values are integrated in our shield:

**S H I E L D**

Security, Honesty, Integrity, Excellence, Leadership, Dependability



## Our Portfolio

To align insurance coverage with customers' financial goals and life circumstances, the company offers a broad portfolio of products including Property, Engineering, Energy, Liability, Aviation, Marine Hull & Cargo, Group Life, Motor, Travel, Medical, Home, among others. These are delivered through a committed distributor network that engages closely with customers to understand their specific needs and provide customised solutions. Our core values and commitment to exceptional customer service, supported by the dedication of our team, enable us to confidently provide a comprehensive range of personal and commercial insurance solutions. This includes six personal product lines and over 30 commercial product lines, all delivered with efficiency and synergy.



### Personal Insurance

- Motor insurance
- Yacht insurance
- Jet ski insurance
- Medical insurance
- Travel insurance
- Home insurance



### Marine and Aviation Insurance

- Aviation insurance
- Marine open cover
- Hauliers' liability
- Protection & Indemnity (P&I)
- Marine hull insurance
- Ship repair legal liability
- Builder risks
- Marine cargo insurance
- Goods in transit



### Liability Insurance

- Product liability
- Workmen's compensation
- Medical Malpractice
- Directors' and Officers' liability
- Public liability
- Employees liability
- Professional indemnity for Architects, Lawyers, Accountant, etc.



### Miscellaneous

- Fidelity guarantee
- Personal accident
- Money insurance
- Jeweller's block
- Deterioration of stock
- Banker's blanket



### Commercial Insurance

- Group medical insurance
- Group life insurance
- Motor fleet insurance



### Property Insurance

- Property all risks insurance
- Fire and allied perils
- Burglary
- Hotel comprehensive insurance
- Strata insurance



### Engineering Insurance

- Boiler & pressure plant
- Contractor's All risks
- Contractor's plant & machinery
- Electronic equipment
- Erection all risks
- Machinery breakdown



## Our presence and shareholding overview

Our Operational Footprint Our presence is built on a foundation of accessibility and regional expertise. We operate across 1 Head Office, 8 full-service branches, and 8 Points of Sale (PoS), along with additional specialized service locations.



## Shareholding Overview

- Salem Abdullah Salem Al Hosani - 18.90%
- Sheikh Abdullah Mohammed Ali Al Thani - 13.47%
- Sheikh Faisal bin Khalid bin Sultan Al Qasimi - 12.54%
- FAB Private Bank (Suisse) SA - 10%
- Umm Al Quwain General Investment Company PJSC- 9.80%
- Suha Alami Fawzi Al-Nabulsi - 9.29%



## Ownership Distribution



## The ABNIC Advantage

- Hassle-Free Claims
- Proven Excellence since 1978.
- Strong financial stability, liquidity, and ample capital
- Recognized and awarded by the insurance Authority
- Forward-thinking and innovative insurance options
- Comprehensive coverage to meet diverse needs
- Round-the-clock support medical claims assistance
- Digital services for a seamless experience

## Financial Overview

Parameter	2023 (AED)	2024 (AED)	2025 (AED)
Insurance revenue	1,190,641,861	1,448,902,391	1,645,918,528
Insurance service expenses	(1,196,342,629)	(1,469,728,830)	(1,381,395,743)
Insurance service result before reinsurance contracts held	(5,700,768)	(20,826,439)	264,522,784
Allocation of reinsurance premiums	(841,062,128)	(920,601,503)	(905,841,036)
Amounts recoverable from reinsurance for incurred claims	707,183,749	899,203,030	688,056,872
Net expenses from reinsurance contracts held	(133,878,379)	(21,398,474)	(217,784,164)
Insurance service result	(139,579,147)	(42,224,913)	46,738,621
Investment and other income	42,760,945	45,912,891	48,582,864
Total investment income	42,760,945	45,912,891	48,582,864
Insurance finance income for insurance contracts issued	(22,743,465)	(20,136,315)	(16,286,588)
Reinsurance finance expense for reinsurance contracts held	12,845,665	10,532,939	12,233,108
Net insurance financial result	(9,897,800)	(9,603,376)	(4,053,480)
General and administrative expenses	(6,792,319)	(5,870,342)	(5,541,050)

Parameter	2023 (AED)	2024 (AED)	2025 (AED)
Finance costs	(18,881,763)	(24,935,077)	(13,024,454)
Finance costs - lease	(372,384)	(206,412)	(264,351)
Total	(26,046,466)	(31,011,831)	(18,829,855)
Loss for the year	(132,762,468)	(33,927,231)	72,438,150
Tax payments	49,517,041	62,542,734	74,610,801*
Community investments	1,223,755	1,540,263	1,624,212
Total Salaries & Benefits	37,599,792	39,371,232	40,228,016

\*Tax payments incorporate both corporate tax and value added tax (VAT).

ABNIC achieved a significant milestone in 2025 by returning to profitability. This turnaround from the 2024 loss highlights our successful strategic realignment and reinforces the economic stability required to drive our long-term ESG ambitions.

## Awards, Accolades and Major Conferences

ABNIC consistently engages with global and regional industry leaders to stay at the forefront of the evolving risk landscape. A key highlight of this commitment was the participation of our Reinsurance Management leadership at the Dubai World Insurance Congress (DWIC). By contributing to high-level dialogues at this premier forum, ABNIC reinforces its role in shaping the future of the insurance sector and strengthening international reinsurance partnerships. This active engagement in global industry congresses ensures that our risk management frameworks are aligned with international best practices, fostering long-term economic resilience and ensuring that we continue to provide stable, innovative protection for our stakeholders within the regional financial ecosystem.

ABNIC is dedicated to supporting the UAE's vibrant cultural landscape and enhancing the urban environment of the communities it serves. In a notable collaboration with Public Art Abu Dhabi, ABNIC's Abu Dhabi branch was selected as a featured location for the Public Art Abu Dhabi Biennial. By hosting a major contemporary installation by a world-renowned artist, the company has contributed to the accessibility of fine art within the public sphere. This initiative reflects ABNIC's broader commitment to cultural sustainability, fostering a sense of community pride and aligning with the nation's vision of becoming a global hub for creativity and artistic expression. Through such partnerships, ABNIC continues to integrate social and cultural value into its corporate presence.



# SUSTAINABILITY STRATEGY

Our purpose goes beyond providing insurance, it is about building resilience in lives, communities and the environment. Over the past year, we have deepened our commitment to sustainability by launching focused initiatives and aligning with global best practices. Our efforts have been directed towards addressing the impact of climate change, advancing social equity and reinforcing robust governance frameworks.

## Our Sustainability Strategy

As a leading insurance company in the UAE, we play a crucial role in addressing challenges that confront both society and the economy. We will continue to drive positive change, innovate for sustainability, and contribute to building a resilient, future-ready society.



### Environmental Stewardship

- Adopting energy-efficient practices to minimize our carbon footprint.
- Encouraging waste reduction and responsible use of resources.
- Supporting initiatives that promote environmental conservation.



### Social Responsibility

- Creating a diverse and inclusive workplace that also emphasizes employee health and well-being.
- Participating in community development projects and charitable activities.



### Responsible Governance

- Upholding fair and ethical business practices throughout the value chain.
- Investing in innovation and technology to enhance operational efficiency.
- Collaborating with suppliers and partners who share our dedication to sustainability.
- Offering financial education and insurance solutions that support economic stability.



# STAKEHOLDER ENGAGEMENT

At ABNIC, we recognise the importance of stakeholder engagement to drive inclusive and sustainable growth. We prioritise collaborative relationships with key stakeholders, including Customers, Shareholders and Investors, Government and Regulators, Employees, Channel partners and distributors/ Vendors, Communities through transparent and reliable channels.

By aligning our economic, social and environmental objectives with stakeholder interests, we create shared value that fosters trust, open communication, and inclusivity driving a sustainable future for all. Below is a summary of our key stakeholder groups and the strategies we use to engage with them actively.

Stakeholder Group	Who they Are	Why do we engage	Approach to Engagement
<b>Investors/Shareholders</b>	All investors who hold ownership stakes in the company	To provide information on financial performance, strategies and to receive feedback	<ul style="list-style-type: none"> <li>• Regular communication</li> <li>• Annual General Meetings</li> <li>• Corporate regulatory disclosures</li> <li>• Presentation for Investors</li> </ul>
<b>Suppliers/Partners</b>	All Strategic Partners, Reinsurers, TPAs, Brokers	To promote long-term relationships and align business goals	<ul style="list-style-type: none"> <li>• Company Website</li> <li>• Regular communication related to business coordination, development, and agreement renewal</li> </ul>
<b>Commercial &amp; Consumer Clients</b>	All individuals and businesses who seek reliable insurance solutions	Ensure customer satisfaction	<ul style="list-style-type: none"> <li>• Company Website</li> <li>• Call Centres</li> <li>• Marketing material</li> <li>• Social media platforms</li> <li>• Online reviews</li> <li>• Complaints and suggestions platform (direct or via the Central Bank's website)</li> </ul>

Stakeholder Group	Who they Are	Why do we engage	Approach to Engagement
<b>Government</b>	Government and regulatory bodies	To ensure our compliance with laws and regulations	<ul style="list-style-type: none"> <li>• Regular Communication through Reporting requirements and meetings</li> <li>• Regular Announcements</li> <li>• Financial results submission with quarterly communication</li> <li>• New Regulatory Requirements through email</li> <li>• Regular Interaction through reporting requirements</li> <li>• Interactions through webinars</li> <li>• Frequent Announcements</li> </ul>
<b>Community Member/NGOs</b>	Local people around our operations	To support economic development, engage in CSR activities	<ul style="list-style-type: none"> <li>• Regular local community-related initiatives, donations, and volunteering activities</li> </ul>
<b>Management &amp; Employees</b>	All individuals employed across various management levels in our organisation	Motivate them, ensure their alignment with company goals, and aid their personal growth	<ul style="list-style-type: none"> <li>• Training programs</li> <li>• Events</li> <li>• Internal announcements</li> <li>• Performance appraisals</li> <li>• Exit interviews</li> </ul>
<b>Rating Agencies</b>	Any organisation which provides crucial information or ratings for the company	To disclose relevant information and build brand reputation	Annual interaction during the process of the rating review

# MATERIALITY ASSESSMENT

At ABNIC, materiality assessment is central to the company's sustainability strategy, enabling us to systematically identify, prioritise and address the issues that have the most significant impact on the company's business performance, long-term sustainability and stakeholders' interests. This process enables us to align the company's strategic priorities with stakeholder expectations, regulatory requirements and emerging environmental, social and economic risks.

The materiality assessment integrates insights from stakeholder engagement and evaluates the broader economic and environmental impact of the company's operations. This approach ensures that the company is responsive to the evolving dynamics of the insurance sector while promoting long-term value creation and improved risk resilience.

We ensured that stakeholder perspectives remain integral in our assessment process, allowing us to identify impacts from two key viewpoints:

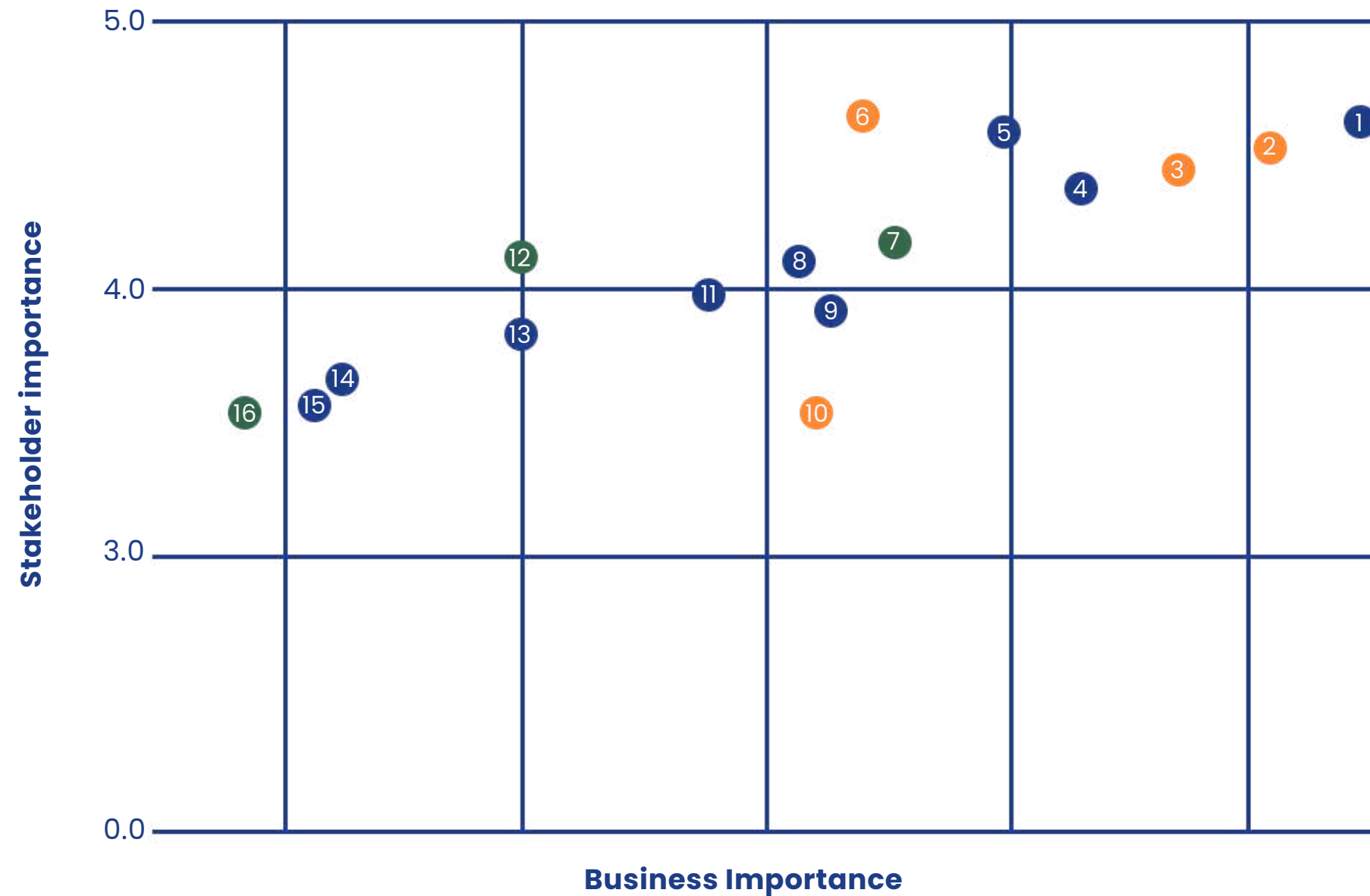
1. Recognizing issues that significantly affect our business
2. Identifying areas where our operations have the greatest influence

For the 2025 reporting period, ABNIC has opted to maintain the material topics identified in our comprehensive 2023 assessment. We have reviewed these topics against our current operational context and stakeholder landscape to ensure they remain relevant and significant.



## Materiality Matrix

As a leading insurance company in the UAE, we play a crucial role in addressing challenges that confront both society and the economy, and we believe that together, we will continue to drive positive change, innovate for sustainability, and contribute to building a resilient, future-ready society.



### Environmental:

- 7. Sustainable Product & Services
- 12. Physical risks & impacts of Climate change
- 16. Environmental Footprints

### Social:

- 1. Data Privacy & Security
- 4. Customer Engagement & Satisfaction
- 5. Emiratization
- 8. Employment
- 9. Employee health and wellbeing
- 11. Training Development
- 13. Equal Opportunity, Diversity & Inclusion
- 14. Local Communities

### Governance:

- 2. Financial Performance
- 3. Business Ethics
- 6. Digitalization & Innovation
- 10. Tax Governance
- 15. ESG Integration

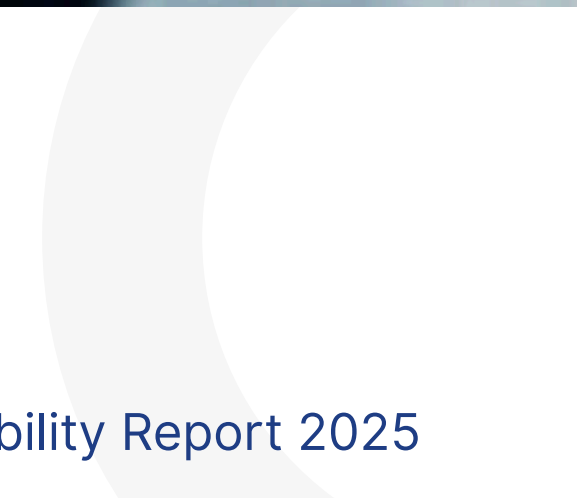
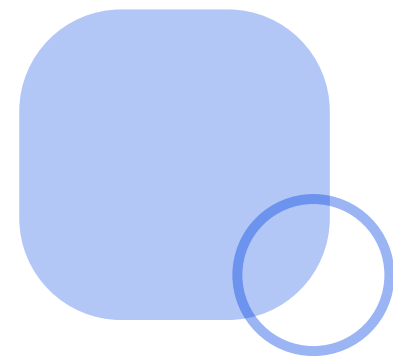
ABNIC continues to manage these topics through the established Sustainability Committee and relevant Board-level oversight. Our management approaches, including specific policies, performance monitoring, and mitigation strategies, are detailed within the dedicated Governance, Social, and Environmental chapters of this report.

# 03

## SUSTAINABILITY FRAMEWORK & STRATEGY



- Overview of Sustainability Frameworks Adopted
- Long-term Sustainability Goals and Objectives



# OVERVIEW OF SUSTAINABILITY FRAMEWORKS ADOPTED

The CY 2025 Sustainability Report provides a transparent account of ABNIC’s strategic evolution and mission-led growth. This document details our financial and non-financial milestones, outlining how we navigate emerging risks and capitalize on sustainable opportunities. Central to our performance is a robust governance framework that ensures institutional integrity and long-term value creation.

At ABNIC, environmental stewardship is a strategic priority. We are actively decarbonizing our operations to support the UAE’s national transition toward a clean energy economy. By meticulously tracking our ecological footprint, including energy efficiency, carbon emissions, water conservation, and waste management, we strive to drive continuous environmental improvement. The report has been developed in alignment with the globally recognised frameworks and standards, including the Global Reporting Initiative, Abu Dhabi Securities Exchange and the UN SDGs. We are committed to continuously improving our data disclosures and quality, while also learning from the best industry practices.



Global Reporting Initiative (GRI)



United Nations Sustainable Development Goals (UN SDGs)



Abu Dhabi Securities Exchange (ADX)

## Reporting Boundary

The information in this report encompasses the details about the company's operation within the UAE. The data compilation includes our insurance entity only.

## Reporting Period

The report covers information pertaining to the period from 1st January 2025 till 31st December 2025.

## Comparable Data

To enable data comparability, the report includes information for the calendar years 2021, 2022, 2023, 2024, and 2025.

## Assurance

We opted for internal assurance this year. The information contained in this report has been confirmed through an internal review process involving stakeholder feedback and departmental sign-off on their respective sections.

## Forward Looking Statement

The report provides a comprehensive overview of various data sets, reflecting both historical trends and future projections. Our actual results may differ significantly from the projections, analysis, or targets outlined in the report, due to industry patterns or unforeseen events. We are under no obligation to publicly update or revise our forward-looking statements during the upcoming fiscal year, unless required by law. Additionally, our internal audit team is not responsible for forming an opinion on these forward-looking statements.

## Alignment with UN SDGs

In 2025, ABNIC transitioned from foundational planning to the active integration of sustainability across our operational and digital ecosystems. Our initiatives during this period focused on accelerating digital transformation through paperless workflows, formalizing secure IT asset lifecycles, and embedding ESG-related modules directly into our governance systems. These actions, complemented by our continued investment in National talent, cybersecurity, and community wellness, have significantly strengthened our alignment with the United Nations SDGs.



For driving meaningful impact, the following initiatives were taken up during 2025:

Initiatives	Relevant SDG
AI Integration: Conducted specialized workshops on AI in Insurance to optimize underwriting, enhance fraud detection, and improve operational efficiency.	9, 16
Data Governance: Implemented multi-language Information Security Awareness training (Arabic and English) to ensure robust data protection across all branches.	16
ESG System Integration: Advanced the integration of ESG-related metrics into core IT systems, strengthening the Company's governance framework and automating sustainability data tracking.	9, 17
National Talent: Actively participated in many Recruitment Days across UAE, providing career pathways for Emirati graduates and supporting NAFIS goals.	4, 8
Community Health & Wellbeing: Hosted preventative health sessions (Gut Health, Happiness at Work) and medical screenings to promote holistic employee and community wellness.	3
Digital Transition & Paperless Operations: Accelerated the shift toward paperless workflows and digital documentation across all departments. This initiative has set the baseline for our paperless transition, streamlining workflows as we work towards long-term resource efficiency.	12
Sustainable IT Lifecycle Management: Formalized secure IT asset disposal procedures, ensuring that retired hardware is managed through responsible recycling and data destruction protocols to mitigate electronic waste.	12



# LONG-TERM SUSTAINABILITY GOALS AND OBJECTIVES



## Electricity Consumption

- Target: To reduce electricity usage by 10%.
- Through the adoption of renewable energy sources, implementation of energy-efficient infrastructure, and integration of smart office technologies.



## Water Consumption

- Target: Reduce water consumption by 5%.
- Achieved by installing water-saving fixtures, promoting water recycling where possible, and increasing employee awareness about the importance of water conservation.

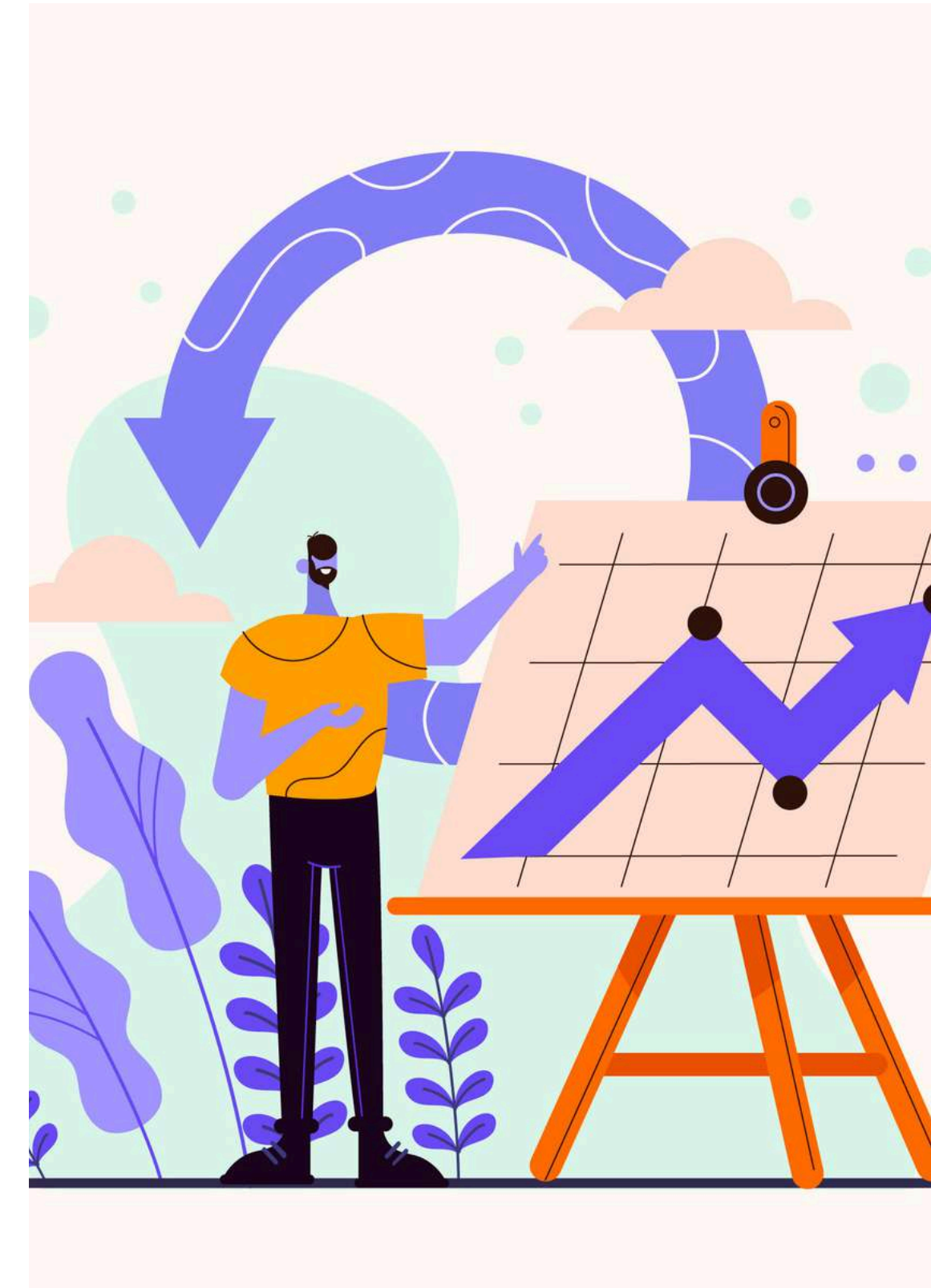
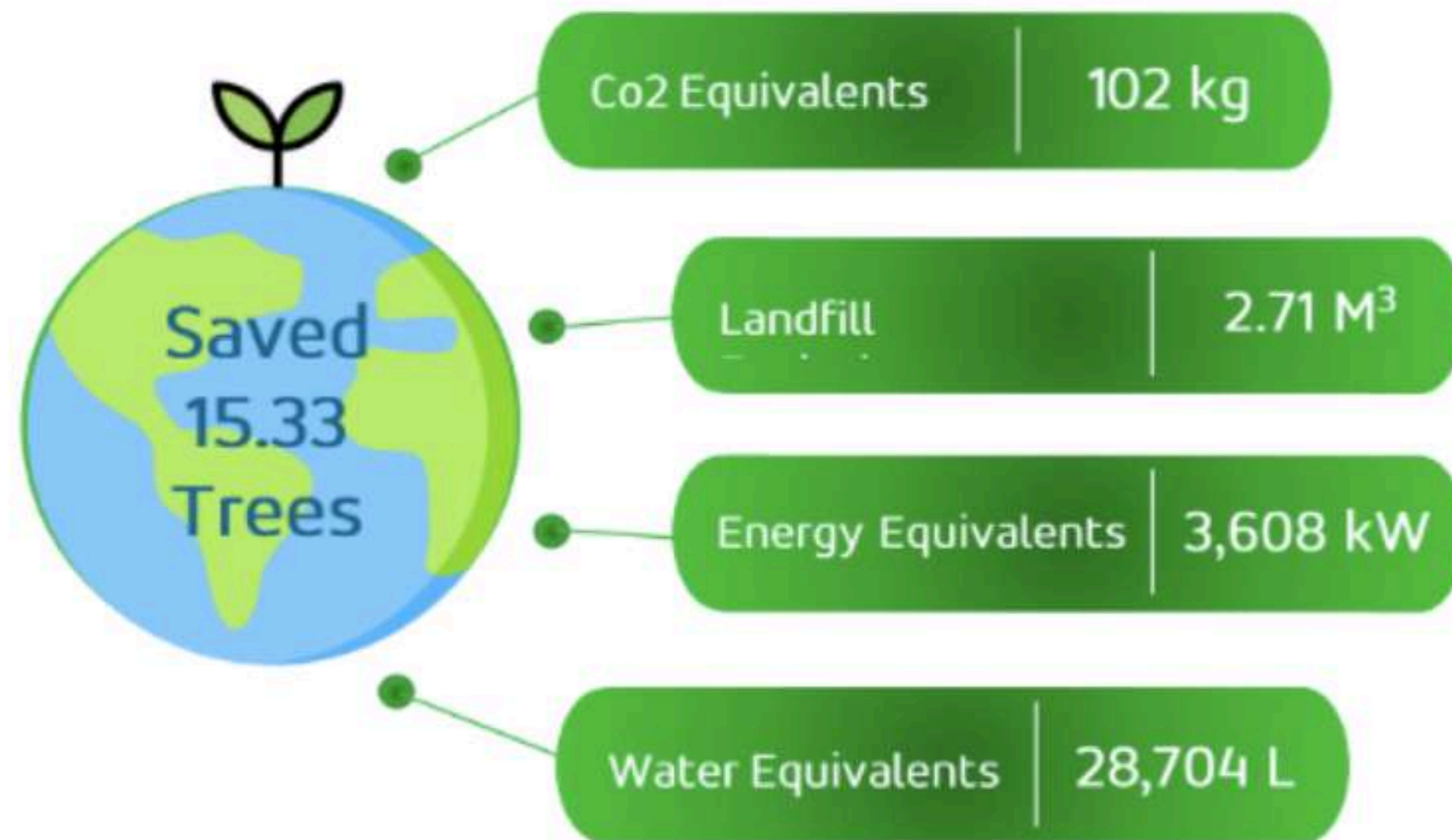


## Paper Consumption

- Target: To reduce paper usage by 20%.
- Moving towards a paperless environment by optimizing digital workflows, utilizing online document management, and fostering digital communication both internally and externally.



As part of our commitment to responsible resource management, ABNIC partnered with Shredit ME for a secure, eco-friendly shredding and recycling initiative. This program successfully diverted waste from landfills and contributed to the following environmental savings between January and December 2025:

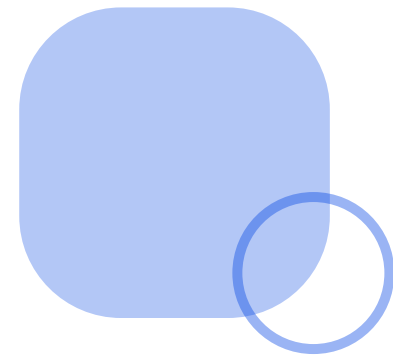


# 04

## RESPONSIBLE GOVERNANCE



- Board of Directors & Committees
- Governance Framework
- Enterprise Risk Management
- Compliance and Ethical Business Conduct



# BOARD OF DIRECTORS & COMMITTEES

The Board of Directors at ABNIC plays a pivotal role in steering the company towards its strategic objectives. The Board is assisted by a set of specialised committees with each committee undertaking specific responsibilities and enabling focussed attention on key operational and regulatory areas to help drive informed decision-making.

Comprising seasoned professionals with diverse expertise, the Board composition aligns to regulatory requirements, ensuring an optimal mix of executive, non-executive, and independent directors. This diversity facilitates balanced decision-making and effective governance. The nomination and selection of our Board follow a formal, criteria-based process outlined in our Corporate Governance Policy, prioritizing diversity and professional expertise.

## Board Members & General Manager

The Board of Directors has overall responsibility for the stewardship of the company and makes all important strategic decisions.

Issam Mehdawi	General manager
---------------	-----------------



## Board Members

Shaikh Faisal Bin Khalid Bin Sultan Al Qasimi	Chairman
Shaikh Abdulla Bin Mohammed Ali Al Thani	Vice Chairman
Shaikh Khalid Bin Abdulla Bin Sultan Al Qasimi	Member
Shaikh Ahmed Abdulla Bin Mohammed Ali Al Thani	Member
Sheikh Saoud Nasser Rashid Abdulaziz Almoalla	Member
Mr. Rashid Ali Rashid Deemas Alsuwaidi	Member
Mr. Abdulla Mohamed Salih Al Zarooni	Member
Ms. Noura Mahmoud Mohamed Al Mahmoud Al Ali	Member
Mr. Bassam Ibrahim Mohammed Elayyan (Representative of AL SALEM Co. Ltd)	Member

## Role of Executive Management

- Oversee the company's essential operations, as outlined in the Articles of Association, including insurance and reinsurance activities, and accident compensation disbursements.
- Ensure decisions are executed effectively and align with the company's best interests.
- Keep the Board informed of decisions related to strategic policies. The Board may grant the Managing Director specific authority to manage these matters.

## Board Committees

The Board-level committees were actively engaged during FY 2025, with each committee focusing on priority areas aligned to its mandate and the Company's strategic objectives.



Audit Committee



Risk Committee



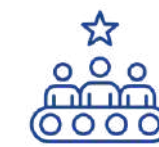
Investment Committee



Sustainability Committee



Executive Committee



Nomination and Remuneration Committee

## Remuneration Policies & Process

ABNIC maintains a structured governance process for determining remuneration, as outlined in the Corporate Governance Policy and overseen by the Nomination and Remuneration Committee.

For the Board of Directors, the determination and approval of remuneration follow a formal three-tier process to ensure transparency and oversight:

- **Proposal of Remuneration:** The Nomination and Remuneration Committee is responsible for proposing the specific amount of remuneration due to the board members.
- **Review by the Board:** This proposal is then presented to the Board of Directors for their formal review and recommendation.
- **Final Approval by the General Assembly:** In the final stage of the process, the proposed remuneration is submitted to the General Assembly for ultimate approval, ensuring that all compensation is ratified by the company's shareholders.



# GOVERNANCE FRAMEWORK

ABNIC has instituted a multi-tiered ESG governance framework to ensure consistent oversight and integration of sustainability into core business operations. The Board of Directors provides strategic direction on ESG matters, supported by the Risk Management Committee. These bodies collectively guide ESG strategy, execution, disclosure, and risk mitigation, enabling an accountable and enterprise-wide approach to sustainability governance.

## Board Oversight

The Board of Directors oversees and guides sustainability initiatives, ensuring they align with the company's long-term goals. The Board of Directors at ABNIC assumes ultimate responsibility for the company's sustainability reporting. The Board is actively involved in reviewing the report's content to ensure it accurately reflects the organisation's material impacts and strategic commitments. Final approval of the 2025 Sustainability Report was formally granted by the Board to ensure alignment with our corporate governance standards.

## Executive Leadership

Our executive team leads the integration of sustainable practices into our core operations, promoting long-term growth and progress.

## Stakeholder Collaboration

We value open communication and collaboration with customers, employees, regulators, and investors. Their perspectives are integrated into our sustainability planning and decision-making to ensure diverse viewpoints and alignment with stakeholder needs.

## Transparent Reporting

ABNIC is committed to delivering clear and detailed reports on our sustainability performance. By adhering to the international reporting standards, we provide stakeholders with a comprehensive view of our progress and areas for improvement with respect to sustainability.



# ENTERPRISE RISK MANAGEMENT

The Enterprise Risk Management (ERM) framework is designed to identify, evaluate and address key business and strategic risks through a combined top-down and bottom-up approach, enabling effective risk assessment and monitoring at both organisational and functional levels.

By consistently enhancing its Enterprise Risk Management (ERM) processes and aligning with industry standards, ABNIC remains agile in navigating evolving market conditions while capitalizing on opportunities for sustainable growth. Clear oversight of risk exposure, coupled with the integration of risk management principles into strategic decision-making, fosters a culture of accountability and prudent risk-taking across all levels of the organisation. Through these proactive measures, ABNIC upholds its reputation as a trusted leader in the insurance industry, delivering value to its clients and investors.

## Business Continuity

The process of risk assessment starts with identification of risks, assessing the risk and its impact, prioritising the risks, treating the risk through mitigations and controls, monitoring the risks, reporting of risks.

For the business continuity management, Although ABNIC has established practices in place, it is currently in the process of preparing the organisation for a better & robust BCMS framework through well drafted policy and procedures on BCMS, creating Business Impact Analysis (BIA) for each critical department, training & awareness for the employees, response strategies and preparations for each department, identification of alternate site of operation during a disaster, identifying required resources/ applications/tech support required to continue business operations, etc.



# COMPLIANCE AND ETHICAL BUSINESS CONDUCT

We ensure regulatory compliance and institutional accountability through robust Risk, Compliance, and Internal Audit functions.

Our governance and risk management framework provides an ethical and resilient foundation for sustainable growth, rooted in the principles of integrity, transparency, accountability, and responsible conduct. We proactively identify, assess, and manage current and emerging risks, ensuring preparedness against disruptions while unlocking potential opportunities. Upholding ethical business practices remains a top priority, with strong safeguards against fraud, corruption, and other misconduct. Our Code of Ethics and Conduct reflect this commitment, guiding behaviour across all levels of the organisation to reinforce stakeholder trust and long-term value creation. In line with these standards, ABNIC maintains strict protocols to identify and manage potential conflicts of interest; for the 2025 reporting period, no incidents of conflicts of interest were recorded.

ABNIC is also proud to support and actively participate in the UAE government's visionary Zero Government Bureaucracy Program. This initiative is designed to streamline government processes, enhance efficiency, and simplify interactions for both businesses and individuals. Through our involvement, we aim to contribute to the realization of a more agile and responsive government framework, creating a seamless experience for all stakeholders.

## Anti-Corruption

ABNIC monitors and manages corruption-related risks through regular internal audits and its governance framework across all operations. These standards are communicated throughout the organisation to ensure compliance with our ethical business practices. For the 2025 reporting period, there were no confirmed incidents of corruption or actions taken.

## Communication of Critical Concerns

ABNIC provides formal mechanisms for communicating critical concerns regarding unethical behaviour or non-compliance, supported by a proactive strategy that integrates both Internal Control and Internal Audit functions to ensure effective governance. If any material issue or significant observation arises, it is addressed immediately through approved procedures, including escalation to the Audit Committee. The Committee is responsible for reviewing such matters, conducting necessary investigations, and preparing corrective action plans. These findings and recommendations are then submitted to the Board of Directors to ensure high-level oversight and the implementation of necessary improvements.



## Internal Control & Compliance System

ABNIC maintains a sophisticated internal control architecture designed to safeguard organisational integrity and ensure operational excellence. This framework is managed by a specialized leadership team comprising the Financial Control Manager, the Compliance Manager, and the Internal Audit Manager. Together, they oversee a comprehensive risk management ecosystem that ensures unwavering adherence to corporate policies and the stringent regulatory mandates of the ADX, SCA, CBUAE, and UAE Federal Tax Authority.

Operating with full institutional independence, our Audit function integrates material inputs from across the risk and compliance landscapes to evaluate the efficacy of financial reporting and internal safeguards. To combat financial crime, ABNIC enforces a rigorous Anti-Money Laundering and Combating Financing of Terrorism (AML/CFT) Policy, equipping our workforce with the tools necessary to identify and pre-emptively report suspicious activities. This systematic approach to oversight reinforces our culture of transparency, ensuring a resilient business environment and the protection of stakeholder interests.

## Processes to Remediate Negative Impacts

ABNIC is committed to identifying and addressing any negative impacts through a proactive governance strategy. When a material issue or significant observation is identified via Internal Control reviews, internal audit plans, or regulatory follow-ups, we initiate a formal remediation process. In line with our Audit Committee Charter, this includes the preparation of a corrective action plan, root-cause investigation, and systematic follow-up on implementation. These processes ensure that any operational or financial impacts are mitigated fairly, maintaining full compliance with CBUAE and SCA regulatory requirements and ensuring long-term institutional integrity.

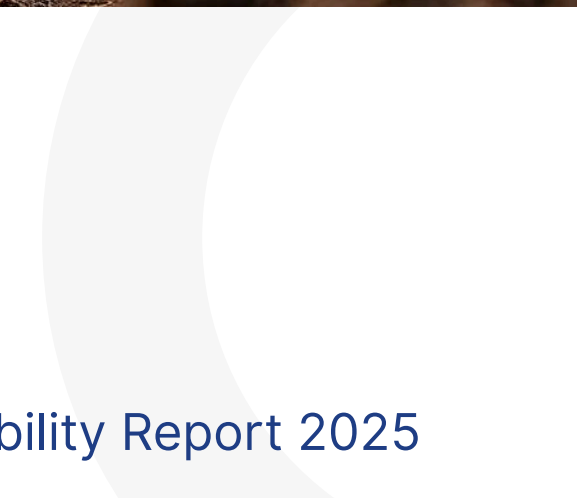
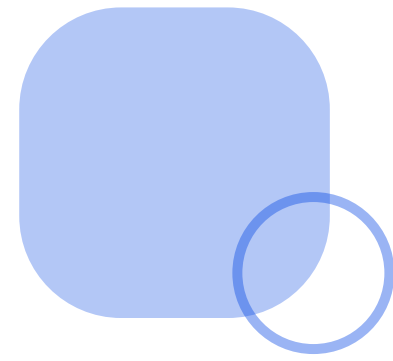


# 05

## ENVIRONMENTAL STEWARDSHIP



- GHG Analysis and Reduction Strategies
- Energy Management and Efficiency Improvements
- Water Management and Conservation Efforts
- Waste Management and Recycling Programs



# GHG ANALYSIS AND REDUCTION STRATEGIES

We are strengthening our approach to managing climate-related risks by refining our strategies and aligning accordingly. In response to evolving regulatory requirements and stakeholder expectations, we continuously identify and monitor material environmental key performance indicators (KPIs) and report on metrics related to greenhouse gas emissions (GHG), energy consumption, and waste and water management.

These KPIs are integral to assessing our climate-related risks and opportunities and are aligned with our broader sustainability agenda. Our focus is on reducing our greenhouse gas emissions and waste, improving energy and water efficiency, and increasing the use of renewable energy.

The company is deeply committed to proactive emission management as a core element of its environmental responsibility. It continually monitors and implements measures to reduce greenhouse gas (GHG) emissions across its operations, covering -

## SCOPE 1

Emissions (direct emissions from company-owned sources)

## SCOPE 2

emissions (indirect emissions from purchased electricity) and is progressively enhancing the tracking and management of its total energy consumption and carbon footprint.

## SCOPE 3

Emissions (indirect emissions across relevant value chain activities, including business travel and waste-related emissions, where data is reasonably available).

# ENERGY MANAGEMENT AND EFFICIENCY IMPROVEMENTS

ABNIC recognises the urgent need to address environmental challenges and is committed to integrating sustainable practices across operations. The pledge to continually reduce the carbon footprint and conserve vital natural resources is reflected in every aspect of the company's functioning.

The company recognises that transitioning to affordable and clean energy sources is essential not only for reducing the environmental footprint but also for optimising operational costs and strengthening business resilience. By integrating sustainable energy practices across the operations, the company actively supports global climate goals while enhancing the well-being of its stakeholders and the wider community. The approach strikes a deliberate balance between environmental responsibility and economic efficiency, positioning ABNIC for a more sustainable and resilient future.

## Climate-Related Financial Risks & Opportunities

ABNIC recognizes that climate change presents evolving financial implications that require proactive consideration within our long-term strategy. We understand the importance of identifying physical risks, such as extreme weather patterns affecting claims, and transition risks arising from new regulatory requirements in the UAE. Moving forward, ABNIC is committed to evaluating these factors to better understand our potential financial exposure and to explore future opportunities for operational resilience and climate-aligned insurance solutions.

- Scenario A: High Physical Impact (Global temperature increases exceeding 2 degrees Celsius): Focuses on acute extreme weather events, flooding, and chronic temperature rises.
- Scenario B: Accelerated Transition (Net-Zero Alignment and Policy Shifts): Focuses on carbon taxes, rapid regulatory shifts, and technological disruptions.

Risk Type	Underwriting Exposure and Scenario	Estimated Financial and Operational Impact
Physical Risk (Acute)	Extreme Weather and Floods: Increased frequency of severe rainfall and flash floods in the UAE (Scenario A)	Claims Inflation: Surge in comprehensive motor vehicle and property damage claims. Higher reinsurance costs.
Physical Risk (Chronic)	Rising Mean Temperatures: Persistent heatwaves and humidity spikes (Scenario A).	Health Inflation: Increase in heat-related medical underwriting claims and climate-induced medical inflation.
Transition Risk	Policy and Regulatory Shifts: Introduction of carbon taxes or mandatory green building codes (Scenario B).	Asset Depreciation: Potential valuation drops in non-green real estate or carbon-heavy investment portfolios.
Operational Risk	Business Interruptions: Physical damage to ABNIC branches or utility grids due to extreme weather events.	Operational Overhead: Increased capital expenditure to reinforce IT infrastructure and branch disaster recovery.

# WATER MANAGEMENT AND CONSERVATION EFFORTS

ABNIC remains committed to responsible water management in recognition of increasing water scarcity challenges. The company's initiatives are aimed at promoting sustainable and innovative water conservation practices, reinforcing its dedication to maintaining a positive water footprint across its operations. By building strategic partnerships and continuously refining our methods, we strengthen our water management initiatives. Through collaboration with stakeholders, we ensure that our water conservation efforts align with our broader sustainability objectives. Our goal is to help shape a future that is both water-secure and resilient.



## Waste Management and Recycling Programs

The company is committed to sustainable waste management through innovative practices that reduce environmental impact and conserve resources. The company's approach emphasises efficient handling, minimisation of waste and long-term ecological responsibility. E-waste generated by the company is disposed through authorised vendors, ensuring proper disposal and supporting environmental sustainability. Below certificates show our commitment towards a greener future.

Our continuous efforts focus on minimizing our ecological footprint through innovative initiatives, responsible policies, and strategic partnerships. In line with our sustainability objectives, we took significant steps in 2025 by participating in a circular economy initiative focused on the reuse, repurpose, and recycling of electronic waste (E-waste). Additionally, from January to December 2025, we participated in the SHRED IT ME secure eco-friendly shredding and recycling initiative. Through this program, we helped reduce 102kg of CO2e emissions, prevented 2.71m<sup>3</sup> of landfill waste, saved 3608 kWh of energy, and preserved 28,704 litres of water. Our involvement in this initiative also led to the conservation of 15.33 trees. These actions further demonstrate our commitment to reducing paper waste and promoting secure, eco-friendly recycling practices.

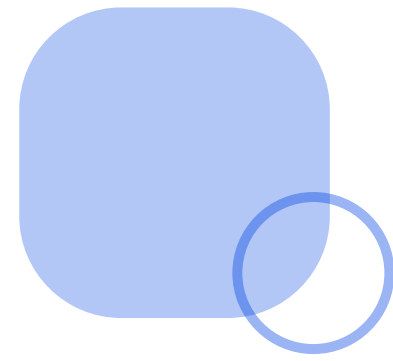


# 06

## SOCIAL RESPONSIBILITY

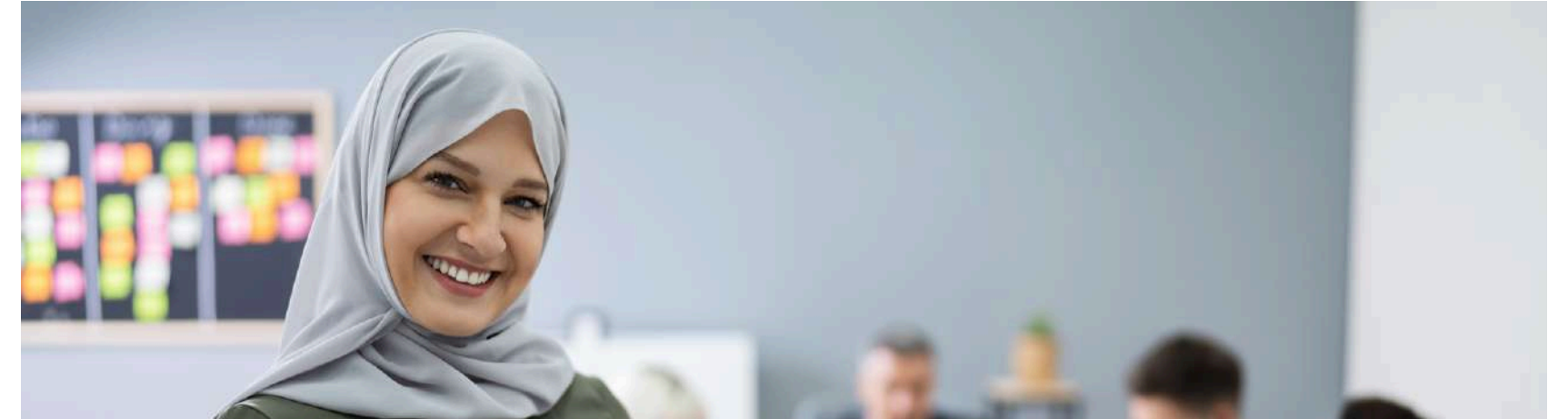


- Human Assets and Workforce Analytics
- Equal Opportunity, Diversity, and Inclusion (DEI)
- Health, Safety, and Wellbeing
- Training & Development



# HUMAN ASSETS AND WORKFORCE ANALYTICS

Our people are at the heart of our success, driving innovation, excellence, and long-term value through their passion and purpose. We recognise human capital as a critical driver of long-term value and are committed to fostering a diverse, inclusive, and continuously evolving workforce. In alignment with our commitment to stable and fair employment, 100% of our workforce are direct employees; we do not engage workers who are not employees for our core operations. Through structured learning pathways, talent transformation programmes, and targeted training, we empower employees to meet customer needs, navigate industry shifts, and contribute to strategic objectives.



<b>Human Capital Development, Performance Management and Compensation</b>	<b>Additional Benefits</b>
<ul style="list-style-type: none"> <li>• Competitive compensation and benefits</li> <li>• Growth opportunities and career advancement</li> <li>• Ongoing training and skill development</li> <li>• Support for psychological and physical well-being</li> <li>• Safe, stimulating, and inclusive work environment</li> <li>• Strong commitment to equity and fairness</li> </ul>	<ul style="list-style-type: none"> <li>• Life Insurance for employees</li> <li>• Staff Welfare Funds</li> <li>• Coverage for disability</li> <li>• Comprehensive medical insurance</li> <li>• Employee Provident Fund</li> <li>• Bonus (Subject to board approval)</li> <li>• Annual airfare allowance</li> <li>• Leave for Hajj and Umrah pilgrimage</li> </ul>

# EQUAL OPPORTUNITY, DIVERSITY, AND INCLUSION (DEI)

We prioritise Diversity and Inclusion by creating a workplace that not only promotes equal opportunity but values diverse perspectives. We continue to invest in creating a safe, inclusive, and empowering workplace that promotes diversity and equal opportunity. Our focused efforts on gender diversity have resulted in women comprising 36.24% of our workforce across roles and levels. We promote equal opportunity through bias-free hiring, inclusive policies, and sensitisation, while building a disability-inclusive workplace through accessible infrastructure, targeted skilling, and allyship. In line with our commitment to a safe and inclusive workplace, ABNIC maintains strict policies against any form of biased treatment. For this reporting period, there were no confirmed incidents of discrimination or corrective actions taken.

## Emirati Talent

We recognize the pivotal role that local talent plays in driving economic growth and promoting social prosperity within the UAE. By prioritizing the recruitment, development, and advancement of Emirati professionals, we actively contribute to the empowerment of the local community while aligning with the UAE's national strategic directives.

In 2025, ABNIC translated this commitment into tangible action through extensive participation in national recruitment and development platforms. We were proud to engage with the next generation of leaders at the Ethraa and Forşa Career Fairs, as well as specialized University of Sharjah Recruitment Days.

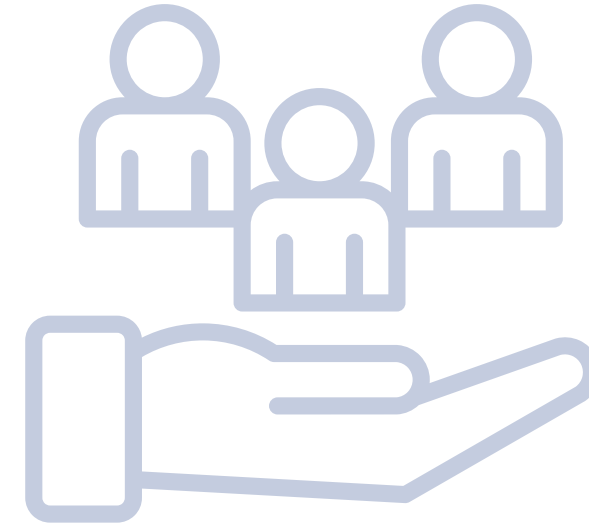
Beyond recruitment, ABNIC continues to champion community investment in human capital through strategic programs run by the Emirates Institute of Finance (EIF) and the Central Bank of the United Arab Emirates (CBUAE) financial sector localization initiatives. These partnerships are central to the national financial sector Emiratization strategy, providing our Emirati professionals with world-class technical training and leadership resources.

We are strongly dedicated to upholding established employment standards, including meeting the rigorous Emiratization targets set by the UAE government. By consistently striving for the 2% annual growth rate in Emirati employment, we move beyond mere compliance; we are creating a diverse and inclusive workplace that reflects the UAE's rich cultural heritage and fosters innovation across all levels of our organisation.



## Celebrations of Inclusivity at Work: Fostering Synergy

At ABNIC, we view Diversity, Equity, and Inclusion as a strategic advantage that drives innovation and unity. In 2025, we prioritized the creation of an environment where diverse perspectives are celebrated, and every employee is empowered with the tools for personal and professional success. A key component of this was our Investment Awareness Workshop, which promoted equity by providing all employees, regardless of role or background, with equal access to the financial literacy and wealth-management insights necessary for long-term stability.



University of Sharjah Alumni Association  
invites you to attend  
**UOS ALUMNI RECRUITMENT OPEN DAY**

In this event, you will have the opportunity to apply for on spot job interviews with institutions and companies from various sectors

Target Audience: University of Sharjah graduates (Male and Female)

Female Forum  
20<sup>th</sup> November 2025  
8:00 AM - 3:00 PM

Registration:  
The first step  
to building your future starts here!

معا نطم الفرق  
MAKING A DIFFERENCE TOGETHER

جامعة الشارقة  
UNIVERSITY OF SHARJAH

معروض إثراء للتوظيف  
**ETHRAA CAREER FAIR**  
— 8<sup>th</sup> Edition الثامنة

مركز الفطيم  
Al-Futaim

مركز الإثراء  
Al-Bahaira National Insurance Co.  
**EXPLORE  
INSURANCE CAREER  
OPPORTUNITIES**

**FIND YOUR  
PERFECT ROLE**

Our commitment to cultural inclusion was further brought to life through a calendar of shared experiences that honoured both local heritage and global traditions. We celebrated the foundational values of our host nation through UAE Flag Day and UAE National Day, while simultaneously fostering a deep sense of belonging for our international workforce through celebrations like the Vishu Festival and traditional Onam Sadya. By bridging these cultural milestones, we reinforce a workplace identity rooted in mutual respect and shared pride.



To transform these values into operational synergy, ABNIC utilized high-impact team-building experiences. These initiatives are designed to break down departmental silos and encourage authentic connections across our diverse talent pool. Furthermore, our "Happiness at Work" workshop ensured that our inclusive culture is supported by a positive psychological framework, ensuring that ABNIC remains a premier destination for talent that reflects the vibrant, multicultural spirit of the UAE.

# HEALTH, SAFETY, AND WELLBEING

We are committed to fostering a safe, inclusive, and ethical workplace that prioritises the physical and mental wellbeing of our employees. By integrating robust safety standards, conducting regular risk assessments, and offering continuous training, we mitigate workplace hazards and promote employee health. Our DEI policy empowers individuals to bring their authentic selves to work, enhancing collaboration and stakeholder value. Respect for human rights is embedded across our operations, supported by grievance redressal mechanisms that uphold accountability and ensure ethical conduct throughout the organisation.

In 2025, we transitioned these commitments into tangible actions through a series of specialized health initiatives. These included a Preventative Health Screening program, which provided employees with direct access to vital medical check-ups and diagnostic assessments within the workplace. Furthermore, we hosted a "Gut Health 101" session, focusing on the critical link between nutrition, physical wellness, and mental clarity. By providing these resources, ABNIC actively encourages a culture of preventative care, ensuring our workforce remains healthy, resilient, and supported in their personal and professional lives.



# TRAINING & DEVELOPMENT

Our learning and development initiatives are aligned to the ABNIC's objective and are focused around addressing internal capability gaps, as well as facilitating employees' professional development. Programmes are designed around building capabilities at an individual, team and enterprise level to meet immediate needs as well as improving future readiness.

To maintain the highest standards of institutional accountability, we rolled out a comprehensive AML and KYC Screening Tool Training program across our entire regional network. This initiative ensured that teams in Khor Fakkan, Abu Dhabi, Al Ain, Ajman, and our Dubai branches (SZR & Rolla) were equipped with advanced tools to detect and mitigate financial crime. In line with our commitment to innovation, ABNIC accelerated the technical upskilling of our underwriting and claims departments. We hosted specialized workshops across all major insurance lines, including Marine, Medical, Property, and Motor, to refine risk assessment and service excellence.

Recognizing the shift toward a digital-first economy, we prioritized Information Security Awareness through multi-language training (Arabic and English) and launched an AI in Insurance Workshop to explore the transformative potential of artificial intelligence in our sector. Furthermore, our participation in global forums like the Dubai World Insurance Congress (DWIC) ensures that our professionals are aligned with international best practices and emerging global trends, positioning ABNIC as a leader in the regional insurance landscape.





## Training Performance

In 2025, ABNIC intensified its commitment to a high-performance culture by ensuring consistent learning opportunities for our **505 employees**. We maintained an average of **2 training hours per employee**, per month, resulting in:

- **Average Annual Training:** 24 hours per employee.
- **Total Workforce Training Hours:** 12,120 hours.

These sessions cover technical insurance expertise, digital transformation tools, and mandatory compliance updates, ensuring our workforce is well-equipped to serve our stakeholders effectively.

## Focus on training and development of local employees

By integrating sustainability principles into our learning programs, we promote a culture of awareness, innovation, and continuous improvement throughout the organisation. New employees are provided with a comprehensive induction training program to ensure a smooth transition into their roles and to equip them with the necessary tools to succeed within the company. In addition, we actively invest in local talent development by offering training programs that support the Emiratisation initiative. In CY2025, we allocated AED 1,624,212.38 towards training programs for Emiratis.

ABNIC ensures that all eligible employees receive regular performance and career development reviews. These evaluations provide a formal platform to discuss professional progress, identify future training needs, and align individual goals with corporate objectives. In 2025, 100% of the workforce was included in the annual review process.

## Training Feedback

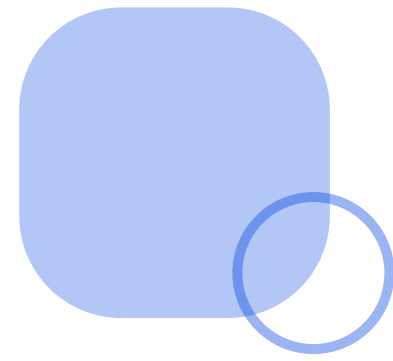
To ensure the ongoing effectiveness of our training programs, we actively seek feedback from both employees and their managers. This allows us to make refinements that address evolving needs and enhance the overall learning experience. Our goal is to offer continuous learning opportunities that support the growth and skill development of every employee. Through these efforts, we are building a skilled, capable workforce that plays a vital role in advancing ABNIC's mission to drive sustainability and create positive change.

# 07

## CUSTOMER RELATIONS



- Customer Satisfaction and Feedback Mechanisms
- Data Privacy and Information Security
- Ethical Procurement and Supply Chain Responsibility
- Customer Support



# CUSTOMER SATISFACTION AND FEEDBACK MECHANISMS

We exist to serve and protect our customers by delivering need-based solutions that support them across every life stage. Our commitment towards seamless & fast policy purchase & buying assistance, service with empathy and access to physical and digital service touchpoints are paramount to us. We provide simple and timely claims and benefit payouts, innovative products, strong data security measures and are committed to ethical business practices.

In 2025, ABNIC continued to prioritize high service standards, with Abu Dhabi branches maintaining a strong customer satisfaction rating of 4.6/5.

## Key Customer Experience Enhancements

To enrich our customer interactions and streamline services, ABNIC has launched several initiatives:



### 24/7 Service Accessibility

Maintaining a dedicated medical call centre to provide uninterrupted support and ensure equitable access to healthcare coordination.



### Proactive Stakeholder Engagement

Enhancing transparency through automated renewal reminders and systematic claim follow-ups to ensure service continuity.



### Customer Empowerment & Literacy

Providing tools and resources to improve financial literacy and ensure a clear understanding of policy coverage.



### Value Creation & Retention

Utilizing loyalty incentives and rewards to drive long-term stakeholder value and strengthen customer retention.

## Leveraging Technology for a better customer experience

ABNIC has made substantial investments in digital transformation to improve customer service, enhance security, and optimize operations. Recent initiatives include:

### Digital Channels & Paperless Initiatives

Developing user friendly digital platforms and eliminating paper-based workflows for faster service delivery.

### WhatsApp business

Providing enhanced customer engagement and instant support.

### Contact center modernization

Upgrading IP telephony to enable seamless customer interactions.

### Improved Response Time

By routing customer queries to dedicated teams.

### Medical Individual Portal

Empowering sales teams to issue policies instantly, improving customer convenience.

### Increased Follow-ups

For pending customer requests to reduce repeat queries.

### Regular Monitoring

Through Google reviews and then addressing customer concerns proactively.

### Better coordination

Between branches and head office for quicker issue resolution.

### Centralized Medical Support

Established [claims@albuhaira.com](mailto:claims@albuhaira.com) as a dedicated channel for medical claims communication, improving coordination between branches and the head office for faster issue resolution.

### Response Time Optimization

Improved query routing to dedicated teams, resulting in increased follow-ups on pending requests and a reduction in repeat customer queries.

## Analysis of Grievance Nature and Trends

ABNIC views the systematic categorization of grievances as a vital tool for enhancing operational transparency and identifying service gaps. By analysing the nature of complaints received in 2025, we can perform targeted root-cause analysis across our various insurance portfolios.

During the reporting period, a total of 303 complaints were categorized by their specific line of business. This data allows our Compliance and Customer Excellence teams to pinpoint which sectors require process optimizations or clearer communication strategies.

Nature of Grievance	Complaint Count
Motor (Vehicle & Traffic-related)	119
Medical, Health, and Wellness Services	90
Bodily Injury & Physical Harm Claims	83
Death & Life-related Compensation	7
Medical Service Provider & Production Issues	3
Marine & Cargo Operations	1
<b>Total Recorded Complaints</b>	<b>303</b>



## Customer Feedback Mechanisms

Recognizing the importance of continuous feedback, we have deployed customer happiness meters across our branches. Negative feedback is promptly addressed through direct engagement, ensuring customer concerns are resolved efficiently. Throughout 2025, we have monitored a month-on-month trend of customer sentiment to ensure our service remains aligned with evolving expectations.

Our approach is built on two key pillars that are directly informed by our multi-channel feedback ecosystem:

Pillar 1	Pillar 2
<p>Innovative, Customer-Focused Solutions</p>	<p>Responding Quickly to Customer Needs</p>
<p>We leverage data from our website feedback forms and Google Reviews to identify recurring patterns and pain points. By analysing these public and private digital touchpoints, ABNIC can develop innovative insurance products and digital interface enhancements that proactively address the specific needs of our community.</p>	<p>Real-time responsiveness is driven by our internal integration of customer emails and direct service interactions, which are forwarded immediately to the respective departments and branches for action. This localized approach ensures that feedback collected at the branch level is met with a swift, specialized response, maintaining our commitment to operational agility and high-quality stakeholder engagement.</p>



# DATA PRIVACY AND INFORMATION SECURITY

We understand that every piece of data we handle represents a person who has placed their trust in us. That trust forms the foundation of our data privacy commitment. Our data protection practices are anchored in the principles of transparency, explicit consent, and secure handling. At the heart of our approach is a commitment: to protect personal information with care and diligence.

To address these challenges, ABNIC has established two dedicated committees:

1. IT Governance Committee and
2. Information Security Management Committee (ISMC)

Both committees are tasked with overseeing and managing potential risks. The IT Governance Committee, led by senior management and the head of IT, is responsible for overseeing data privacy policies, operational security, and Information security strategies. This committee ensures that critical IT security decisions are carefully reviewed and approved, thus promoting a proactive and structured approach to information security. The Information Security Management Committee (ISMC) plays a pivotal role in protecting ABNIC's digital infrastructure. Through regular risk assessments and security audits, the ISMC identifies and mitigates potential vulnerabilities before they can pose significant threats. Comprising IT and security experts, along with senior management, the ISMC collaborates closely with various departments to integrate security measures into broader business operations while ensuring compliance with industry standards and regulations.



## Unified Privacy Controls

- Our Advanced Email Security Gateway defends effectively against phishing and ransomware attacks, while centralized patch management ensures regular system updates, reducing potential vulnerabilities.
- ABNIC employs advanced Information security measures to protect against evolving threats and ensure the security of our systems and customer data.
- Additionally, we have implemented an online security awareness program that equips employees with best practices to strengthen internal defences.
- Information security is a key focus, particularly in relation to compliance with UAE regulations. This includes oversight from the Signals Intelligence Agency (SIA) and adherence to the Abu Dhabi Healthcare Information and Information Security (ADHICS) standards, which play a critical role in enhancing Information security within the healthcare sector.

## Digitization

- Beyond Information security, ABNIC leverages a variety of digital tools to improve operations and enhance customer engagement. Targeted digital marketing campaigns across platforms such as Google Ads, Facebook, Instagram, and LinkedIn help boost brand visibility, while our Customer Relationship Management (CRM) system streamlines customer interactions, providing a more personalized experience.
- The ABNIC Smart App facilitates seamless digital signatures and payment approvals, fully integrated with banking systems.
- Additionally, our asset management protocols enhance resource tracking and operational efficiency.
- To ensure secure connectivity, ABNIC utilizes a centrally managed Cisco wireless network, offering robust security oversight. Website, domain, and Wi-Fi monitoring across all branches are controlled from the head office, with a secure portal for guest access.

ABNIC remains committed to the highest standards of data integrity. Our digitization efforts, including the ABNIC Smart App and secure CRM systems, are designed to protect personal information against evolving threats. For this reporting period, there were no substantiated complaints concerning breaches of customer privacy or losses of customer data.



# ETHICAL PROCUREMENT AND SUPPLY CHAIN RESPONSIBILITY

We partner with many third-party business partners/vendors for effective delivery of sales/services and various other needs within the ambit of regulatory guidelines. The risks associated with such partners can significantly affect our operations, reputation, and financial standing. To mitigate these risks, all third-party vendors undergo a rigorous evaluation process before onboarding, followed by regular performance assessments to ensure continued compliance and alignment with our standards.

At ABNIC, we build a robust procurement strategy through:

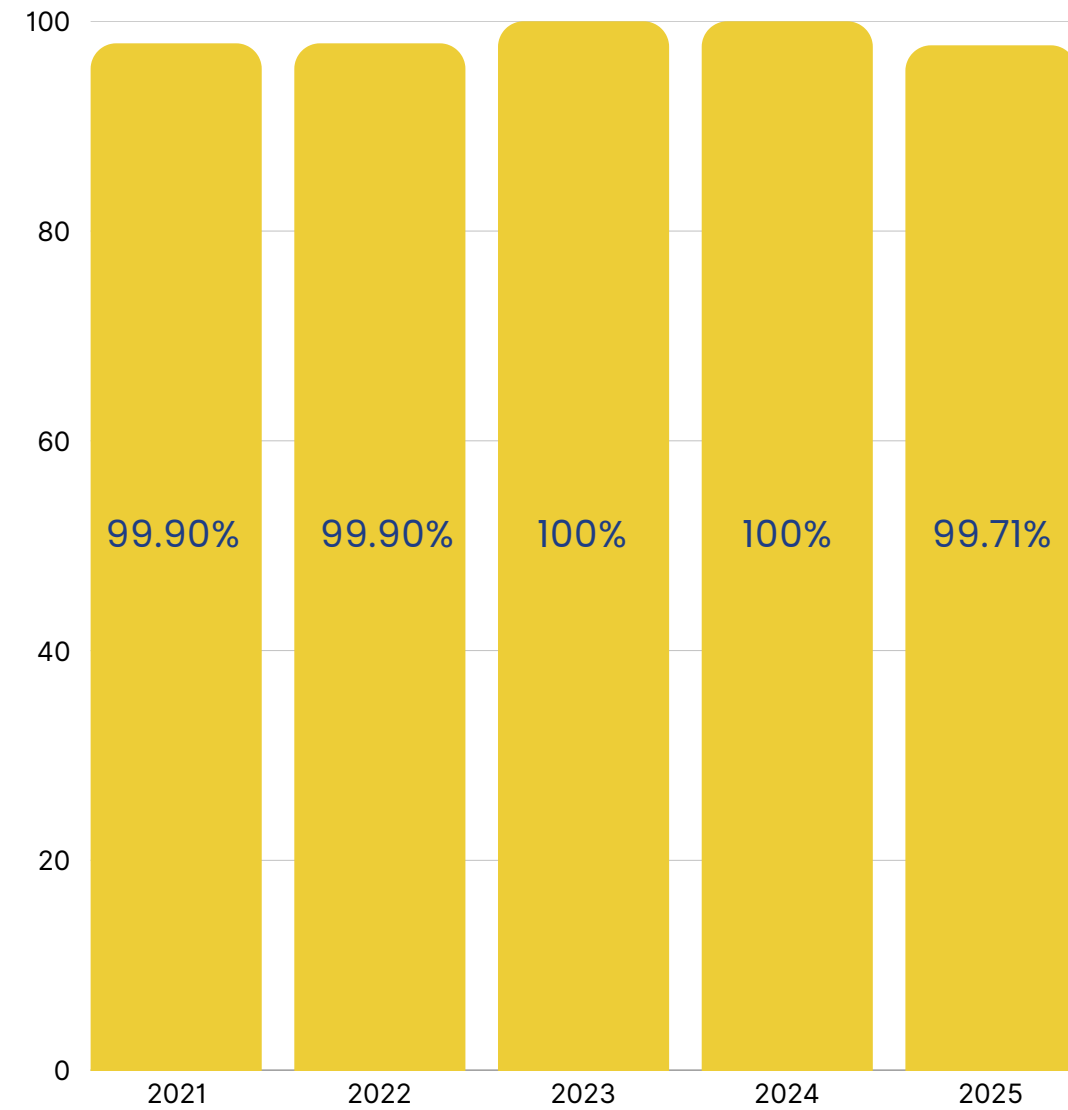
Channel of Communication	Interests and Priorities	Engagement Approach
<ul style="list-style-type: none"> <li>• Procurement and vendor management systems</li> <li>• Regular review meetings and check-ins</li> <li>• Email and contract management platforms</li> <li>• Supplier audits and evaluations</li> <li>• Feedback and performance discussions</li> </ul>	<ul style="list-style-type: none"> <li>• Timely compliance with applicable laws and regulations</li> <li>• Transparent and trustworthy business relationships</li> <li>• Constructive and actionable feedback</li> <li>• Prompt payments and fair contractual terms</li> <li>• Opportunities for service enhancement and process optimisation</li> </ul>	<ul style="list-style-type: none"> <li>• Foster long-term, collaborative partnerships based on mutual trust and accountability</li> <li>• Share performance insights and promote continuous improvement initiatives</li> <li>• Ensure clarity on compliance, ESG expectations and quality standards</li> <li>• Enable suppliers to contribute to innovation, risk mitigation and sustainability goals</li> </ul>

This ongoing dialogue with our vendors helps us identify emerging risks and opportunities, address material concerns effectively and build lasting relationships based on trust, accountability and shared purpose.

## Total Spend on Local Suppliers

ABNIC remains dedicated to supporting the UAE's national economy and ensuring supply chain efficiency by prioritizing partnerships with local vendors. Investing in the local business ecosystem not only fosters community growth but also aligns with our commitment to sustainability by reducing the environmental impact of long-distance logistics.

## Total Amount Spent on Local Suppliers



## Total Number of Suppliers

	Local	International	Total
2021	333	7	340
2022	226	7	243
2023	346	7	353
2024	359	7	366
2025	228	9	237

This high percentage of local spending reflects ABNIC's unwavering commitment to In-Country Value (ICV). We ensure that all third-party partners undergo a rigorous evaluation process to maintain compliance with our ethical standards and regulatory requirements, ensuring a resilient and transparent supply chain.



# CUSTOMER SUPPORT

At ABNIC, customer-centricity is the foundation of the business. The company is committed to delivering exceptional experiences by building trust, addressing diverse customer needs and fostering long-term relationships.

Our dedicated team is focused on ensuring that every customer receives timely assistance and a smooth, positive experience. We are committed to resolving issues promptly and delivering top-tier customer service. Our customers can reach out to us over below channels:

## Online Complaint Forms

Available on our website, these forms provide a simple, secure, and user-friendly way for customers to submit complaints, ensuring a smooth process from start to finish.

## Regulatory Escalation: Sanadak Website

We have streamlined the process for submitting formal complaints by providing clear guidelines and direct links to the appropriate authorities, ensuring that issues are escalated to the correct channels when needed.

## Google Business Page

Our Google Business page offers an additional platform for customers to share feedback. Our team regularly monitors this page to address concerns promptly and in real time.

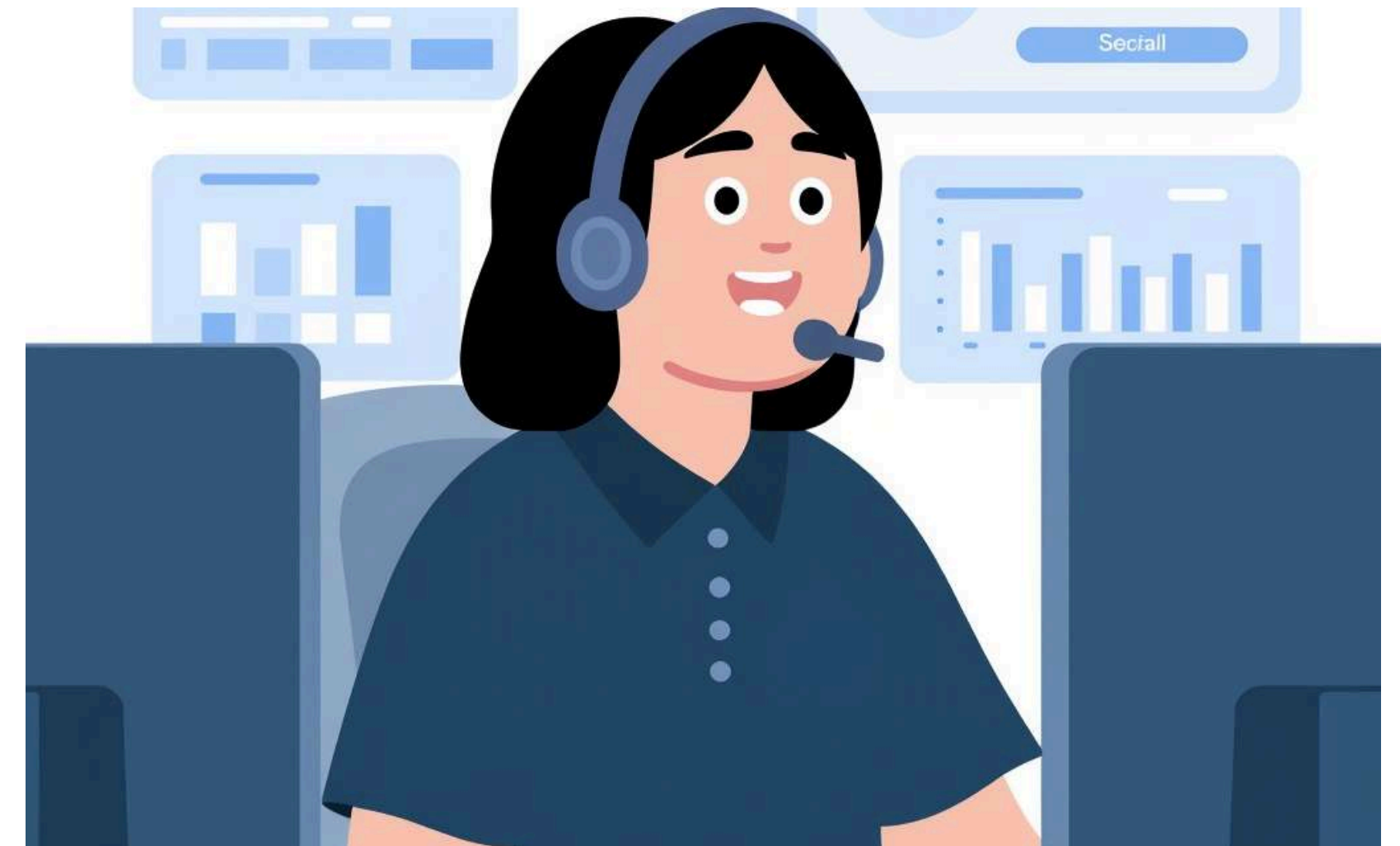
## Email Communication

For those who prefer direct contact, customers can email our customer support team. We prioritize these inquiries to ensure quick and efficient resolutions.

## In-Person Visits

For customers who prefer face-to-face interaction, our staff are available across all ABNIC branches to provide personalized assistance and resolve grievances on-site.

These channels have significantly improved service delivery, making customer interactions faster, more transparent, and more convenient.

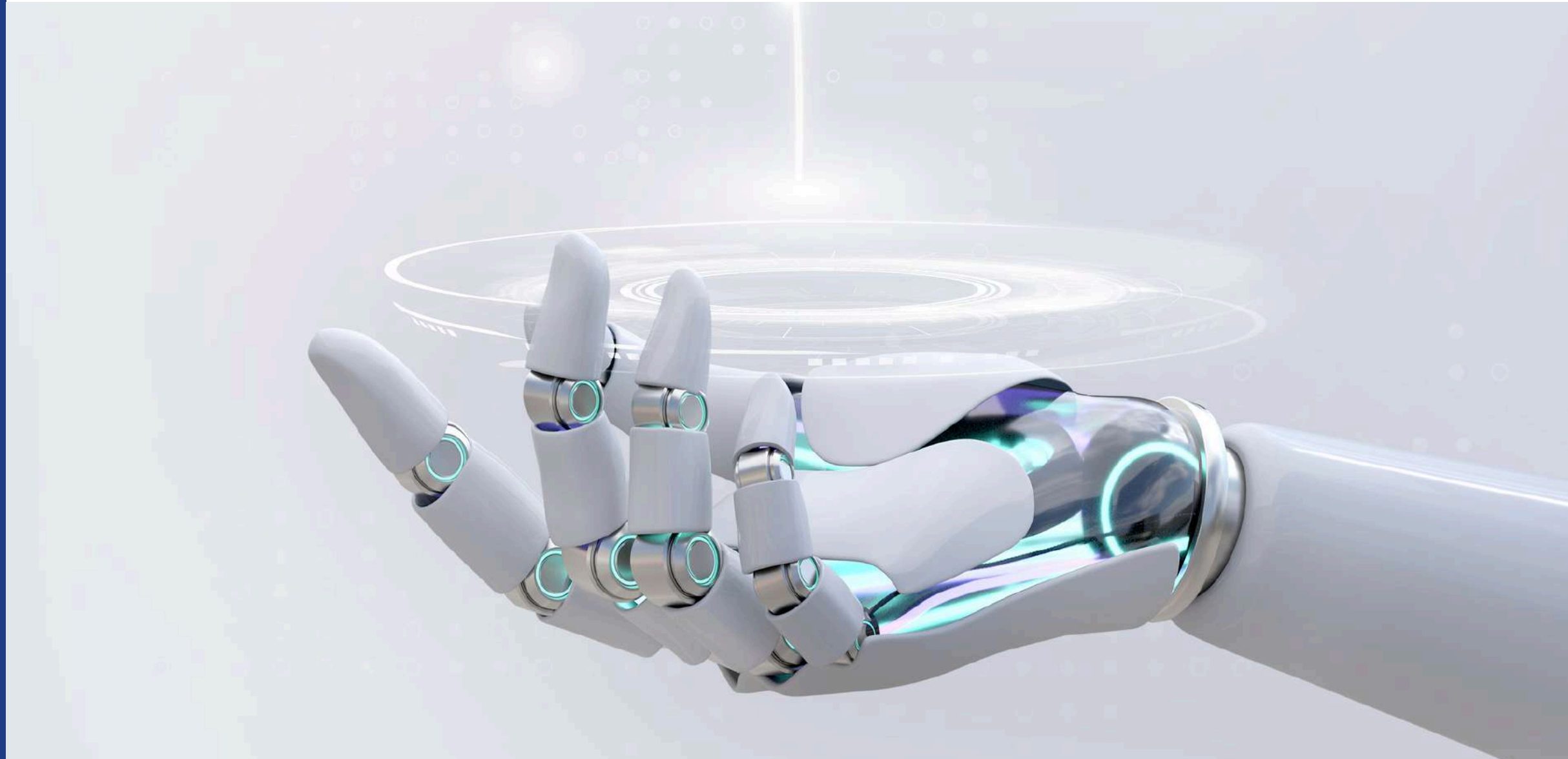
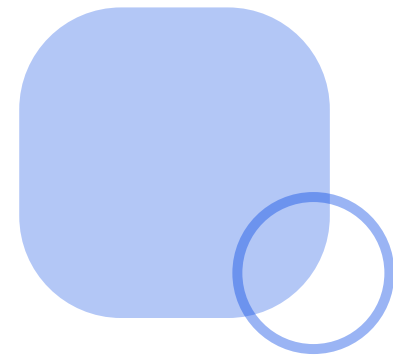


# 08

## INNOVATION FOR SUSTAINABILITY



- Digital Transformation



# DIGITAL TRANSFORMATION

Technology and Digitalization are key enablers for ABNIC. Over the years, we have introduced several pioneering digital solutions using advanced technologies which help us set new benchmarks in performance and achieve unmatched operational excellence. All our processes right from acquiring new customers to managing risks, servicing, claims processing and renewals have been completely digitised. These solutions enable us to progress on our core ESG approach in terms of improvements in customer and employee experiences, and reduction in carbon footprint (reduction in employee and customer travels for business related work and reduction in paper consumption).

We have launched several customer-centric digital initiatives, including:

- Online Insurance Portal
- Riayati Platform
- Mobile Application
- Medical Portal for Northern Emirates
- Property Rental Portal
- Agent Medical Portal
- Digital Marketing

In today's digital-first world, safeguarding information is as essential as serving our customers. We see cybersecurity as a core part of how we protect trust, ensure business continuity, and deliver on our promise to stakeholders. Our approach is grounded in a multi-layered security framework that keeps pace with the evolving threat landscape. Designed with both resilience and agility in mind, it spans across prevention, early detection, rapid response, and recovery, ensuring that security is embedded across the entire lifecycle of data and digital assets. Additionally, we strengthen our efforts through a robust governance framework, which ensures oversight and aligns initiatives with business priorities.



## Key Pillars of our Innovation Strategy

**Customer-Focused solutions:** Developed online tools and applications designed to enhance the ease of access to our insurance services for clients.

**Collaboration and Partnerships:** By partnering with tech companies and educational institutions, we stay ahead of industry trends and continuously integrate innovative ideas into our operations.

**Sustainability:** Actively adopt eco-friendly practices, such as reducing paper usage and implementing energy-saving strategies across our operations.

**Employee Empowerment:** Focus on staff training to nurture a culture of innovation, ensuring every team member has the opportunity to contribute their perspectives

**Risk Management and Compliance:** Prioritize the safety and regulatory compliance of our innovations, ensuring the integrity of our products and services remains intact.



## Operational Efficiency & IT Enhancements

Initiative	2025 Status
Track IT – Task Management & TAT Tracking	Improvements continued in task monitoring and turnaround time tracking to enhance operational efficiency.
Intranet Portal	Internal portal enhanced to provide centralized access to company documents and information.
Internal Compliance Portal	Development progressed to support employee consent and internal compliance monitoring.
Managed Print Services (Canon Uniflow)	Implementation matured, improving document security and maintaining low paper usage.
IP Telephony & Contact Centre Upgrade	Communication systems upgraded to IP-based telephony to improve operational connectivity.
Endpoint Security & Device Management	Endpoint protection and device management capabilities strengthened.
Cloud Infrastructure & Business Continuity	Cloud services enhanced to improve system availability and operational resilience.

## Cybersecurity & Data Protection

Initiative	2025 Status
Core Firewall & Network Security	Network security infrastructure enhanced through firewall and security upgrades.
Email Security & Endpoint Detection (EDR)	Email protection and endpoint threat detection capabilities strengthened.
AI-Enabled Email Security	AI-based email security solution implemented to detect phishing and cyber threats.
Data Classification & Leakage Prevention	Initial deployment of data governance and data leakage prevention controls.



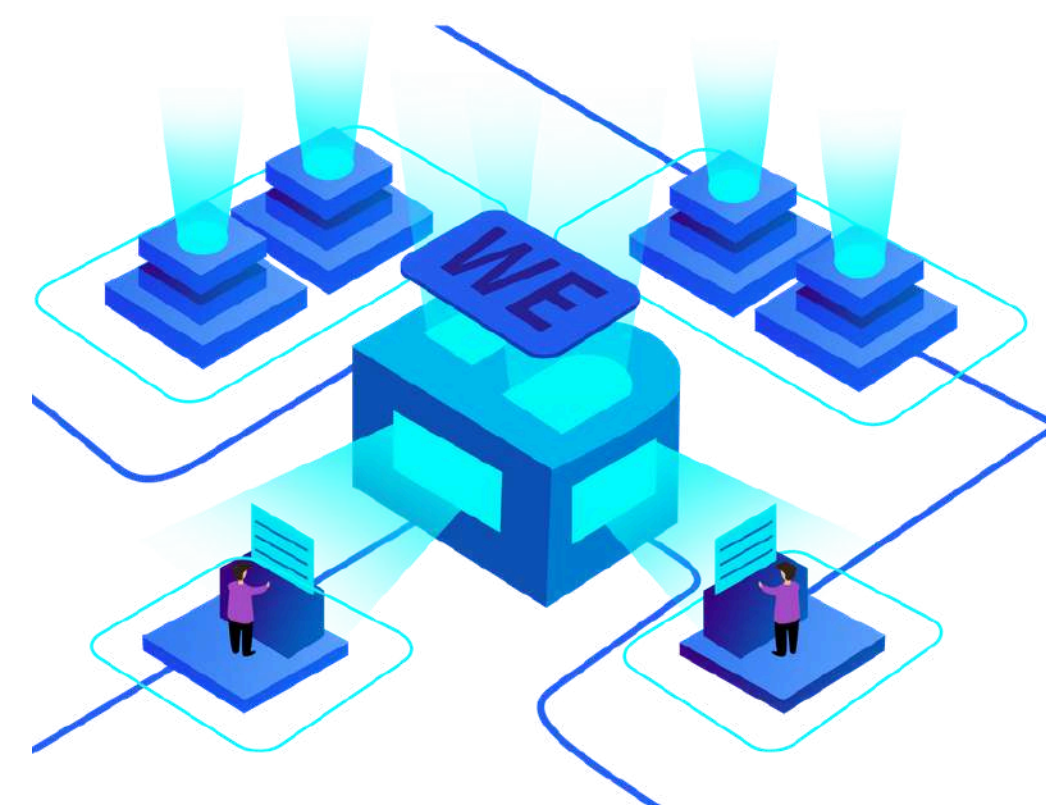
## Customer Experience & Digital Platforms

Initiative	2025 Status
WhatsApp Business Integration	Expanded digital customer communication channels and service accessibility.
Medical Individual Portal	Platform enhancements enabled faster policy issuance and improved customer experience.
AI-Enabled AML & E-KYC	Automated customer verification and AML monitoring integrated to streamline onboarding and compliance.

## Medium-Term Digital Initiatives

### Advanced Digitalization & Automation

Initiative	2025 Status
Data Analytics & Business Intelligence	Development of analytics capabilities to support data-driven decision making.
Paperless Operations	Continued progress toward reducing paper-based workflows through digital documentation.
Enterprise Content Management	Structured document management practices being developed to improve information accessibility.
Secure IT Asset Disposal	Processes refined for secure IT asset disposal and lifecycle management.
Digital Platform for Personal Lines Insurance	Development and evaluation progressed to expand digital insurance service delivery.



### Infrastructure & Communication Enhancements

Initiative	2025 Status
Data Centre Infrastructure Upgrade	Infrastructure modernization progressed to improve reliability and scalability.
Centralized IVR & Communication Systems	Evaluation and improvements initiated to enhance customer interaction channels.
IT Service Management Enhancements	Internal IT management tools strengthened to improve service delivery.

## Long-Term Digital Innovation Initiatives

### Artificial Intelligence & Automation

Initiative	2025 Status
Robotic Process Automation (RPA)	Preliminary assessments conducted to identify automation opportunities.
AI Chatbots for Customer Support	Initial evaluation of AI-powered customer engagement tools.
AI-Enabled Call Center with Voice Capability	Initiated development of AI voice solutions to enhance customer service automation.

### Innovation & Digital Ecosystem

Initiative	2025 Status
API Integration Platform (Open Finance)	Concept development initiated to support future embedded insurance capabilities.
Procurement System	Early-stage implementation planning underway to improve procurement efficiency.
Motor Salvage Auction Platform	Concept development initiated to support digital asset recovery processes.
Digital Legal System	Concept development initiated to digitize legal documentation and workflows.
Digital Transformation Roadmap	Strategic roadmap initiated to transition ABNIC operations toward fully digital processes.



## Amount invested in Digitalization (in AED)

To enhance service delivery and operational efficiency, we continue to invest in technology, innovation, and digitalization.

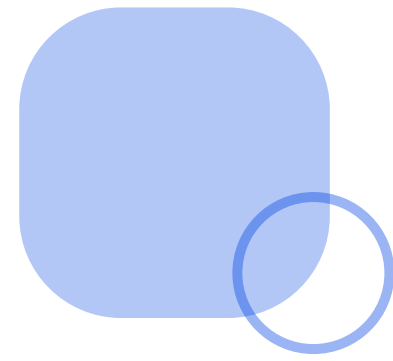
Year	Amount Invested	Invested Area
2021	1,935,993	Software Update, Various Amcs & Uat Implementation Live
2022	1,713,923	Medical digital systems, Oracle support, Canon managed print services, cloud and network services, and computer upgrades.
2023	4,081,886.67	Continued investment in IT infrastructure, cloud services, medical systems, Oracle support, and hardware upgrades.
2024	4,844,618.94	IT infrastructure enhancement, medical digital platforms, network services, software licensing, and cybersecurity improvements.
2025	10,325,817.86	Major digital transformation investments including DHA/Riyati integration, cloud and network services, medical systems, IT infrastructure upgrades, cybersecurity solutions, AML monitoring system deployment, ESG integration, analytics systems, procurement platform licensing, and digital platform initiatives.

# 09

## PERFORMANCE AND IMPACT REPORTING



- Environmental performance metrics
- Social Impact Metrics
- Governance and Compliance Achievements



# ENVIRONMENTAL PERFORMANCE METRICS

## GHG Emissions (MTCO<sub>2</sub>e), 2025

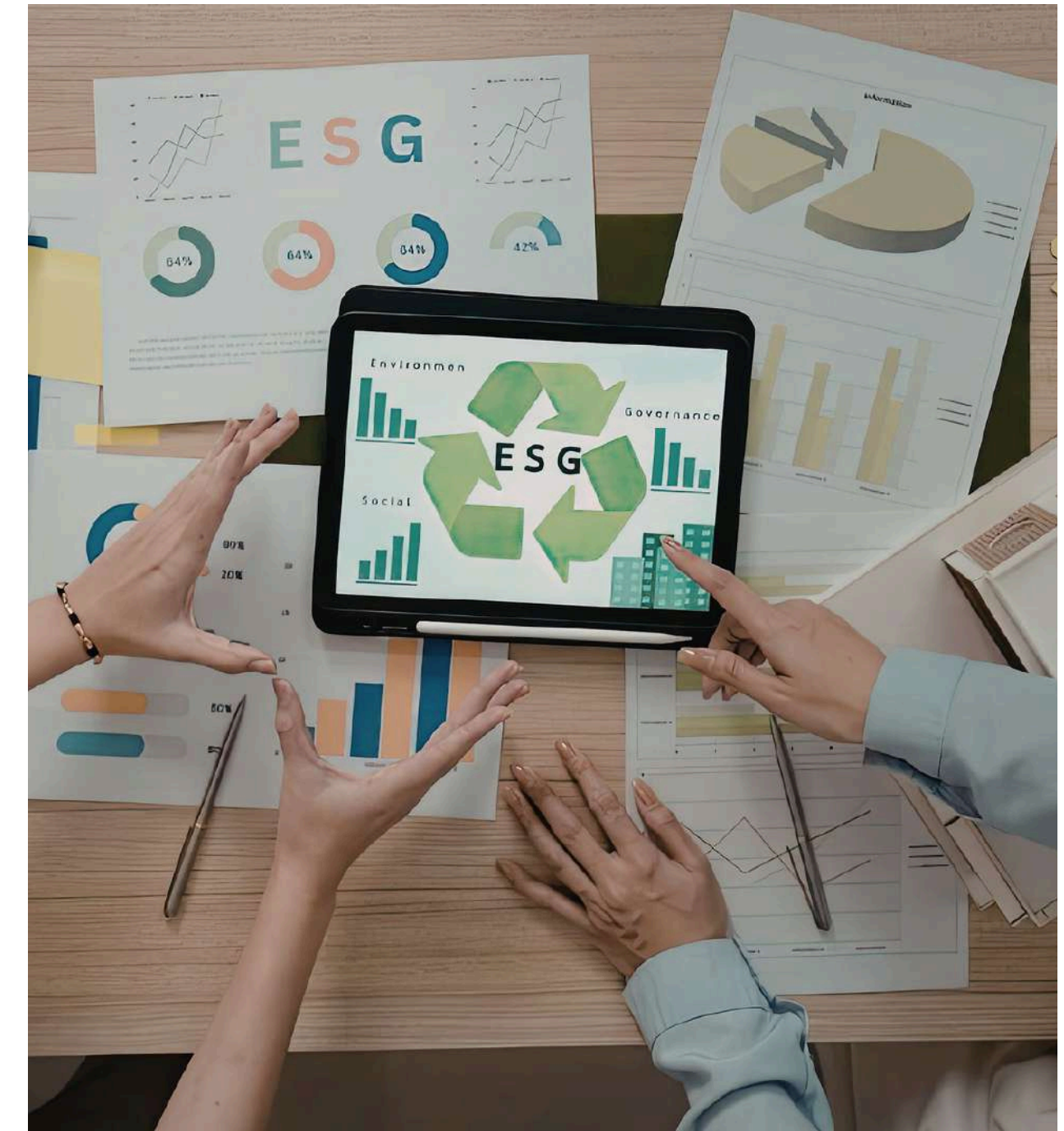
Scope 1 (Direct)	Scope 2 (Indirect)
0.78	7,597.87

## Fuel Consumption, Petrol (litres)

2022	2023	2024	2025
14,080	15,012	20,578	-

## Energy Consumption (KWh)

	2021	2022	2023	2024	2025
Head Office	156,467	185,463	204,303	202,409	405,230
All Buildings	30,557,315	46,669,037	39,753,993	30,936,196	20,806,030

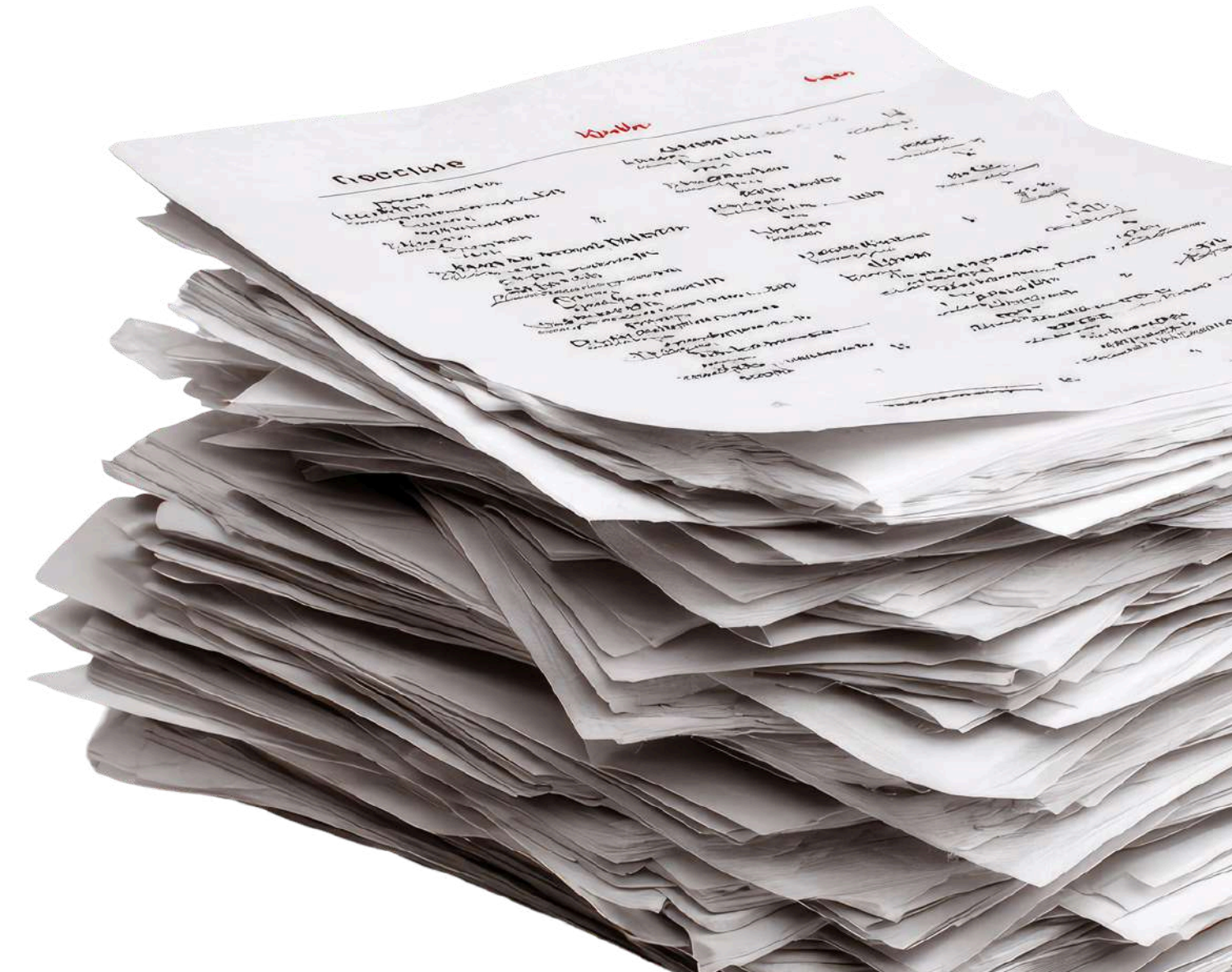


### Total Number of Paper Sheets Consumed

	2021	2022	2023	2024	2025
A4	1,836,768	1,227,082	1,179,357	2,143,998	2,090,000
A3	2,213	1,222	1,228	3,791	4,229

### Total amount of tissue boxes consumed

Dispenser Tissue Roll(Individual Pack)	846 pcs
Small Toilet Roll (10x10)	24 Boxes
Table Tissue Box (5x6)	12 Boxes



# SOCIAL IMPACT METRICS

For this year’s report, only our insurance entity has been included in all the Social Impact Metrics.

## Total number of employees

2021	2022	2023	2024	2025
420	450	476	330	505

## Total number of employees by employment contract, by gender

### Permanent contract

	Female	Male	Total
2021	113	307	420
2022	130	320	450
2023	149	327	476
2024	117	213	330
2025	183	322	505



### Total number of employees, by age group (2025)

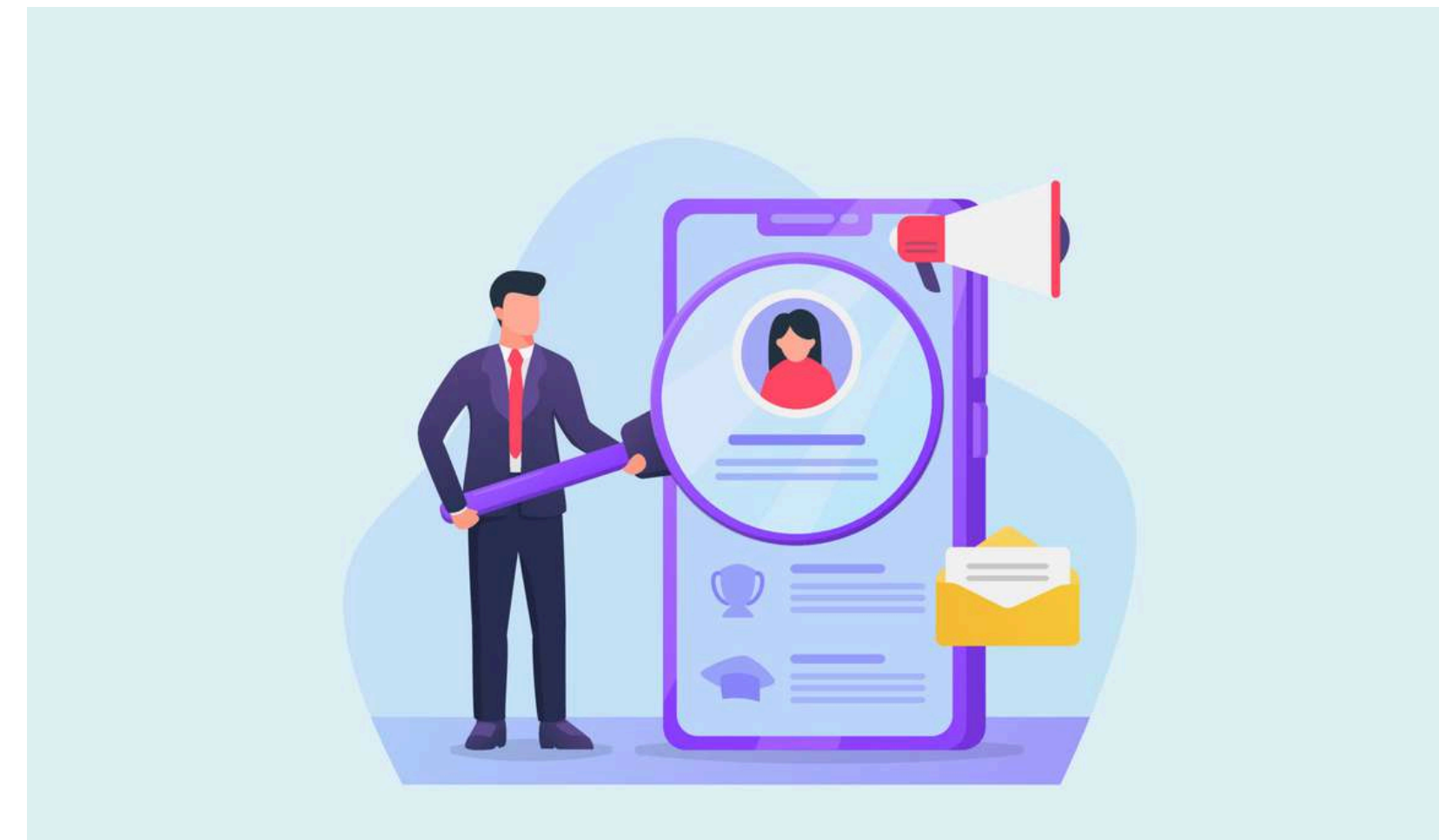
	<30 years	30–50 years	>50 years
2025	120	284	101

### Total number of employees, by office locations and age group (2025)

	<30 years	30–50 years	>50 years
Abu Dhabi	13	10	9
Ajman	2	4	3
Al Ain	4	3	1
Dubai	8	29	14
Fujairah	5	5	2
Ras Al Khaimah	-	-	-
Sharjah	88	233	72

### Total number of new hires, by gender

	Female	Male
2021	13	22
2022	25	39
2023	33	39
2024	23	16
2025	45	42



### Total number of new hires, by age group

	<30 years	30-50 years	>50 years
2021	17	13	5
2022	37	24	3
2023	40	29	3
2024	21	17	1
2025	49	31	7

### Total number of new hires, by job level

	Entry-Level	Mid-Level	Senior-Level
2021	16	9	10
2022	46	13	5
2023	50	14	8
2024	18	19	2
2025	51	30	6



## All employees per employee category, by gender

### Entry Level

	Female	Male
2021	63	182
2022	73	200
2023	87	210
2024	63	131
2025	96	177

### Senior/Management level

	Female	Male
2021	5	72
2022	6	67
2023	6	66
2024	4	41
2025	12	68

### Mid Level

	Female	Male
2021	45	53
2022	51	53
2023	56	51
2024	50	41
2025	75	77

### All employees per employee category (2025)

Entry Level	Mid Level	Senior/Management level
273	152	80

## All employees per employee category, by age

	2021	2022	2023	2024	2025
Entry Level (Below 30 Years Old)	51	72	82	30	96
Entry Level (Between 30-50 Years Old)	153	150	161	125	137
Entry Level (Over 50 years Old)	41	51	54	39	40
Mid Level (Below 30 Years Old)	11	10	13	37	18
Mid Level (Between 30-50 Years Old)	71	75	74	38	110
Mid Level (Over 50 Years Old)	16	19	20	16	24
Senior/Management Level (Below 30 Years Old)	5	2	1	1	6
Senior/Management Level (Between 30- 50 Years Old)	41	38	39	27	37
Senior/Management Level (Over 50 Years Old)	31	33	32	17	37

## Parental Leave: 100% Retention Rate After Parental Leave for 3 Consecutive Years

## Total number of employees, by top 10 nationalities (2025)

Nationality	Number of Employees (or % of total Employees)
India	144 (29%)
UAE	96 (19%)
Jordan	92 (18%)
Pakistan	54 (11%)
Palestine	45 (9%)
Egypt	25 (5%)
Philippines	15 (3%)
Syria	9 (2%)
Sudan	8 (2%)
Sri Lanka	3 (1%)

### Number of UAE Nationals by Gender

	Female	Male
2022	27	5
2023	43	15
2024	49	12
2025	78	18

### Number of UAE Nationals by Job Level

	Entry Level	Mid Level	Senior/Management level
2022	17	13	2
2023	38	19	1
2024	3	56	2
2025	58	32	6

*\* Employee classifications across job levels were inferred based on their official job titles.*

# GOVERNANCE AND COMPLIANCE ACHIEVEMENTS

## Board of Directors composition by Age

	<30 years	30-50 years	>50 years
2025	0	3	6

## Number of UAE Nationals by Gender

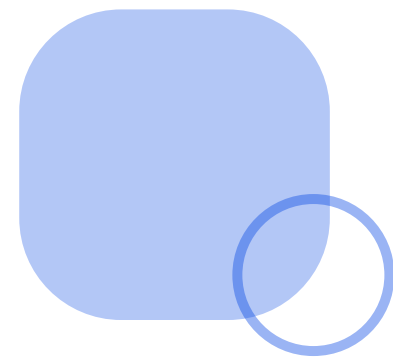
	Female	Male
2021	0	7
2022	1	8
2023	1	8
2024	1	8
2025	1	8

# 10

## FUTURE OUTLOOK AND COMMITMENTS



- Sustainability goals for the upcoming year
- Future Sustainability Initiatives
- Commitment to ongoing sustainability leadership and innovation



# SUSTAINABILITY GOALS FOR THE UPCOMING YEAR

## Objective

To reduce the environmental footprint of our operations and contribute towards building a better future for our people and planet.

## How we do it

- We continue to take responsible steps towards addressing climate-related impacts, with a focus on aligning our operations with long-term sustainability goals. Initiatives to enhance efficiency and minimise energy and water usage are underway.
- We continue to embrace digitisation to minimise waste and streamline processes. We have also undertaken waste management initiatives to foster circularity and sustainability.

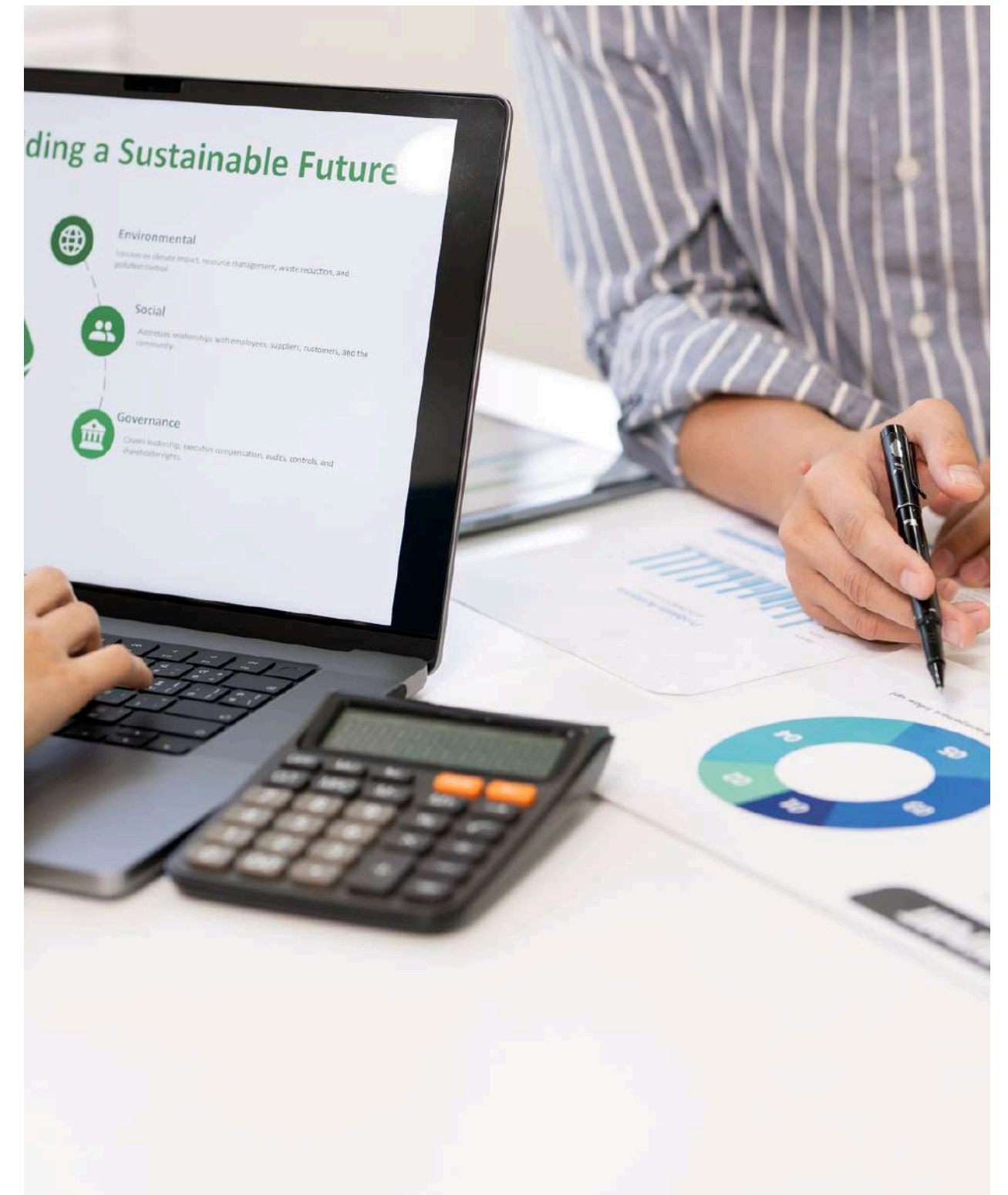
## Goals 2026

**ESG Strategy Enhancement:** Development and launch of new insurance products with incorporation of ESG factors, with an emphasis on sustainability and ethical investments.

**Community Engagement and CSR:** Increase participation in community engagement and Corporate Social Responsibility (CSR) initiatives among employees, focusing on environmental conservation and social welfare projects.

**Sustainability Reporting:** Enhance the quality and transparency of disclosures in sustainability reports, and closer alignment with international standards such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB).

**Decrease paper Consumption** in operations and transition towards adoption of digital initiatives and innovations.



# FUTURE SUSTAINABILITY INITIATIVES

As we move forward to the next year our holistic approach extends our impact beyond the workplace – supporting community initiatives that focus on financial literacy, health, and environmental sustainability. We are committed to minimising our environmental footprint, reducing waste, optimising energy usage, and embedding sustainability into every aspect of our operations.

Our objective for 2026 would be to reduce the environmental footprint of our operations and contribute towards building a better future for our people and planet, to integrate environmental, social, and governance (ESG) factors into investment decisions to ensure sustainable growth.



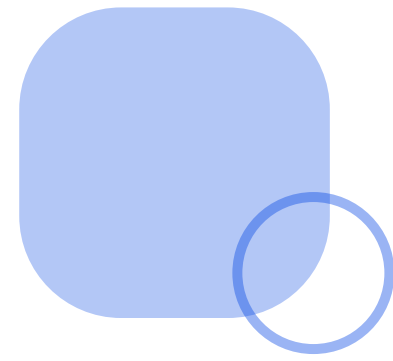
# COMMITMENT TO ONGOING SUSTAINABILITY LEADERSHIP AND INNOVATION



We recognise that long-term business sustainability depends on reducing environmental impact and managing climate related risks effectively. Our approach focuses on lowering resource consumption, minimising carbon footprint, and enhancing environmental performance across operations. We periodically engage senior leadership through structured surveys to identify top emerging risks. These span internal and external factors and are broadly classified into Economic, Geo-political, Regulatory and Legal, Environmental, Societal, Health, and Technological categories. Senior leadership takes an active role in shaping not just our corporate goal but a fundamental part of how we operate, inspiring employees and stakeholders alike to prioritize long-term impact.

# 11

## GM STATEMENT



# GM STATEMENT

## A forward-looking statement from the GM regarding the company's commitment to sustainability and future directions.

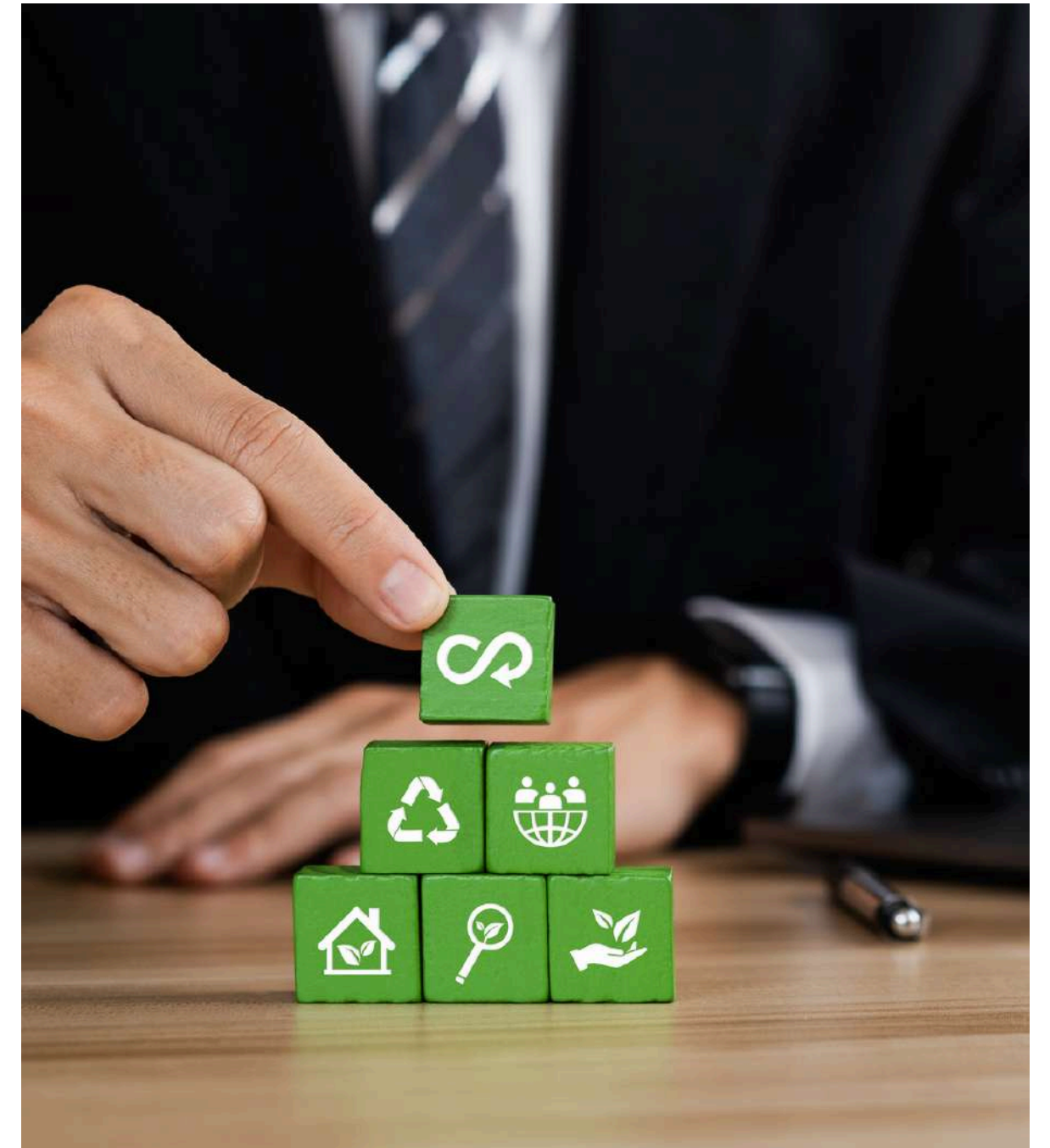
It is my privilege to present the ABNIC Sustainability Report for 2025. This report serves as a comprehensive record of our strategic progress, reflecting a year in which we transitioned from foundational commitments to measurable, impact-driven action. Our ESG journey remains firmly anchored in the UAE's Net Zero by 2050 Strategy and the Sustainable Finance Framework, ensuring that our growth contributes meaningfully to the nation's long-term economic and environmental prosperity.

In 2025, environmental stewardship became a core strategic priority as we worked to meticulously track and minimize our ecological footprint. Through our partnership with Shredit ME, we successfully implemented a secure, eco-friendly recycling initiative that diverted significant waste from landfills. Furthermore, we have accelerated our Digital Transition, implementing paperless workflows across all departments to minimize consumption and streamline administrative efficiency. These efforts are complemented by our Sustainable IT Lifecycle Management, which formalizes responsible recycling protocols for retired hardware to mitigate electronic waste.

Our employees are our key assets, and we remain dedicated to fostering a safe, inclusive, and empowering workplace that promotes diversity and equal opportunity. I am proud to report that our focused efforts on gender diversity have resulted in women comprising 36.24% of our workforce across all roles and levels.

In line with national Emiratisation goals, ABNIC actively participated in numerous Recruitment Days across the UAE in 2025, providing clear career pathways for Emirati graduates and supporting NAFIS objectives. Our commitment to holistic wellness was further demonstrated through preventative health sessions, including "Gut Health" and "Happiness at Work," alongside community medical screenings to promote collective wellbeing.

The 2025 reporting period marked a significant leap in our digital transformation. We conducted specialized AI in Insurance workshops to optimize underwriting and enhance fraud detection, while simultaneously embedding ESG-related metrics directly into our core IT systems to automate sustainability tracking. Our governance is rooted in transparency and accountability, supported by a diverse Board of Directors and robust internal controls that safeguard the interests of our stakeholders.





## Looking Ahead

As we look toward the future, we remain steadfast in our mission to integrate ESG considerations into all facets of our strategy. By bridging innovation with accountability, we are better positioned to manage risks and drive sustainable returns.

I extend my sincere gratitude to our staff, clients, and investors for their continued trust. Together, we look forward to building a future defined by responsibility, resilience, and shared progress.

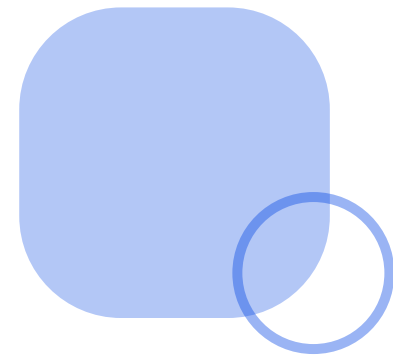
GM, ABNIC

# 12

## APPENDIX



- GRI Content Index & Disclosures
- Glossary of Terms and Acronyms



# GRI CONTENT INDEX & DISCLOSURES

GRI Standard	Disclosure	ADX Disclosures	Page References
GRI 2: General Disclosures 2021	2-1 Organizational details		7-10
	2-2 Entities included in sustainability reporting		21
	2-3 Reporting period, frequency and contact point	G10. Disclosure Practices	21
	2-4 Restatements of information		There have been no restatements of information provided in previous sustainability reports.
	2-5 External assurance	G11. External Assurance	21
	2-6 Activities, value chain & other business relationships		8-10, 52
	2-7 Employees		38, 65-70
	2-8 Workers who are not employees		38
	2-9 Governance structure and composition		26-28, 72
	2-10 Nomination and selection of highest governance body		26
	2-11 Chair of highest governance body	G1. Board Independence	26
	2-12 Role in overseeing impacts	G8. Sustainability Governance	28

GRI Standard	Disclosure	ADX Disclosures	Page References
	2-13 Delegation of responsibility for managing impacts	G8. Sustainability Governance	28
	2-14 Role of the highest governance body in sustainability reporting		27, 28
	2-15 Conflicts of interest		30
	2-16 Communication of critical concerns		30
	2-17 Collective knowledge of the highest governance body		26-28
	2-19 Remuneration policies		27
	2-20 Process to determine remuneration		27
	2-21 Annual total compensation ratio		9.28:1
	2-22 Statement on sustainable development strategy	G6. Sustainability Strategy	14, 76
	2-23 Policy commitments		30, 31
	2-24 Embedding policy commitments		21, 30, 31
	2-25 Processes to remediate negative impacts		31
	2-26 Mechanisms for seeking advice and raising concerns		30, 51

GRI Standard	Disclosure	ADX Disclosures	Page References
	2-27 Compliance with laws and regulations		30, 51
	2-28 Membership associations		8
	2-29 Approach to stakeholder engagement	I3. Stakeholder Engagement	15, 16
	2-30 Collective bargaining agreements		Not applicable as per the U.A.E. Laws
GRI 3: Material Topics 2021	3-1 Process to determine material topics	G6. Sustainability Strategy	17, 18, 28
	3-2 List of material topics	G6. Sustainability Strategy	17, 18, 28
	3-3 Management of material topics	G7. Sustainability Risks Management	17, 18, 28
Financial Performance			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed		11, 12
	201-2 Financial implications and other risks and opportunities due to climate change	E10. Climate Related Risks and Opportunities	34

GRI Standard	Disclosure	ADX Disclosures	Page References
Business Ethics & Compliance			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	G4. Ethics and Prevention of Corruption	30
	205-2 Communication and training about anti-corruption policies and procedures	G4. Ethics and Prevention of Corruption	
	205-3 Confirmed incidents of corruption and actions taken		
DATA PRIVACY AND SECURITY			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	G5. Data Privacy	50, 51

GRI Standard	Disclosure	ADX Disclosures	Page References
EMPLOYEE HEALTH AND WELLBEING			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	S9. Health, Safety and Wellbeing	42
	403-2 Hazard identification, risk assessment, and incident investigation		
	403-3 Occupational health services		
	403-4 Worker participation, consultation, and communication on occupational health and safety		42
	403-5 Worker training on occupational health and safety		42
	403-6 Promotion of worker health		42
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		42
	403-8 Workers covered by an occupational health and safety management system		42
	403-9 Work-related injuries	S10. Injury Rate	42
	403-10 Work-related ill health		42

GRI Standard	Disclosure	ADX Disclosures	Page References
PROCUREMENT PRACTICES			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	G3. Supplier Code of Conduct	52, 53
ENVIRONMENTAL FOOTPRINT			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 302: Principle 9 Energy 2016	302-1 Energy consumption within the organization	E4. Energy Usage	63
	302-4 Reduction of energy consumption		33
GRI 303: Water and Effluents 2018	303-5 Water consumption	E2. Water Usage	35, 36
GRI 3: Material Topics 2021	305-1 Direct (Scope 1) GHG emissions	E7. GHG Emissions	33, 63

GRI Standard	Disclosure	ADX Disclosures	Page References
	305-2 Energy indirect (Scope 2) GHG emissions	E7. GHG Emissions	33, 63
	305-3 Other indirect (Scope 3) GHG emissions	E7. GHG Emissions	33, 63
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 306: Waste 2020	306-3 Waste generated	E3. Waste Generation	36
	306-4 Waste diverted from disposal	E3. Waste Generation	36
EMPLOYMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	S3. Employee Turnover	66, 67
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		38
	401-3 Parental leave		69
LABOR/MANAGEMENT RELATIONS			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes		30

GRI Standard	Disclosure	ADX Disclosures	Page References
TRAINING AND EDUCATION			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee		44
	404-2 Programs for upgrading employee skills and transition assistance programs		43, 44
	404-3 Percentage of employees receiving regular performance and career development reviews		44
DIVERSITY AND EQUAL OPPORTUNITY			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	S4. Gender Diversity	26, 65-72
	405-2 Ratio of basic salary and remuneration of women to men	S2. Gender Pay Ratio	As per industry standards.
NON-DISCRIMINATION			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	S8. Non-Discrimination	39

GRI Standard	Disclosure	ADX Disclosures	Page References
CHILD LABOR			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	S11. Child and Forced Labor	N/A not allowed as per UAE laws
LOCAL COMMUNITIES			
GRI 3: Material Topics 2021	3-3 Management of material topics		18
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	S13. Community Investment	12, 16, 74
	413-2 Operations with significant actual and potential negative impacts on local communities		16, 39, 74

# GLOSSARY OF TERMS AND ACRONYMS

S. No	Term	Description
1	ABNIC	Al Buhaira National Insurance Company, a UAE-based insurance provider listed on the Abu Dhabi Securities Exchange (ADX).
2	ESG	Environmental, Social, and Governance factors used to evaluate an organization's sustainability performance and responsible business practices.
3	Sustainability Strategy	ABNIC's long-term approach to integrating environmental, social, and governance considerations into business operations and decision-making.
4	Stakeholder	Individuals or groups who influence or are affected by the company's activities, including customers, employees, regulators, investors, and communities.
5	Materiality Assessment	A process used to identify and prioritize ESG topics that are most significant to the organization and its stakeholders.
6	Material Topics	ESG issues identified as having the most significant impact on ABNIC's business operations, risk exposure, and stakeholder expectations.
7	ESG Integration	The incorporation of environmental, social, and governance considerations into corporate strategy, governance processes, and operational decision-making.

S. No	Term	Description
8	Enterprise Risk Management (ERM)	A structured framework used by ABNIC to identify, assess, monitor, and manage strategic, operational, financial, and compliance risks.
9	Business Continuity Management System (BCMS)	A framework that enables an organization to continue critical operations during disruptions or unexpected events.
10	Business Impact Analysis (BIA)	An assessment used to identify critical business functions and evaluate the potential impacts of operational disruptions.
11	Governance Framework	The structure of policies, oversight mechanisms, and decision-making processes used to ensure accountability, transparency, and responsible management.
12	Sustainability Committee	A governance body responsible for overseeing sustainability strategy, ESG performance monitoring, and reporting activities.
13	Code of Ethics and Conduct	A formal set of principles guiding ethical behavior, integrity, and compliance across all levels of the organization.
14	Whistleblowing Mechanism	A confidential channel allowing employees and stakeholders to report unethical conduct or violations of company policies.
15	Anti-Money Laundering (AML)	Policies and procedures designed to detect and prevent financial crimes involving illegal funds.
16	Know Your Customer (KYC)	Verification procedures used to confirm customer identities and assess potential financial crime risks.

S. No	Term	Description
17	Digital Transformation	The integration of digital technologies into business processes to improve efficiency, service delivery, and operational performance.
18	Artificial Intelligence (AI)	Advanced technologies capable of analyzing data and automating processes to improve decision-making and operational efficiency.
19	AI in Insurance	The application of artificial intelligence technologies to underwriting, fraud detection, claims processing, and customer engagement.
20	Cybersecurity	Measures implemented to protect digital systems, networks, and sensitive data from cyber threats or unauthorized access.
21	Data Privacy	The protection and responsible management of personal and sensitive information collected from customers, employees, and stakeholders.
22	Customer Relationship Management (CRM)	A digital system used to manage customer interactions, service requests, and relationship management activities.
23	Paperless Operations	The reduction or elimination of paper-based processes through digital documentation and workflow systems.
24	Greenhouse Gas (GHG) Emissions	Emissions of gases that trap heat in the atmosphere and contribute to climate change.
25	Scope 1 Emissions	Direct greenhouse gas emissions from sources owned or controlled by the organization.

S. No	Term	Description
26	Scope 2 Emissions	Indirect greenhouse gas emissions resulting from purchased electricity or energy consumed by the organization.
27	Scope 3 Emissions	Other indirect greenhouse gas emissions generated across the organization's value chain.
28	Carbon Footprint	The total greenhouse gas emissions associated with an organization's activities.
29	Energy Efficiency	The practice of reducing energy consumption while maintaining the same level of operational output.
30	Waste Management	The systematic handling, reduction, recycling, and disposal of waste materials generated by operations.
31	Electronic Waste (E-waste)	Discarded electronic equipment requiring responsible recycling and disposal to minimize environmental impact.
32	Circular Economy	An economic model focused on reducing waste through reuse, recycling, and responsible resource management.
33	Diversity, Equity and Inclusion (DEI)	Organizational policies and practices aimed at creating a fair, inclusive, and diverse workplace.
34	Emiratization	A UAE national initiative to increase employment and professional development opportunities for Emirati nationals.

S. No	Term	Description
35	Workforce Development	Programs and initiatives aimed at enhancing employee skills, capabilities, and professional growth.
36	Customer Satisfaction	A measure of how effectively products and services meet customer expectations and service standards.
37	Ethical Procurement	Responsible sourcing practices that ensure transparency, compliance, and sustainability across the supply chain.
38	United Nations Sustainable Development Goals (UN SDGs)	A global framework of 17 goals adopted by the United Nations to promote sustainable economic, environmental, and social development.
39	Parental leave	Leave granted to men and women employees on the grounds of the birth of a child
40	Mitigation	Action(s) taken to reduce the extent of a negative impact
41	Value chain	Range of activities carried out by the organization, and by entities upstream and downstream from the organization, to bring the organization's products or services from their conception to their end use
42	Remuneration	Basic salary plus additional amounts paid to a worker.
43	Permanent employee	Employee with a contract for an indeterminate period (i.e., indefinite contract) for full-time or part-time work

# CONTACT INFORMATION FOR FURTHER INQUIRIES

For further inquiries or to provide feedback on the Sustainability Report 2025 of Al Buhaira National Insurance Company, please do not hesitate to reach out to us via email.

Your insights and questions are invaluable as they help us enhance our sustainability practices and ensure our report accurately reflects our commitments and progress in environmental, social, and governance aspects. We are dedicated to transparent communication and look forward to hearing from you.



Developed with the support of our Sustainability Partner  
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(Supervised by a GRI Certified Sustainability Professional)

