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Dubai Islamic Bank is pleased to present its first annual Sustainability Report, showcasing the impacts of its operations for the year 2021. All information contained is as on December 31, 2021, unless stated otherwise. This report has been prepared in accordance with the GRI Standards: Core Option. It also aligns with the UN Sustainable Development Goals and the UAE Vision 2021. The report includes DIB’s operations in the United Arab Emirates only and it will be referred to as “Dubai Islamic Bank (DIB)” or “the Bank”. It excludes national and international subsidiaries unless otherwise indicated. Financial data showcases the entire group’s performance i.e. including national and international subsidiaries.



### Contact Details

If you would like to learn more, share any feedback, or have questions about the sustainability report or its disclosed information, please contact:  
investorrelations@dib.ae



### Assurance

Our non-financial disclosures have been audited by our internal stakeholders who revised and approved the published data.

Our financial disclosure has been independently audited by Deloitte



## Highlights 2021 (102-15)

<b>45%</b> Emiratis in our workforce	Total income of <b>AED 11.8 billion</b>	Total assets of <b>AED 279.1 billion</b>
Integration of Noor bank in <b>8 months</b> , a record in UAE banking history	Over <b>245 million</b> AED of charitable contributions to projects related to education, health, housing, and general community support	<b>45 nationalities</b> among our employees
<b>2 Green</b> International Sukuks issued in 2021 with the support of DIB	Best ESG <b>Strategy 2021</b> rewarded by the MEA Finance Award	<b>27% reduced</b> water consumption in our headquarters
<b>100%</b> of employees returned to work after their parental leave and were still employed after 12 months	<b>2%</b> increase in the budget allocated to local suppliers	<b>85%</b> of all funds related transactions were executed on digital channels







## Chairman's Message (102-14), (102-15)

Dear Valued Stakeholders,

The emergence of globalization spurred by the industrial revolution has led to unprecedented expansion in the major economies of the world. In this highly competitive global landscape, the UAE has remained an icon of progress with critical developments and advancements in various fields such as science & technology, healthcare, infrastructure and sustainability to name a few.

As we continue to grow towards the future, the UAE remains committed towards protecting the world's natural resources, providing high quality of life and ensuring the well-being of its people. With these aspirations at the core of the country's vision, the UAE remains focused on adoption of the UN global sustainable development goals (SDGs) to deliver prosperity not just to the people within but those beyond its borders.

Dubai Islamic Bank has always aligned its strategy towards the national ambitions. Our environmental commitments remain strong and our active participation in the green Islamic capital markets space has also benefitted large sovereigns and corporate institutions around the world.

Considering the above, I am very pleased to share with you our inaugural DIB Sustainability Report 2021 which highlights the bank's accomplishments and provides a glimpse of our future commitments aligned at embedding ESG best practices across the entire organization.

Our new sustainability roadmap will ensure DIB's successful pursuit of its defined yet evolving sustainability agenda, built around protecting our environment and uplifting the lives of the residents of the UAE.

I look forward towards this journey in the coming years as we advance and continue to strengthen the foundations of this dynamic organization and provide positive impact for the greater society.



**His Excellency**

**Mohammed Ibrahim Al Shaibani**

*Director General of His Highness The Ruler's Court of Dubai and  
Chairman of Dubai Islamic Bank*





## GCEO's Message (102-14), (102-15)

Over the past 40 years, DIB has emerged as the champion of ethics, equality, and transparency and established itself as the leading Islamic financial institution in the world. To strengthen this unique standing, we, as a top player in the UAE banking sector, have a responsibility to proactively approach the most pressing issues of our ever-changing world and shift our focus towards building a sustainable environment for future generations.

Sustainability is at the core of DIB's strategy, values and its corporate purpose. Our commitments towards the continued economic growth and prosperity of the UAE is evidenced by our alignment and contributions to several of the global sustainable development goals. Our purpose is built around long-term value creation for all our stakeholders and naturally dovetails into the ultimate aim of a climate positive sustainable world.

It is my pleasure to welcome you to the launch of our first Sustainability Report 2021 which highlights our environmental, social, and governance efforts and achievements for the year 2021. Our past efforts have already been rewarded by the MEA Finance Award for having the "Best ESG Strategy 2021". However, we don't see it as a threshold to our sustainability achievements but as a starting point in defining our commitments for the years to come.

I am also extremely pleased to state that as of today, DIB is already aligned with nearly half of the global sustainable development goals across key areas such as good health and well-being, quality education, decent work and economic growth as well as climate action.

Our commitment towards the environment has gained significant momentum over the years. Apart from having participated in nearly USD 6 bn of green Islamic capital market transactions globally, our digital journey has witnessed a major

revamp of our operational setup, leading to an overall positive environmental impact and conservation of resources. The well-being of our employees and the wider general society is at the heart of our corporate purpose and various initiatives have been launched to ensure that a healthy and balanced lifestyle is incorporated.

Our new sustainability pillars have been designed following a critical review of the material topics that matter to all our key stakeholders. These pillars will be broken down into commitments and cascaded across the entire organization for effective execution and will be closely monitored on a regular basis.

I am very enthusiastic of the journey ahead which will transition the bank towards providing financial solutions that help mitigate environmental risks and create positive economic and social impact. The complexities and dynamics of the current global environment require institutions to operate with greater efficiencies in utilizing energy and natural resources and it is through this roadmap that DIB will be able to sustain its leadership presence in the banking industry.

With the wise leadership of our nation, the knowledge and dedication of our employees, and the trust of our customers and stakeholders, we are excited to embark on this meaningful path and create an everlasting impact.



**Dr. Adnan Chilwan**

*Group Chief Executive Officer of Dubai Islamic Bank*





Monumental DIB Head Office back in 1979

## Dubai Islamic Bank at a Glance

Dubai Islamic Bank (DIB) PJSC was officially inaugurated in 1975 by H.H. Shaikh Rashid bin Saeed Al Maktoum and was the first Islamic bank to adopt the principles of Sharia in all its practices.

Dubai Islamic Bank is the world's first full service Islamic bank and has, over the past 46 years, established itself as the leading Islamic bank in the United Arab Emirates (UAE) and amongst the largest in the world.

The Bank is listed on the Dubai Financial Market (Ticker: "DIB") as a public joint company and was subsequently registered under the Commercial Companies Law number 8 of 1984. Its headquarter is located in Dubai, UAE.

DIB is primarily engaged in corporate, retail, and investment banking activities and carries out its operations through its 54 branches and 600 self-service banking channels including ATMs and CCDMs across the UAE.

Serving over 5 million customers across the Group, DIB offers its growing consumer base an increasing range of innovative Sharia compliant products and services inside the UAE and at its overseas subsidiaries, located in Pakistan, Bosnia, Kenya, Sudan, and Indonesia.



ESTABLISHED OVER  
46 YEARS AGO



54 BRANCHES AND  
600 SELF SERVICE BANKING  
CHANNELS



SERVING OVER  
5 MILLION CUSTOMERS  
ACROSS THE GROUP

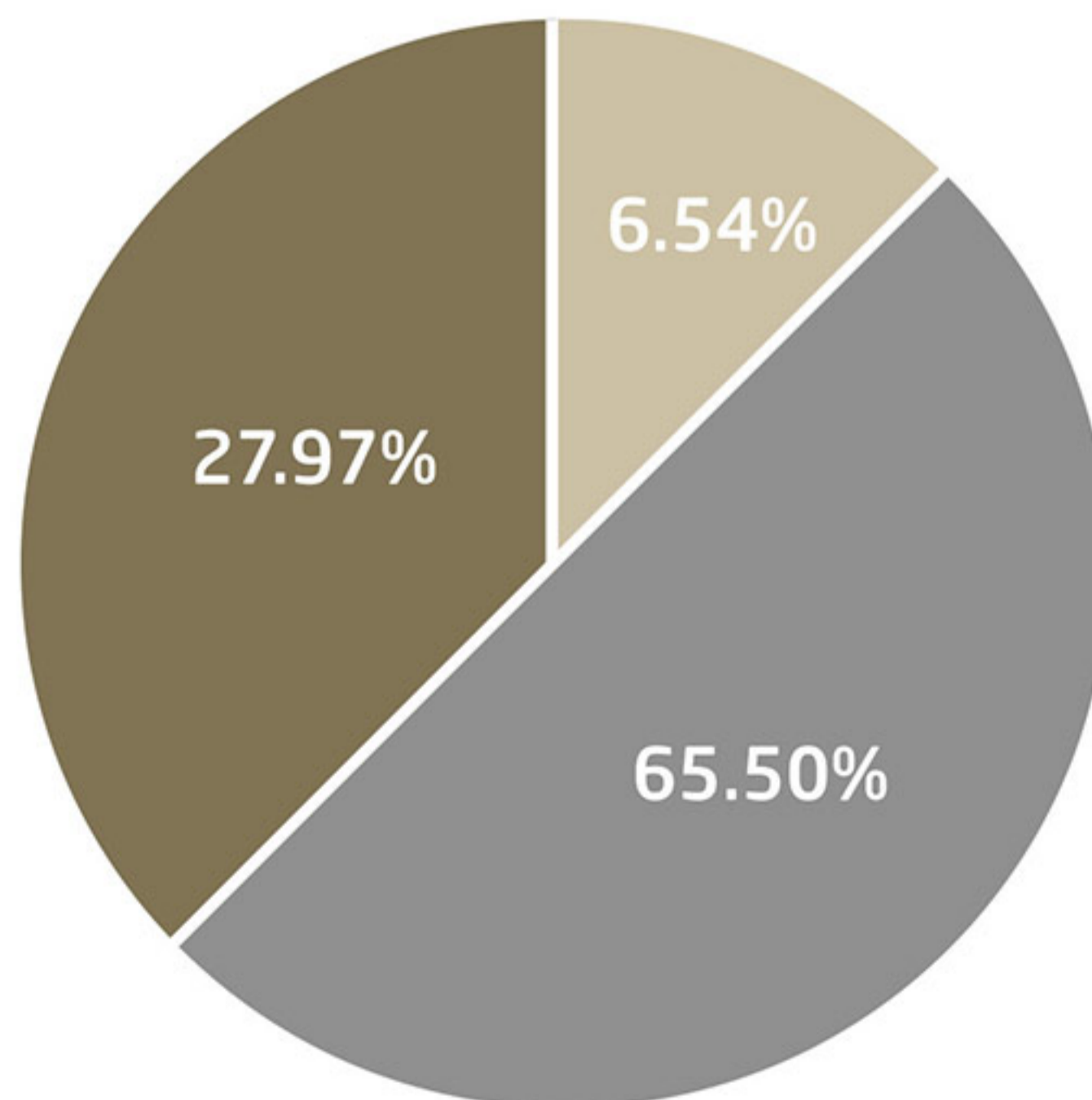


# From Dubai to the world

Overview of DIB's locations worldwide



## Ownership Structure (102-5)



● Public    ● Investment Corporation of Dubai    ● Saeed Ahmed Lootah



# Vision, Purpose and Values



## Vision

To be the most progressive Islamic financial institution in the world.

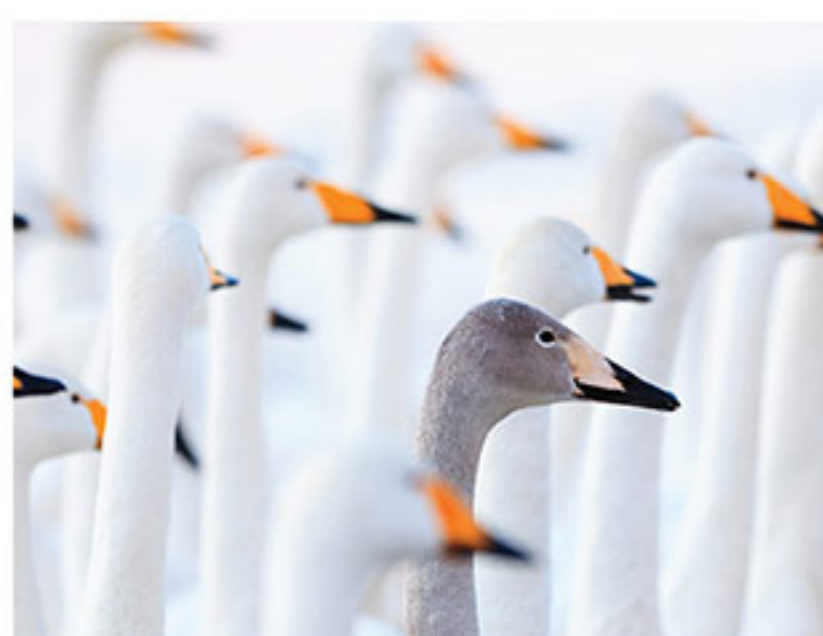


## Purpose

To instill simplicity and convenience in all our offerings through a personal and engaging experience closely aligned with global sustainable practices for a better future



## Values: ICARE



### 1 Inclusive

Accessible to all, and most importantly, without bias.



### 2 Collaborative

Connected together as a team to deliver banking with ease.



### 3 Agile

Deliver faster solutions and provide happy experiences.



### 4 Responsible

Fair, transparent, and accountable in making responsible decisions.



### 5 Engaged

Passionate and committed to deliver fulfilling journeys.





## Financials 2021 (102-7), (103-1), (103-2), (103-3), (201-1)

DIB aims to spearhead Islamic banking globally, by bringing unique value to all its stakeholders and those close to its operational environment. A strong economic performance over the years is a clear testament that this relatively unique and nascent business model has the ability to become a norm, a fact that DIB and its management strongly believes in:

The table below provides our financial performance for the year 2021:

### Financial Position Highlights



Islamic Financing and Investing Assets  
**AED 186.7 billion**  
 Total Assets  
**AED 279.1 billion**



Customer Deposits  
**AED 205.9 billion**  
 Total Equity  
**AED 41.5 billion**

### Performance Highlights



Total Income  
**AED 11.8 billion**  
 OPEX  
**AED 2.5 billion**

Group Net Profit  
**AED 4.4 billion**

### Key Ratios



ROE	ROA	Cost Income Ratio	CAR Ratio
<b>11.8%</b>	<b>1.53%</b>	<b>26.8%</b>	<b>17.1%</b>



## Acquisition of Noor Bank (102-15)

WITH THE SUCCESSFUL INTEGRATION OF NOOR BANK IN OCTOBER 2020, DESPITE THE OUTBREAK OF THE GLOBAL COVID-19 PANDEMIC, DIB DEMONSTRATED ECONOMIC VALUE CREATION AND BUSINESS CONTINUITY.



Throughout 2021 we are proud to say that DIB expanded its economic footprint in the region and internationally ensuring its position as a powerhouse in world of Islamic finance.

### Key Highlights:



DELIVERED THE PROGRAM IN 8 MONTHS - A RECORD IN UAE BANKING HISTORY



NUMBER OF CUSTOMERS MIGRATED: 125K



NUMBER OF SYSTEMS INVOLVED: 100+

## Credit Ratings (103-1), (103-2), (103-3)

Rating Agency	Long-Term Rating	Short-Term Rating	Outlook
Moody's	A3	P-2	Stable
Fitch Rating	A	F1	Stable
Islamic International Rating Agency (IIRA)	A+/A1	-	Stable

## Membership associations (102-12), (102-13)

- Union of the Arab Banks
- Emirates Institute for Banking and Financial Studies (EIBFS)
- Middle East Investor Relation Association (MEIRA)
- Dubai Financial Market (DFM)
- Islamic Financial Services Board (IFSB)
- UAE Banks Federation



## Procurement Practices (102-21), (102-31), (103-1), (102-9), (204-1)

### Selection Process

In order to avoid disruptions along our supply chain, minimize any adverse impacts, and ensure overall economic inclusion, we undergo a high-level process when engaging with new suppliers and when auditing existing ones. Potential new suppliers are subject to rigorous due diligence before onboarding by following a 9-step selection process. Once included in our supplier portfolio, annual sanction screenings are carried out. The nine (9) step model is as follows:



>With support from the compliance Due Diligence team, annual sanction screenings for existing suppliers are conducted.

### Supporting Local Suppliers

Established under the vision of H.H Sheikh Rashid bin Saeed Al Maktoum and the late Haj Saeed bin Ahmed Al Lootah, DIB historically has a rich heritage and strong standing in the UAE. To uphold these values, we primarily focus on supporting local suppliers, (defined as those providing a trade license issued inside the UAE) - a clear proof being that 92% of the total budgetary spent in 2021 was on account of UAE licensed suppliers.

**Compared to last year, this is an increase of 2%.**



# Awards





# Social Media Numbers



The DIB Social Media channels have evolved since inception over the last 5+ years. What started as a simple online presence has now evolved into a prime communications and marketing channel that has developed a deep & engaging followership till date.

DIB Social Media channels have market leading engagements in the UAE and have also solidified into a platform to acquire new to bank customers in the retail space.

With massive following in the UAE on channels across LinkedIn, Twitter, Facebook, Instagram and YouTube, DIB has kept pace with the best practices, both locally & internationally in terms of communications and customer interactions.

DIB is also an extremely active player in the Corporate Responsibility space that helps to blend in well with the social media community and, particularly the new connected generation who are strongly aligned to sustainability and community development.



The table below shows the cumulative numbers by the online community on these five (5) social media channels:

	2020	2021
Impressions (million)	66.2	136
Engagements (million)	1.3	2.2
Followers (thousand)	795	903





Our Purpose statement includes sustainability as a key pillar : “To instill simplicity and convenience in all our offerings through a personal and engaging experience closely aligned with global sustainable practices for a better future.”

## Key Stakeholders (102-40), (102-42), (102-43), (102-44)

DIB defines stakeholders as individuals and groups who are directly or indirectly affected by business operations and any party that has an interest or stake in DIB. At DIB we recognize that constructive stakeholder engagement is essential to our ability to deliver long-term sustainable value and positive impact for all. The dynamic process of stakeholder engagement, that requires continuous monitoring and adjustment, and its disclosure is formalized in our “Stakeholder Engagement and Disclosure Policy” which has been introduced in October 2021.

The table below outlines our key stakeholder groups, the facilitators, and our engagement channels:

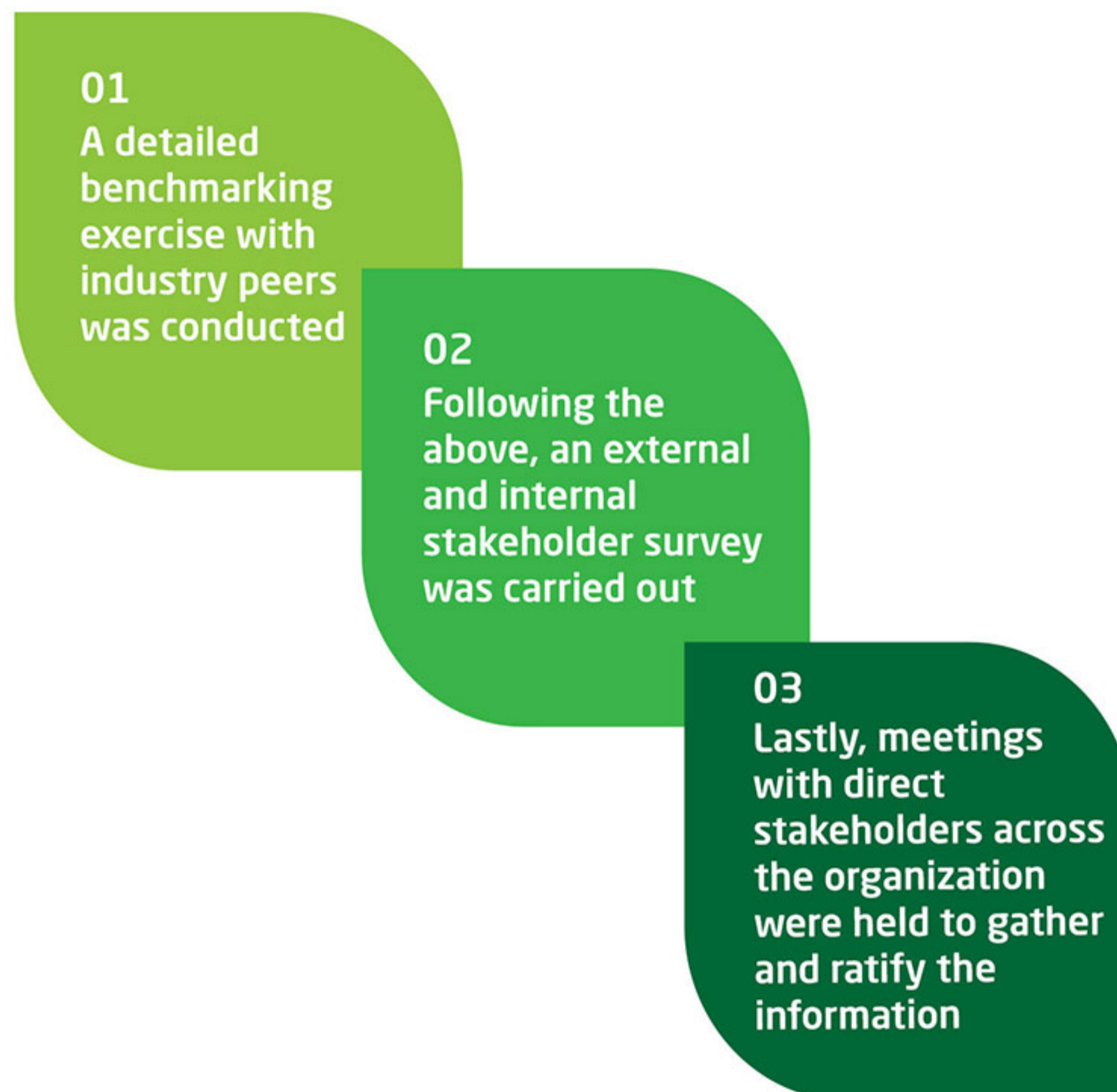
Stakeholder Group	Facilitators	Engagement Channels
Customers	Business Units (Consumer, Wholesale, and Investment Banking)	Website / Social Media Channels / Call Center / Feedback through “Voice of the Customer” / Complaints / Customer Communications
Employees	Human Resources	Town Halls / E-Learning / Monthly Strategic Communication / Intranet/ Whistle Blowing Mechanism
Shareholders	Strategy and Investor Relations	General Meetings / Annual Report / DIB Website / Market Disclosures / Dedicated Investor Relations (IR) Line
Investors	Strategy and Investor Relations	Investor Roadshows / Dedicated Investor Relations (IR) Line / Quarterly IR Reports / One-on-One Meetings / DIB Website / Annual Report / Market Disclosures
Regulators	Compliance	General Meetings / Market Disclosure / Periodic Disclosures
Financial Institutions	Treasury	Market Disclosure / General Meetings / Quarterly Financial Reports / One-on-One Meetings
Rating Agencies	Strategy & Investor Relations	Frequent Rating Review / interviews / Market Disclosures
Suppliers	Procurement	OnSite Meetings / Training sessions
Community	Community Support Services	Licensed Charities & Foundations / Qard Al Hasan through Branches
Group Entities	Corporate Governance	Governed by Subsidiaries and Affiliates Governance Framework primarily through the control functions and international business function
The Market	Strategy & Investor Relations	Financial disclosures / Strategic announcements / AGM invites and resolutions / Press releases



## Materiality Topics (102-21), (102-31), (102-47), (103-1)

Materiality Topics are defined as those topics that have a direct or indirect impact on an organization's ability to create, preserve or erode economic, environmental and social value for itself, its stakeholders and society at large. These topics may reasonably be considered important for reflecting the organization's economic, environmental, and social impact, or influencing the decisions of stakeholders.

In order to define our ESG materiality topics and create the materiality matrix accordingly, three main steps were undertaken:



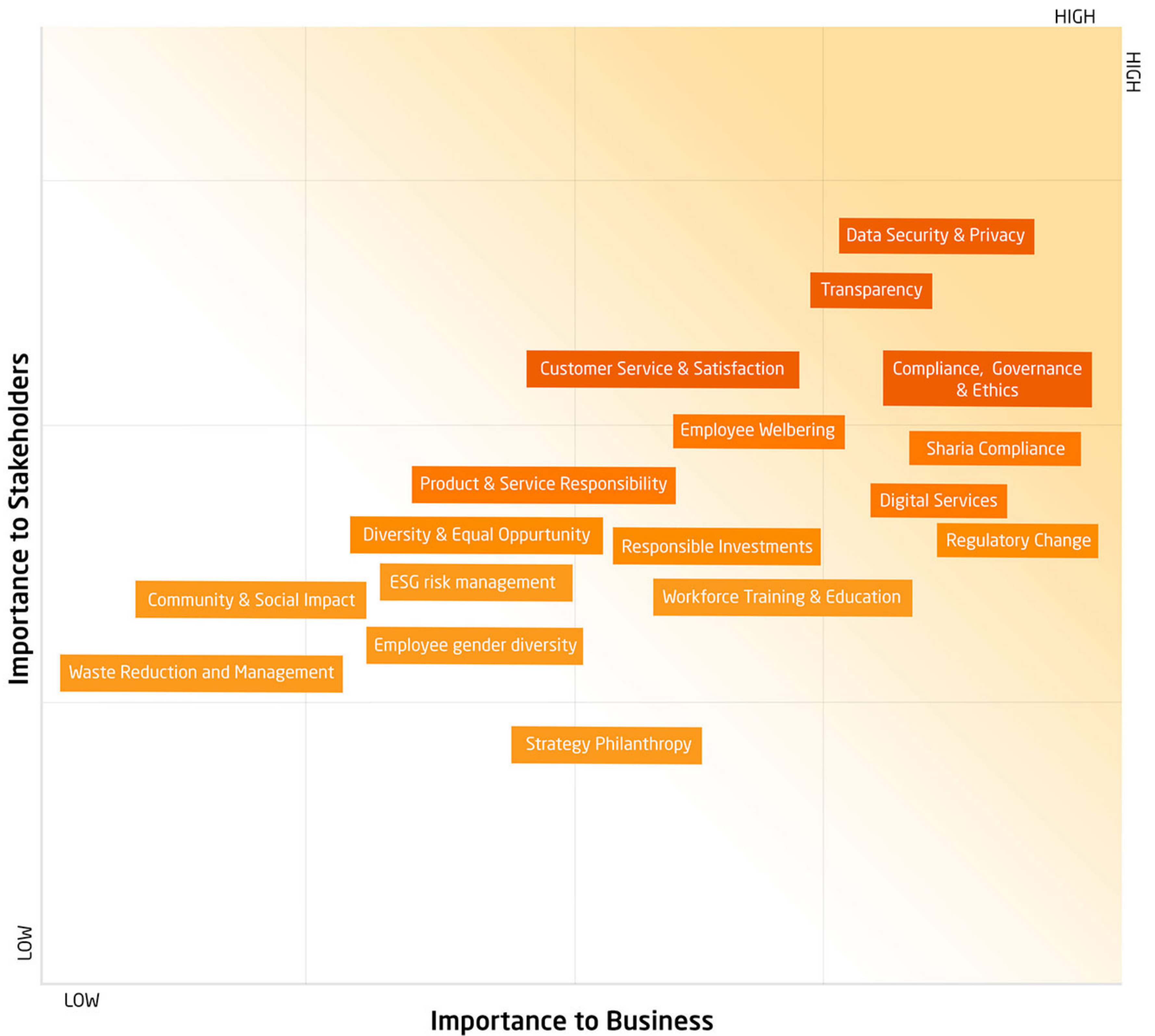
We aim at reviewing the topics by conducting a new materiality exercise every two to three years.





# Materiality Matrix

The Materiality Matrix below outlines the topics of the highest priority for stakeholders and to our business. The topics in the top right corner of the matrix are considered most material to external and internal stakeholders and should therefore be of the highest priority.



Our key Material Topics	
Data Security & Privacy	Compliance, Governance & Ethics
Transparency	Sharia Compliance
Customer Service and Satisfaction	Employee Wellbeing
Digital Services	Regulatory Changes



# Sustainability Pillars

Driven by international and country-specific sustainability initiatives and our committed leadership, we have defined our sustainability approach under five (5) ESG-compliant pillars.



These pillars focus on the most material topics for our organization and have been designed in accordance with stakeholder expectations, best practices in the financial industry, and our overall company strategy.

## Alignment with the UN SDGs and the UAE Vision (103-1), (103-2), (103-3)

The Sustainable Development Goals (SDG) were designed by the United Nations (UN) to be a “blueprint to achieve a better and more sustainable future for all” and are aimed to be achieved by 2030.

As of today, we are aligned with eight (8) of the UN SDG goals, either through our business activities or our charitable contributions.

As part of our ongoing sustainability efforts, we aim at gradually aligning with more of the goals in the future.





SDG addressed	DIB's impacts
	<ul style="list-style-type: none"> <li>&gt; In 2021, over 23 million AED in charitable contributions were made to projects that support patients in need.</li> <li>&gt; DIB Active encourages employees to physical exercise.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; In 2021, over 5 million AED in charitable contributions were made to projects with educational purposes.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Growing number of women in the workforce.</li> <li>&gt; Equal amount of 10 training hours to female and male employees.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Stable economic performance with total income of AED 11.8 billion in 2021.</li> <li>&gt; 3763 direct jobs provided in the UAE.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; 9 branches across the UAE that are fully accessible for people of determination: including wheelchair accessible teller counters, bathrooms, ramps and handrails.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Integration of climate change and intensified natural disasters in our risk assessments models.</li> <li>&gt; Internally circulating awareness campaigns on environmental actions.</li> <li>&gt; Focus on sustainable construction practices in our newly built offices.</li> <li>&gt; Discounted profit rates for auto finance for electric vehicle.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; In 2021, around 14 million AED of charitable contributions were made to projects supporting affordable housing or strengthening the local community and its families.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Strict anti-bribery policies.</li> <li>&gt; Close collaboration with the UAE government, due to ownership structures, to contribute to positive decision-making at all levels.</li> <li>&gt; Inclusive collaboration with NGOs and charities.</li> </ul>

The UAE Vision 2021 was launched by H.H Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, with the aim to make the UAE among the best countries in the world. Below is how we are addressing the pillars of the UAE Vision 2021:

> Distribution of over 245 million AED of charitable contributions to 24 NGOs and charities inside the UAE

> All women that took maternity leave returned to the workplace, showcasing the importance of family values  
 > committed to the ethics and principles of Islamic finance in an increasingly globalized and diverse environment



> 45% of Emirati employees  
 > Host and participant of significant events, conferences, and summits in the financial sector in the UAE and the Middle East

> Contributing to the excellent standing of the UAE, nationally and internationally through our activities





DIB is focused on enhancing enterprise value over the long term, delivering on its commitments to all stakeholders and strengthening customer confidence in the franchises.

A strong corporate governance culture and robust practices are crucial components in achieving these objectives and showcasing our commitment to morality, equality, and transparency, especially in an ever-changing world.



## Response to Covid-19

The global outbreak of novel coronavirus (COVID-19) during early 2020 is continuing to affect normal lives, businesses, and the global economy in many ways. During the first wave in 2020, we have realigned our business strategy under the slogan “In It Together with Our People, Clients & Communities” and showcased our priority for wellbeing and safety.

Throughout 2021, we further adapted in the following manner to the pandemic:

**#InItTogether**





## Our response towards our employees, customers and the community

### Our People

Gradual progression to **work from the office with social distancing guidelines implemented**



Encourage **flexible working hours, relocations, and installing acrylic sheets on workstations** where social distancing is a challenge

Educating our staff on precautionary actions via **regular emails and on-site posters**

Protecting Touchpoints via thorough sanitization of **DIB Offices, Branches & ATM spots, deployment of hand sanitizers** in all locations and temperature scanning at all DIB sites - Below are key numbers to support the above:

**50,000**  
Gloves  
distributed

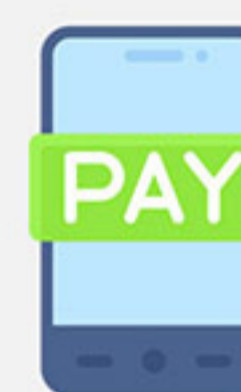
Around  
**260,000**  
masks provided

Over **1300**  
Liters of **Hand sanitizer gels**  
supplied

### Retail Customers

Based on eligibility, special finance postponement schemes as well as waivers and benefits and products have been put in place to **help customers during this difficult time**

Encouraging customers to use contactless payments accessible by **activating Apple Pay or Samsung Pay**



**Bank From Home** option with wide range of banking services available via **DIB Online Banking and Mobile App**

Regular updates via DIB Digital channels such as **SMS, Emailers, Social Media & Phone Banking**

### SME & Corporate Customers

Based on eligibility, existing customer get deferment of finance with **no additional charges**

**Introduced low profit rates, reduction** in processing fees and simplified documentation process



Facilitating clients to **manage operations through digital channels**

### Supporting Community

The Bank announced the largest contribution of **AED120 million** in UAE to the Community Solidarity Fund Against Covid-19.

**The gesture represents bank's commitment to supporting national humanitarian initiatives**



Crisis Management Team **setup to monitor the situation**

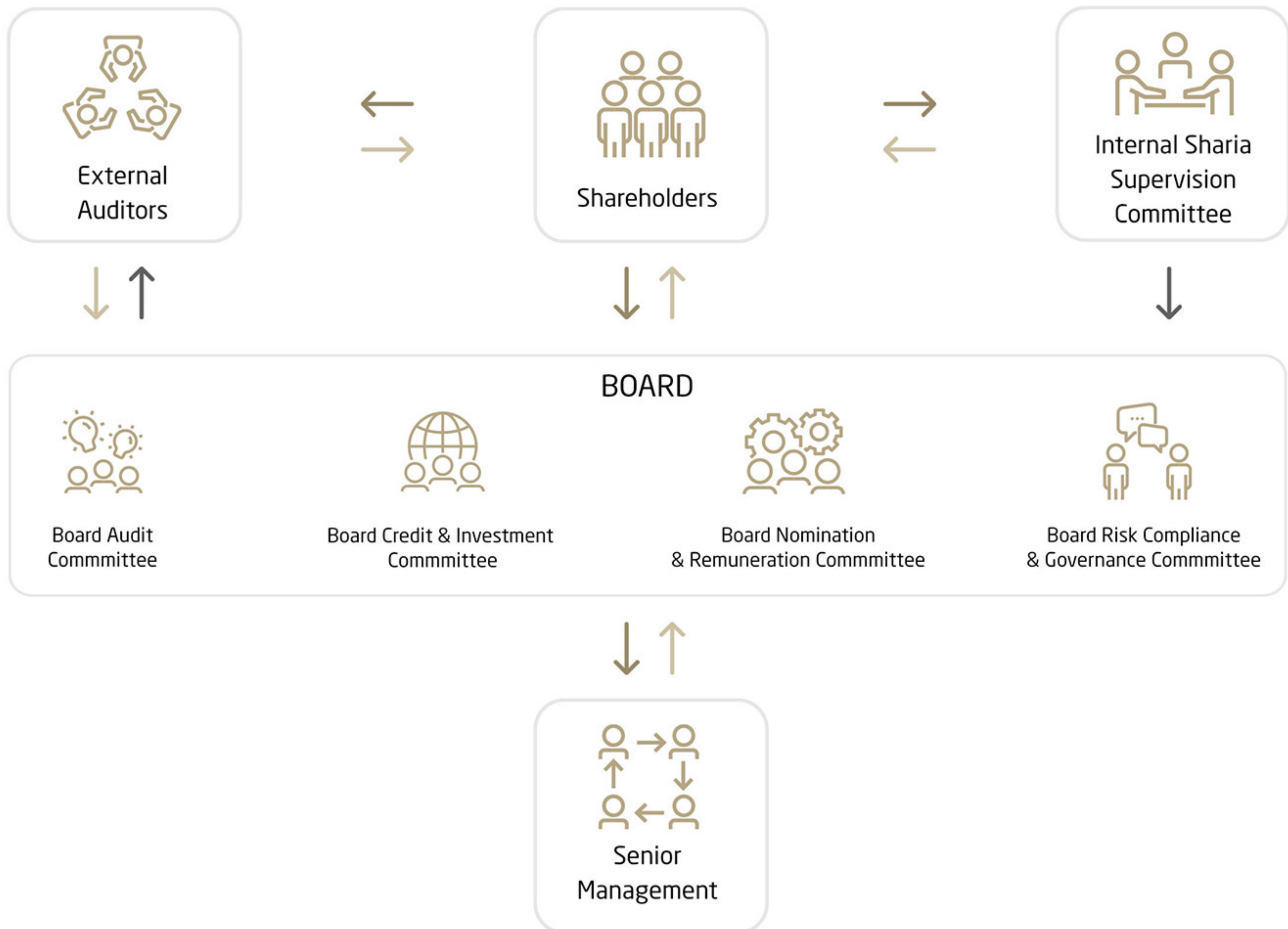
**Circulate inspiring and uplifting messages** across various social media channels



# Governance Structure (102-16), (102-17), (102-18), (102-19)

A corporate governance system facilitates principled goal setting, effective decision-making, and monitoring of compliance and performance. This enables the Board and Senior Management to interact effectively and respond appropriately to changing circumstances within a framework supported by our core corporate values.

The Board of Dubai Islamic Bank is responsible for the overall management of the Group and for ensuring that proper standards of corporate governance are maintained. The Board is sufficiently diverse in its outlook and collectively has the appropriate balance of skills, experience, independence, and knowledge to enable it to perform its duties and responsibilities effectively.



→ Elects / appoints
→ Reporting to
→ Notifying / Coordinating



## Governance Policies at DIB



Code of Corporate Governance	Whistleblowing Policy	Employee Code of Conduct
Business Continuity Policy	Stakeholder Engagement & Disclosure Policy	Director's Code of Conduct
Anti-Bribery Policy	Subsidiary & affiliate corporate governance framework	Sharia governance framework
Conflict of interest policy	Related party transaction policy	Internal Audit Charter
External Auditor policy	Sanctions policy	

For more information, please refer to our code of corporate governance and governance report 2021 available on our website.

## Customer Protection and Data Security (418-1)

Customers represent a key stakeholder group and are a principal priority for DIB. To ensure we are safeguarding their rights we commit to:

- 1 Treating customers fairly and equally
- 2 Providing transparent, accurate, accessible, and clear information relating to the terms and conditions of its products and services
- 3 Advertising products clearly and responsibly
- 4 Protecting customers' interests, assets, information, and data
- 5 Ensuring that depositors' interests take precedence over shareholders' interests
- 6 The professional and timely handling of customers' enquiries and concerns
- 7 Complying with applicable consumer protection regulations

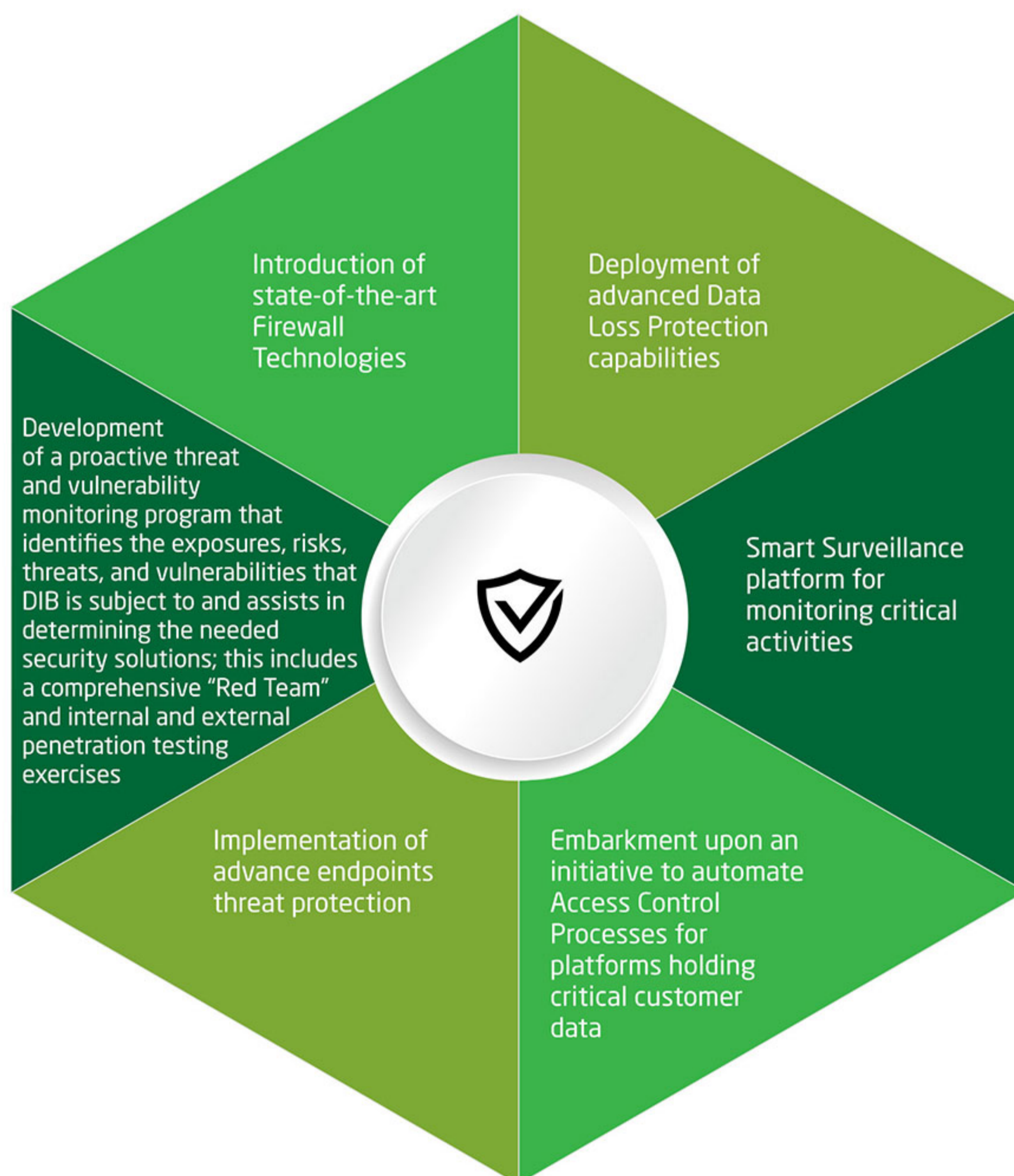


## Safeguarding the Data security and Privacy of its Customers

With the ever-increasing pace of digital transformation across the financial industry, cyber security threats are on the rise. DIB takes these risks very seriously and has therefore established a robust cyber security governance program based on the needs and expectations of its internal and external stakeholders.

The deployment of state-of-the-art processes and technology solutions into every role, process, product, and service DIB offers, ensures full protection from internal or external cyber threats.

DIB is committed to constantly enhancing and updating its Cyber Security capability and defense mechanisms to protect DIB's internal, external and customer related data and information. Since 2020 and ongoing in 2021 some of these efforts are:

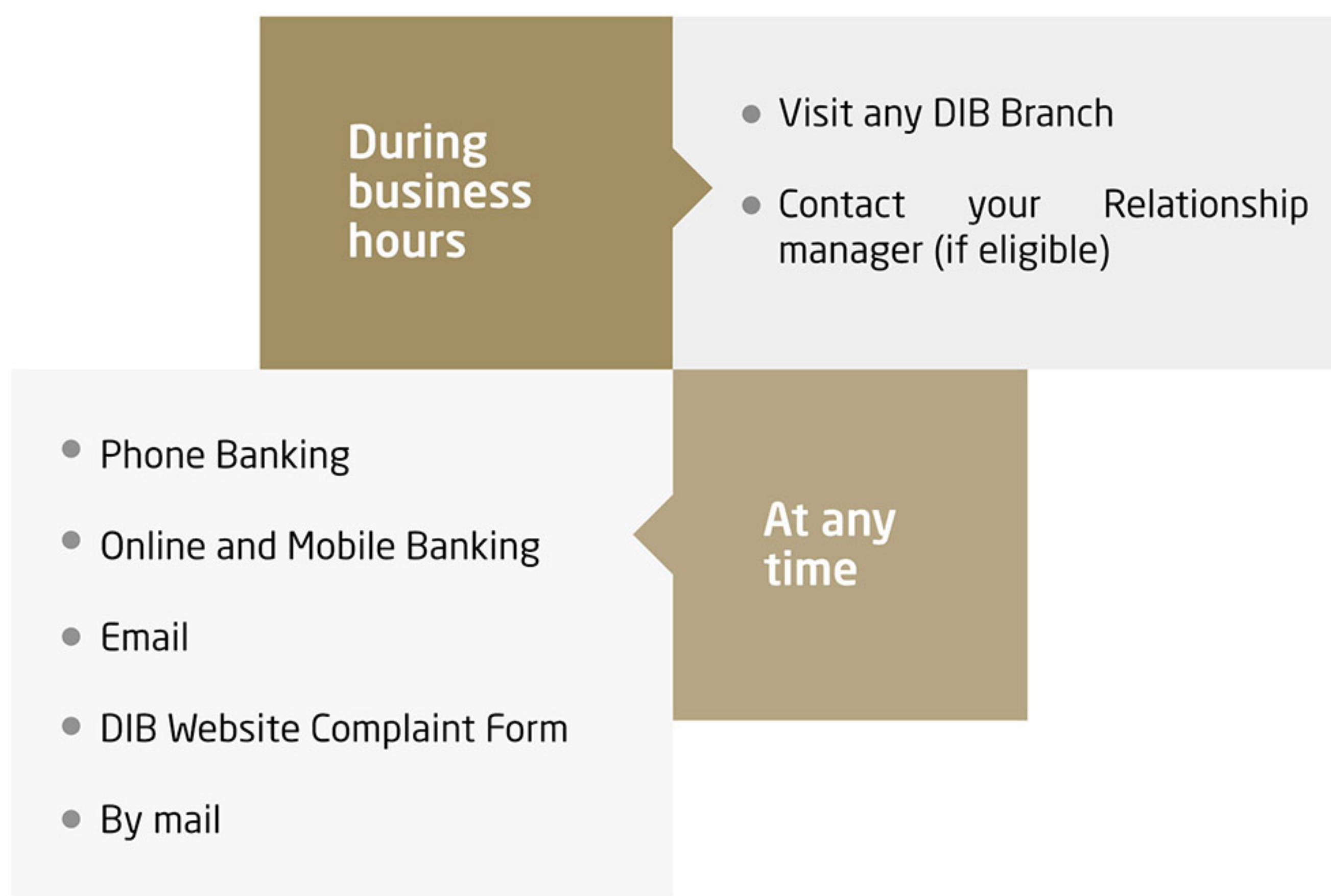


DIB's cyber security program has been certified and is compliant against the global standard for Cyber Security, ISO/IEC 27001:2013 ever since DIB's initial certification twelve (12) years ago. It is continually improved upon and strengthened by the adoption of regional and regulatory compliance requirements; this has resulted in DIB's achievement of 98 percentage of NESAs compliance at an accelerated pace. Further, DIB is fully compliant with industry-specific programs such as Payment Card Industry - Data Security Standard (PCI-DSS) and SWIFT - CSP Customer Specific Programs.



# Customer Literacy

DIB strives to give the best service possible and deliver easy, secure and convenient products and services. Part of this is to always be ready to listen to our customers and provide assistance to the best of our abilities. If customers are unsatisfied, we want to hear about it to investigate, make things right and improve services for everyone. Customers can reach to us through the following channel:



An integral part of our customer service is to provide literacy and educate customers about their banking activities. We see it as our ethical duty to unwrap the financial jargon and provide clear explanations. We focus on education in the following areas:

Banking Products	Handy tools for customers
Differences between Islamic and Conventional Banks	Liabilities Counseling

- Tips on Healthy Practices:**
- Understanding Credit Scores
  - Avoiding online scams
  - Budgeting
  - Setting financial goals





## Financial Empowerment for next generation

Many teens and adults are not ready to manage their own money. Such can largely be concluded from the fact that schools do not provide comprehensive education on how to take care of personal finances.

To fill these gaps, DIB partnered with KFI Global Financial to rollout financial-education programs and campaigns at schools and universities in the UAE, mainly targeting students between the age of 14 to 21.

The program aims at spreading in-depth financial knowledge to the next generation of international and local students. The kick-off of the program is scheduled for the beginning of the year 2022.



**Targeting students between the age of 14 to 21.**

## Consumer Protection Regulations by the Central Bank

Aligning with newly passed law by the UAE Central Bank, we commit to:

Protect consumers' privacy and data security, and refrain from using them for promotional and marketing purposes



Settle consumers' disputes promptly



Respect consumers' religious values, customs, and traditions



Provide the consumer with fair and comprehensive invoices



## ESG Risk Management (102-11), (201-2)

Financial and non-financial risks are historically inherent in the Bank's activities. However, at DIB we managed those through rigorous processes of ongoing identification, measurement, and monitoring, applying a comprehensive risk management framework, and following international and national policies and disclosure mandates.

The Board of Directors (BoD), supported by the Board Risk, Compliance and Governance Committee (BRCCG) and Risk Management Department, is ultimately responsible for identifying, monitoring, and controlling the risks and is supported by independent bodies and functions in the front-end and middle offices.

Since the end of 2020, we integrate the imposed risks from natural disasters such as earthquakes, tsunamis, wildfires, droughts, or floods, arising from climate change, as a core factor in our risk screening.

We are aware that the probability of these events occurring more frequently and more intensely is very high and therefore we target to implement more assessment tools, addressing climate and ESG topics in a larger sense, into our processes.







At DIB we define a thriving workplace as one that empowers employees, encourages a two-way conversation, and ensures the wellbeing of all. We see the unique skill sets and diverse backgrounds of every employee as an opportunity for DIB’s progression and therefore invest in the continuous growth and inspiration of our staff as we prepare them for a rewarding career.

## Employee Code of Conduct

At DIB we are committed to the highest ethical standards. These standards are reflected in our belief that business should be conducted impartially, legitimately, and with integrity according to our organization’s values. Our Employee Code of Conduct (CoC) formalizes this belief and states what employees can expect from the organization and what we expect from them. The Employee CoC includes a declaration form that every employee electronically signs to confirm they have read and understood the CoC, and know how to act when an actual, potential, and perceived conflict arises. The CoC lists relevant policies and information for DIB employees:





## Learning and Development (103-1), (103-2), (103-3), (404-1)

As employees are the main asset for DIB, developing their skills and growing their career together is crucial to ensure business success. Our dedicated Learning & Development team ensures continuous progression of knowledge and career and has provided an average of ten (10) training hours per employee, both female and male in 2021.

In addition, various initiatives are being offered to support the continuous development of the staffs and their families such as the DIB Talent Management and Learning & Development “Corporate University Tie Ups” initiative that was launched in 2021. As part of the on-going professional developments of the staff, the bank has tied up with prestigious local education and academic institutions to provide corporate discounts and other academic benefits to our staff and their immediate family members, for various academic courses. A partnership through an MoU was established with the following universities in Dubai, UAE:



## Employee Diversity (102-8), (103-1), (103-2), (103-3), (401-1), (401-3)

### Emiratization (202-2), (405-1)

As part of the UAE’s vision 2021 and its included “Tawteen” ambition to overcome division in the labour market, we are placing a focus on hiring local employees. **In 2021, 45% of our total full-time workforce were locals.**

	2020	2021
% of Emirati employees	46%	45%
% of Emiratis in Top Management	22%	19%
% of Expat employees	54%	55%

### Diversity by Nationality

DIB employs individuals from **45 countries, who can speak nearly 30 languages and thereby mirrors the population mix of the UAE.**

	2020	2021
Number of countries from which we have employees	44	45



## Diversity by Gender (102-8), (405-1), (405-2), (401-1)

Historically, DIB was dominated by male employees. However, over the past years, we have actively worked on hiring more female employees and thereby improving the gender ratio. As of now, two DIB international subsidiaries have female Board members. The future plans are to further **increase female presence at the senior management level, in executive positions, and at the board.**

	2020	2021
Number of full-time employees	1946	1839
% of female employees	35%	35%
% of female employees in Top Management	3%	5%

For more information on female presence on the Board in our international subsidiaries please refer to DIB Pakistan and DIB Kenya websites.

## Diversity by Age (401-1)

At DIB we employ individuals from **all age groups as we see different experiences and diversity as an opportunity when striving for excellence.**

Age breakdown by Full-time employees	2020	2021
18-24	4%	4%
25-34	25%	23%
35-44	40%	41%
45-54	25%	26%
55+	6%	6%

## Employee Wellbeing

### Employee Turnover (401-1)

DIB has earned the reputation of being an employer of choice, fostering a diverse and inclusive work environment that offers prospects for all employees. **This standing is reflected in our low turnover rate, for both male and female employees.**

	2020	2021
Turnover rate for male employees	8%	6%
Turnover rate for female employees	3%	3%

## Health and Wellness Programs (103-1), (103-2), (403-6)

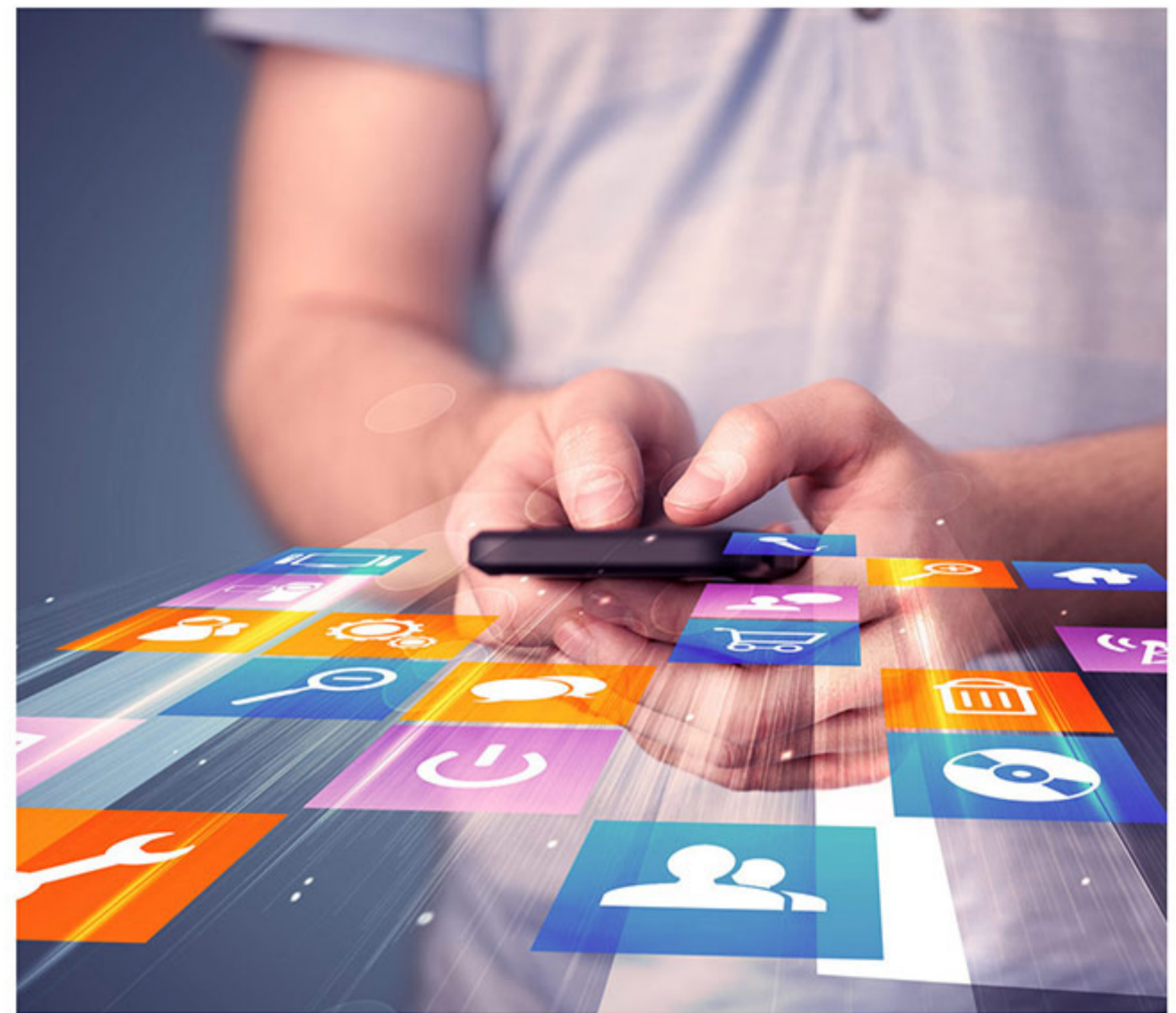
In December 2017 Group CEO Dr. Adnan Chilwan launched **DIB ACTIVE**, a program that emphasizes engagement of employees outside the office environment and develops teamwork, leadership and mentoring skills while promoting overall wellbeing. By offering various sports activities, for men and women, such as **cricket, football, kayaking, hiking, volleyball, table tennis, badminton and go-karting, physical engagement is stimulated in a fun way.** This year, **over 15 events were hosted and nearly 1800 participated.**





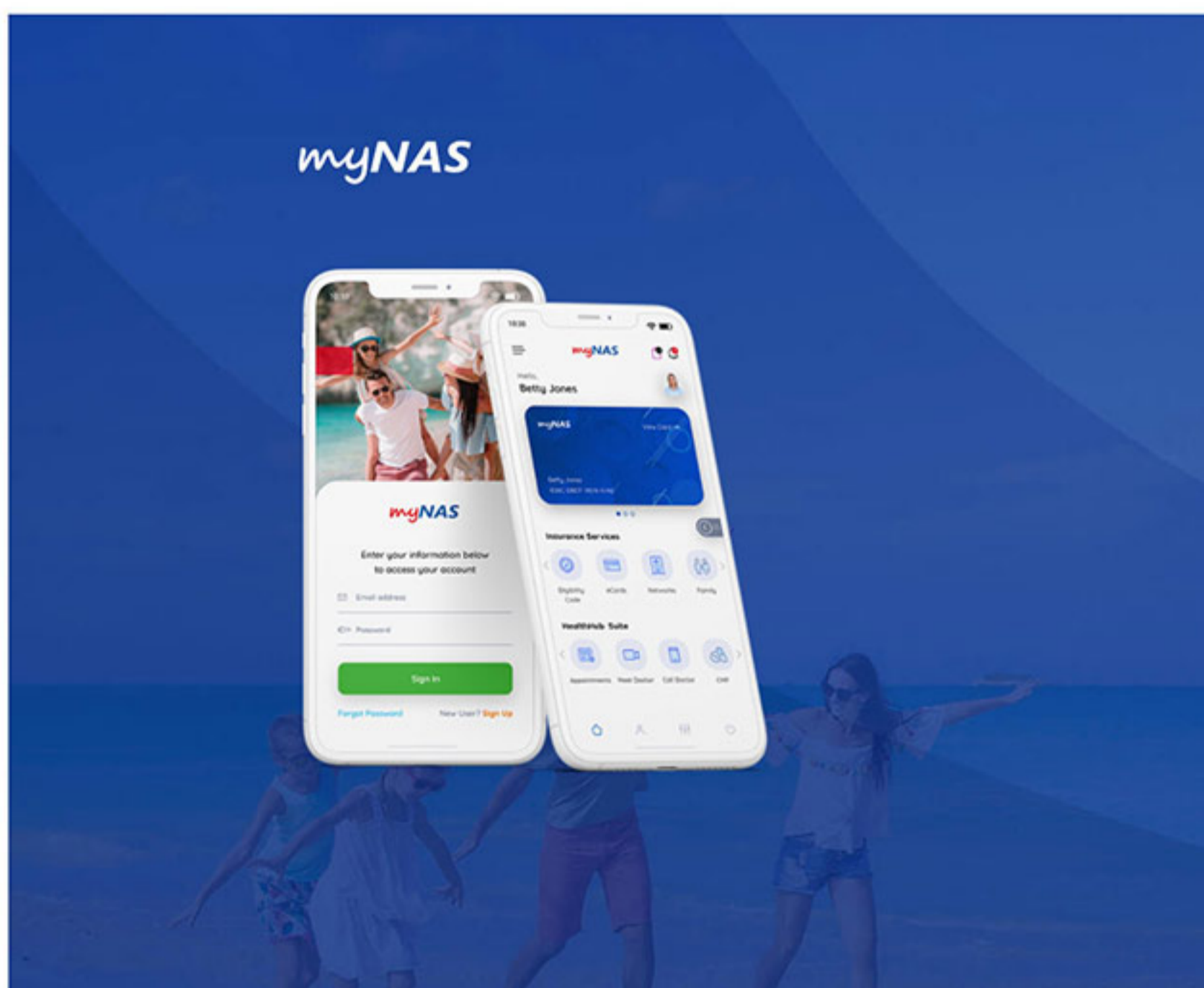


	2020	2021
Number of events	19	18
Number of participants	1820	1793



## Raising Awareness on Health Issues

Providing gamified content through the Knowingo and Intuitions app allows us to reach employees and raise awareness on pressing health topics. In 2021, we provided information through these online platforms on four main topics: The importance of mental health, breast cancer awareness, Covid-19 health, and vaccine awareness.



## Telehealth Service

As part of our ongoing endeavor to improve employee health and wellbeing and to align with recommendations by the UAE Ministry of Interior and the National Emergency and Crisis and Disasters Management Authority, DIB partnered with NAS, King's college hospital, Mediclinic and Prime Healthcare Group to provide an innovative app that allows employees to speak to a general practitioner (GP) free of charge and from the comfort of their homes. The platform also allows users to easily book appointments for further tests or with specialists, have prescribed medication delivered and laboratory tests collected.



## World Diabetic Day

As a contribution to World Diabetic Day, DIB offered, together with partnering hospitals, free Diabetic Screenings for employees and their family members.



## Health insurance of Employee Children

Since 2019 DIB facilitates, in collaboration with Salama Insurance, the possibility for employees to opt for additional health insurance for their children who are currently not eligible under the DIB policy. We are proud to demonstrate our engagement in protecting the health of employees' families.



## Parental Leave (401-3)

Aligned with UAE Labour laws, pregnant women are entitled to forty-five (45) days of paid maternity leave and men to five (5) days of paternity leave. When returning to the workplace we ensure the right tools are in place so the fresh mothers and fathers are not facing any disadvantages and can continue performing their jobs as before.

**In 2020 and in 2021 all employees, male and female, who took parental leave, returned to the workplace and all of those were still employed after 12 months.**



	2020	2021
Total number of male employees entitled to parental leave	1108	1043
Number of male employees that took parental leave	22	22
Total number of female employees entitled for parental leave	361	345
Number of female employees that took parental leave	47	45
Return to work rate (both genders)	100%	100%
Retention rate (both genders)	100%	100%







As DIB’s economic footprint is expanding, in the region and internationally, we are increasingly dedicated to have a positive impact on the larger community and support its socio-economic development.

In 2021, we made charitable contributions amounting to over **245 million AED to individuals and to 24 different charities and NGOs inside the UAE**. These positive contributions are distributed with our four (4) impact areas in mind:





# Quality Education

## Tackling inequality in education



The outbreak of the Covid-19 pandemic in early 2020 amplified social inequalities in education systems. To actively counteract these effects and support quality education inside the country, an ongoing effort is to donate laptops to students who are not able to afford it. Further, 141 children and young adults from low-income families in the UAE benefitted from our community support services. DIB supported the payment of educational fees for students in schools and universities, and thereby helped families to cover high educational fees.

## Youth empowerment



Supporting Emirati youth in their career progression and guiding them towards, - and on their professional journey is at the heart of DIB. In 2021 we actively participated in several events to empower young Arabs:

## Participation at the GOV Youth Summit

The GOV Youth Summit came into life with the objective of empowering the youth of the UAE, Saudi Arabia, Oman, Bahrain, and Kuwait and providing a platform to voice their opinions, find solutions to their challenges and build a resilient youth workforce. DIB participated as a Strategic Partner in the event in mid-June 2021.



## Supporting the Emirati Youth



DIB participates as an exhibitor at the National Career Exhibition in Sharjah. The annual fair offers exciting job and training opportunities for the Emirati youth and delivers useful insights into work environments. Also, Dubai Islamic Bank participated at "Careers UAE", an event providing networking and recruiting opportunities. The event is in line with the UAE vision on Emiratisation which forms an integral part of the federal government's strategy.






**DIB's stand at the National Career Exhibition in Sharjah, UAE**



## Good Health

Over 20 million AED of our charitable contributions were directed towards “good health” programs. Some highlights from our partnership in 2021:



Name of partnering association	Contribution by DIB
<p><b>Emirates Red Crescent Medical Center</b></p> 	<p>DIB distributed <b>1.2 million AED</b> to sponsor the cost of <b>yearly medical follow-ups and lab tests for diabetic patients</b>. The new project by the Emirates Red Crescent Medical Center offers free treatments for diabetic patients.</p>
<p><b>Dubai Charity Association</b></p> 	<p>By supporting the Dubai Charity Association, DIB was able to <b>pay the costs of kidney operations for 63 patients in hospitals and medical centers inside the UAE</b>.</p>
<p><b>Emirates Thalassemia Society</b></p> 	<p>Thalassemia is an inherited, genetic blood disorder which hinders sufficient circulation of oxygen in one’s blood. DIB has paid for the cost of treatments for <b>over 220 patients in the UAE and thereby contributed to their well-being and relief of suffering</b>.</p>
<p><b>Al Jalila Foundation</b></p> 	<p>The not-for-profit organization, founded in 2013 by H.H. Sheikh Mohamed Bin Rashid Al Maktoum, operates with the cause to transform lives through medical research, education, and treatment. <b>With DIB’s contribution of 1 million AED to the “Awn” program, over 30 patients suffering from severe diseases were able to be provided with lifesaving assistance.</b></p>
<p><b>Islamic Affairs &amp; Charitable Activities Department</b></p> 	<p>During the holy month of Ramadan, DIB partnered with the Islamic Affairs and Charitable Activities Department and <b>allocated 3.5 million AED to offer kidney transplantation operations for those suffering from kidney failure</b>. Patients included children, who’s families were are unable to pay for the costly operations.</p>



# Affordable Housing

## Supporting the local population

Providing the local population of the UAE with a happy and safe home is part of DIB's core effort to have a positive community impact. By collaborating with UAE government housing schemes, financing solutions to provide affordable housing to **UAE Nationals in all the 7 (seven) emirates and for both, ready and under-construction properties, were offered. Once approved by the governmental housing schemes, UAE nationals are given financing of up to 750,000 AED on a zero-profit rate. In case financing over above 750,000 AED is required, DIB offers discounted profit rates, lower than the regular home finance rate.**

DIB has partnered with MBRHE (Mohammed Bin Rashid Housing Establishment) and SZHP (Sheikh Zayed Housing Programme) to offer these financial support schemes.



## Housing support services

In 2021, DIB supported almost 200 families who faced hardship in paying their rental expenses, utility, furniture, or house maintenance bills. A focus of this program was to especially give a helping hand to those treated with court cases.

## Community Support

### Faraj Fund



The Faraj fund was set up to alleviate the hardship of inmates held in Penal and Correctional Institutions and their families. The fund's mission is to assist inmates within five categories: Inmates who are unable to pay their civil debts, inmates who are unable to pay the blood money, defendants with outstanding court fees and other judicial expenses, and supporting families who are unable to provide for themselves in the absence of a breadwinner. **During the holy days of Eid Al Adha, DIB allocated 5 million AED to support these causes.**

### Year of the 50th



In celebration of the nation's outstanding milestones and achievements, over the past 50 years, **DIB has contributed over 7 million AED to government programs that help in settling the liabilities of local families.** These efforts are aligned with government goals towards responsibility and strengthening family stability.

### Khalifa Bin Zayed Al Nahyan Foundation



In partnership with the Khalifa Bin Zayed Al Nahyan Foundation, established in 2007 by H.H Sheikh Khalifa Bin Zayed Al Nahyan, President of the United Arab Emirates, **DIB was able to support eight (8) low-income families with almost 1 million AED.** These families were supported in launching their own businesses and thereby helping establish their financial independence.

### Emarat Alyoum newspaper



"Emarat Alyoum" is an Arabic newspaper that focuses on national topics for the Arabic reader. **DIB regularly supports the most sensitive and urgent cases regarding human health, published in the newspaper.**



## Liability settlements

DIB has allocated over 4 million AED to initiatives that support low-income individuals who have liabilities in banks, other than at DIB and another 11 million AED on liabilities settlement of Emirati defaulters incorporated with Ministry of Presidential Affairs as part of the National Day Initiative. By acting as facilitators, the monthly commitment for individuals was able to be reduced, decreasing the financial burden.

## International Value Creation (102-4)

Overview of DIB's international operations:

Country	Branches	Number of ATMs
Pakistan	235 (including sub-branches)	225
Sudan	>129 branches (in addition to 1 branch in Bahrain and 1 in the UAE) >38 agents	329
Bosnia	36	60
Kenya	5	5
Indonesia	<ul style="list-style-type: none"> <li>&gt;10 branches</li> <li>&gt;23 Sharia Bank Services at Conventional Bank Branches (Panin Bank)</li> <li>&gt;34 payment points</li> <li>&gt;1 Operational Functional office</li> <li>&gt;53 general Sharia bank services</li> </ul>	19

DIB strives to create social value in all countries it is operating in and leverage its global standing to facilitate business opportunities across borders. The fundamentals hereby are to identify partnerships and economic opportunities in countries, with agents or with customers and match demands with supplies. DIB thereby takes a step beyond its regular business operations but puts into practice its strong network to create value for all.







At DIB we are aware of the importance of taking responsibility in protecting the environment and safeguarding the planet for future generations. As of this year, we are managing and disclosing environmental-related data and commit to growing transparency in the future.

## Energy Consumption (103-1), (103-2), (103-3), (302-3)

### Direct Fuel Consumption

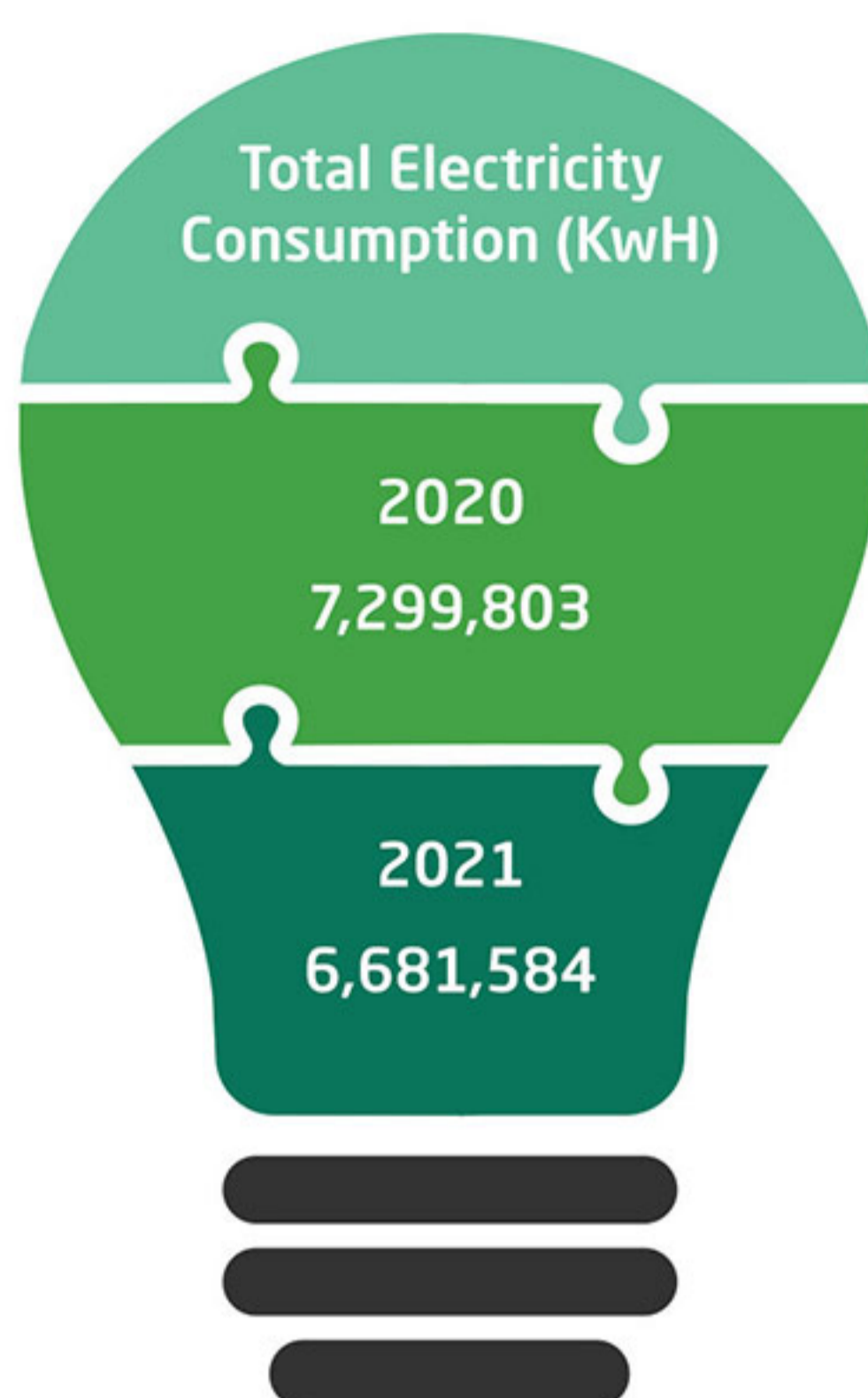
The values below include the liters of petrol used for vehicles owned and leased by the bank and the diesel used for building generators under the custody of DIB. We saw an increase in petrol consumption after 2020 as commuting to offices became more frequent after imposing strict remote working measures in 2020 due to the Covid-19 pandemic. No diesel was purchased for year 2021 as there was sufficient balance from the previous year.

	2020	2021
Petrol purchased/used for vehicles owned or leased (liters)	88,000	94,000
Diesel purchased/used for building generators (liters)	1,136	No Purchase was made during 2021
Total direct fuel consumption (liters)	89,136	94,000





## Electricity Consumption (302-1), (303-4)



## Greenhouse Gas (GHG) Emissions (305-1), (305-2), 305-5)

	2020	2021
Scope 1: Direct Emissions from petrol and diesel consumption (tCO <sub>2</sub> e)	221	232
Scope 2: Indirect Emissions from Electricity Consumption (tCO <sub>2</sub> e)	3,108	2,845
Scope 3: Indirect Emissions from air travel (tCO <sub>2</sub> e)	17	20
Total Emissions (tCO <sub>2</sub> e)	3,346	3,097

*It accounts for an annual percentage decrease of 7.5%*

- GHG emissions for Scope 1 were calculated using the carbon conversion factors published in the 2006 Intergovernmental Panel on Climate Change (IPCC) Guidelines for National Greenhouse Gas Inventories.
- GHG emissions for Scope 2 are reported following the location-based method, which uses grid average emission factors. Conversion factors relevant to Dubai are derived from the public utility provider (Dubai Electricity & Water Authority) 2020 emission factors.



### Addressing Indirect (Scope 3) emissions from financing activities

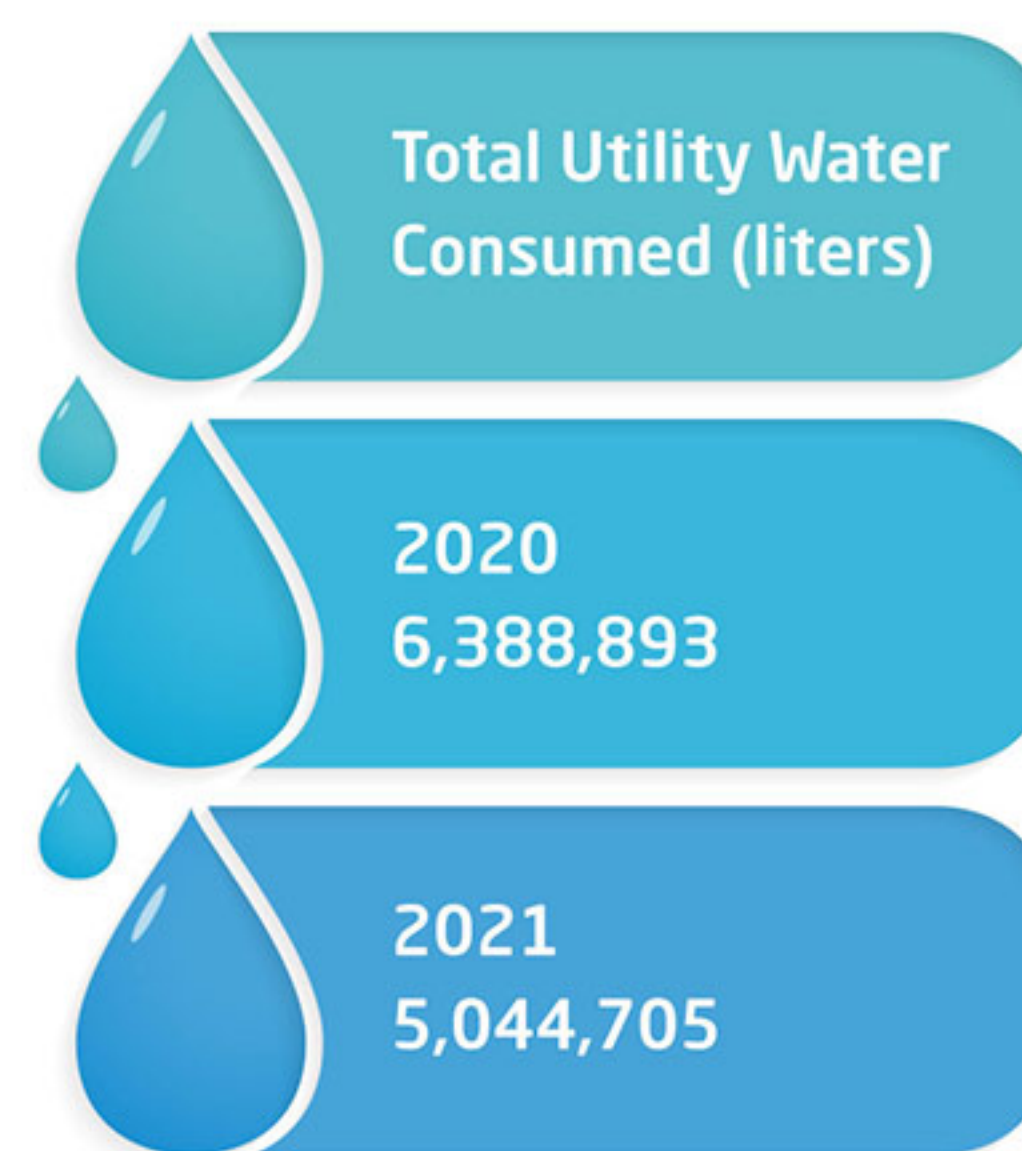
We are aware that our main emissions are generated under GHG emissions scope 3; those indirectly emitted by our operation, especially from our investment and financing activities. As part of our ongoing sustainability journey, we will strive to address and include our scope 3 emissions.

The first step from our side will be the collection of data on scope 1 and 2 emissions by portfolio companies, followed by designing screening processes that identify carbon-intensive operations.



## Water Consumption (303-5)

Water is a core natural resource that is not crucial for a healthy ecosystem, socio-economic development, energy, and food production but human survival itself. We acknowledge the ongoing climate crises leading to increased water scarcity and therefore placing a focus on saving water. Through the installation of water saving technologies inside our buildings and by circulating awareness campaigns, we have reduced our water consumption by 27% compared to last year. Given the fact that we implemented strict working from home measures in 2020 due to the outbreak of the global Covid-19 pandemic, the real impact could be even greater.



\*above data for total utility water consumed in 2020 and 2021 only accounts for consumption in the DIB headquarters in Dubai

### Initiative for water reduction

In order to reduce water consumption, tap aerators i.e. flow regulators were installed in one of our branches in Dubai. The effectiveness of this pilot project will be monitored to eventually install the technology in further branches in the upcoming years.

## Material Consumption and Waste Management (306-1), (306-3)

Due to the nature of our business activities, paper, mainly from printing, presents the most significant amount of our waste production. In addition to our digitalization efforts, aiming to eliminate the usage of paper, we recycle the papers that we were not able to eliminate. Since May 2021 all office buildings, including the headquarters, are therefore performing recycling of paper waste. As remote working was reduced and employees returned to the office, the quantity of paper waste increased again after a drop in 2020. Further, as of 2021 we incorporate all three (3) headquarter buildings of DIB in the calculation of paper waste instead of just one premises in the previous year.

Type of Waste	2020	2021
General Waste (kg)	5,655	3,978
Paper (kg)	625	2,313





## Raising awareness

Staff education programs and awareness campaigns are regularly circulated through internal fliers and messages.

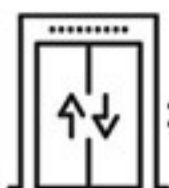



Name of Initiative	Description
Earth Hour	As part of the Global Earth Hour, employees were actively encouraged to switch lights off and therefore reduce energy consumption.
"Go Green"	Reminders to employees were circulated to raise awareness on paper usage and to reduce printing to a minimum.
Reduced power and water consumption	Employees are constantly reminded to switch off lights, appliances, and air conditions when not in use and after working hours and are mindful about energy consumption.

## Focus on sustainability in our buildings



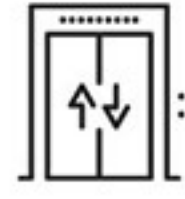

As part of our business strategy, we are currently constructing two new buildings, the Al Maktoum and Al Nahda building. Throughout the planning and construction phase, sustainability aspects were considered as followed:

### Sustainable actions in the new Al Maktoum Building

ACTION		IMPACT
Building elevators are made of triple glass panels		Reduced air condition requirements and therefore, reduced power consumption
High efficiency LED installed in all light fittings		Less electricity consumption
Sensor taps for controlled water consumption		Reduced water usage



## Sustainable actions in the new Al Nahda Building

ACTION		IMPACT
The car parking is placed above ground, ensuring open natural ventilation and light		Reduced air condition, light and ventilation requirements and therefore reduced power consumption
High efficiency LED installed in all light fittings		Less electricity consumption
Most building elevations are built with insulated blocks		Reduced air condition requirements and therefore reduced power consumption
Sensor taps for controlled water consumption		Reduced water usage

## Smart Digital Banking

Our vision is to transform our core through the use of technology to enhance the customer experience, reduce costs, increase revenues and minimize paper consumption. The success of our efforts is already reflected in our numbers: In 2021, 85% of all funds related transactions were executed on digital channels and 75% of all statements were sent via digital channels. Our digitalization journey focused on the following sales and service areas:



### Opening a bank account in minutes

We say goodbye to endless paperwork and branch visits. Now anyone who does not have a DIB bank account yet can easily open a new account in minutes via DIB's highly secure Mobile Banking App.



### Smart Payments

An easy and secure way to pay with the DIB debit or credit card via Apple or Samsung Pay or using the e-wallet.



### E-business

The online business feature allows to manage all aspects of a DIB business account conveniently, securely, and completely online. The platform is designed to simplify services such as paying bills, making installment payments, directing debits, transferring funds, and other administrative works.



### Banking on the go

DIB Mobile offers a mobile banking application that enables users to conveniently access banking services and perform necessary banking services from the comfort of their homes. In 2021, the app had almost 300,000 downloads on Android and Apple IOS.



### Self-service

Our extensive network of 155 CCDMs and 535 ATMs across the UAE ensures convenience for customers when remitting or making cash and cheque deposits. All machines offer the customer the option of not generating a paper receipt as part of the "go green" initiative.



## Launch of the rabbit "FunTech" app

Our ambition to be a Digitally Intelligent Bank, further comes to life with the launch of our fun-filled financial app called rabbit. The core essence of rabbit is to make banking simple, effortless, and fun. With a grand launch on the world's tallest building and iconic Dubai structure, the Burj Khalifa, rabbit comes into play fulfilling the FinTech market's void of a fun experience. We aim to create an exciting financial experience for the connected generation, attracting millennials and all technology-savvys. Along with being fun and user friendly, transparency by being simple and free of financial jargon was prioritized. This aligns with DIB's perseverance to be ethical with our customers while being inclusive of each one.

We aspire to take the idea of rabbit beyond the UAE, to the different markets we are operating in, including Indonesia, Pakistan, and Kenya.



## Digitalization journey of the home financing department

The home financing department heavily invested in its digital transformation to increase customer satisfaction, reduce the use of resources, and make work processes more agile. The efforts are summarized under 4 topics:

### Online platforms

FirstStep & Vymo, two (2) online platforms used integral throughout the digital transformation, reduce approval time for customers and make workflows more efficient for advisors as sales forces are no longer manually.

### Takaful (Insurance) Work-Stream

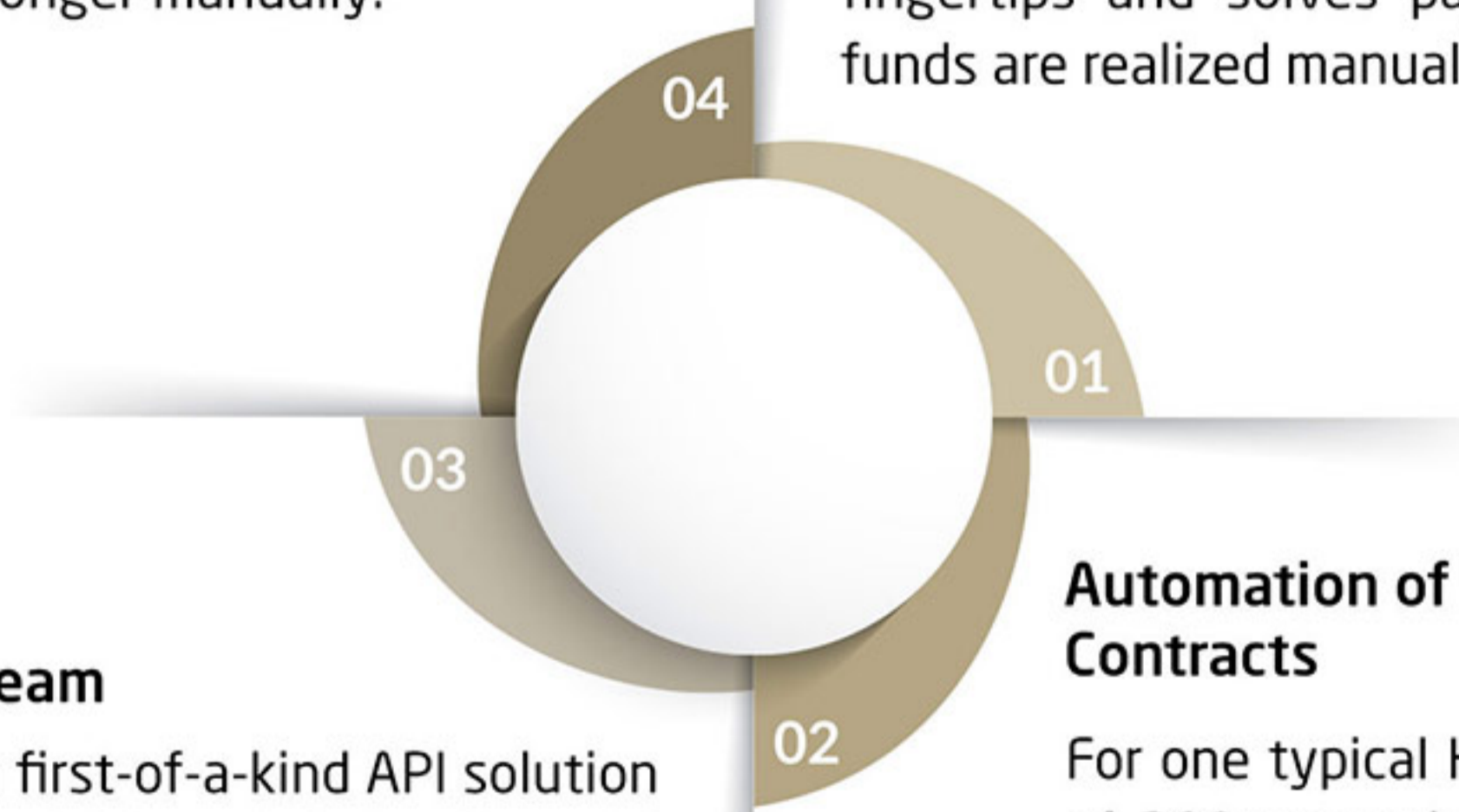
The Life Takaful application is a first-of-a-kind API solution between DIB's Home Finance and Salama's (a leading UAE based insurance provider) system. It processes e-signed documents by customers, within a few minutes and eliminates the workload of home finance advisors who earlier had to commute to the client, get the mandatory Salama Life Takaful application, and submit the files filled to the Takaful provider. The new work-stream boosts customer convenience, decreases working time from several days to an average of 5 minutes and reduces paper consumption.

### Digital Payment Solutions

In June 2021 the pilot project of the Digital Payments Gateway solution for Home Finance went live. It provides customers with a real-time payment solution right at their fingertips and solves payment delays that occur when funds are realized manually.

### Automation of home financing FOL & Contracts

For one typical Home Financing case, an average of 200 pages is printed and an average of 135 signatures is required by the customer. In order to reduce paper usage and boost customer convenience, digital processes for FOL & contracts were introduced. We have achieved to eliminate paper and brought required signatures down to 2 (two) digital signatures. Moreover, we increased time efficiency from 103 hours to less than 5 hours and saved costs from paper and printing purchases.





## Participation at the Finnovex Summit

Finnovex is a series of Summits that examines the Future of Financial Services on how disruptive innovations are reshaping the way they are structured, provisioned, and consumed.

At this year's summit, DIB delivered insights as a panelist into the latest with industry trends, innovation, open banking, customer experience, cyber security, affluent banking, and data integration.



**FINNOVEX**  
**GLOBAL SERIES**

SUSTAINABLE FINANCE



As a bank we are aware that our main impact of operations comes from our product and service offers and investments and financing activities. We are therefore committed to holistically integrating ESG topics into our banking activities and thereby showcasing responsibility towards the environment, local communities, the society, and national and international sustainability visions.

At the same time, we are answering to voiced demands by our key stakeholders and strengthening our market relationships across the UAE and internationally.

## Arranger of ESG Sukuks

Since 2018, DIB has been actively increasing its involvement in the issuance of ESG Sukuks. These Sharia-compliant bonds secure stable returns while also having a positive impact. DIB took different roles within these projects, including being the bookrunner, manager, arranger, or dealer.



## Debt Capital Market and Syndicated Deals

















### Sovereign Deals

 <p><b>Government of Sharjah</b></p> <p><b>USD 750,000,000</b></p> <p>3.200% 10yr Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Jul 2021 </p>	 <p><b>Republic of Turkey</b></p> <p><b>USD 2,500,000,000</b></p> <p>5.125% Trust Certificates due 2026</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Jun 2021 </p>	 <p><b>Republic of Indonesia</b></p> <p><b>USD 3,000,000,000</b></p> <p>USD 1,250mn 1.500% 5yr USD 1,000mn 2.550% 10yr USD 750mn 3.550% 30yr</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Jun 2021 </p>	 <p><b>Government of the United Kingdom</b></p> <p><b>GBP 500,000,000</b></p> <p>0.333% Long 5yr Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Mar 2021 </p>
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### GRE and Corporate Deals

 <p><b>Emaar Properties</b></p> <p><b>USD 500,000,000</b></p> <p>3.700% 10yr Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Jun 2021 </p>	 <p><b>أرامكو السعودية</b> <b>saudi aramco</b></p> <p><b>Saudi Aramco</b></p> <p><b>USD 6,000,000,000</b></p> <p>USD 1,000mn 0.946% 3yr Sukuk USD 2,000mn 1.602% 5yr Sukuk USD 3,000mn 2.694% 10yr Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Jun 2021 </p>
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### Financial Institutions Deal

 <p><b>بنك وربة</b> <b>WARBA BANK</b></p> <p><b>Warba Bank</b></p> <p><b>USD 250,000,000</b></p> <p>4.000% Perp NC5 Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Nov 2021 </p>	 <p><b>الإمارات الإسلامية</b> <b>EMIRATES ISLAMIC</b></p> <p><b>Emirates Islamic Bank</b></p> <p><b>USD 500,000,000</b></p> <p>2.082% 5yr Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Oct 2021 </p>	 <p><b>البنك الأهلي المتحد</b> <b>ahli united bank</b></p> <p><b>Ahli United Bank</b></p> <p><b>USD 600,000,000</b></p> <p>2.615% 5yr Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Sep 2021 </p>	 <p><b>KUVEYTTÜRK</b></p> <p><b>KuveytTurk</b></p> <p><b>USD 350,000,000</b></p> <p>6.125% 10.25yrNC5.25yr sustainability T2 Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Sep 2021 </p>
 <p><b>Kuwait Finance House</b> <b>بيت التمويل الكويتي</b></p> <p><b>Kuwait Finance House</b></p> <p><b>USD 750,000,000</b></p> <p>3.600% Perp NC6 Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Jun 2021 </p>	 <p><b>بنك دبي الإسلامي</b> <b>Dubai Islamic Bank</b></p> <p><b>Dubai Islamic Bank</b></p> <p><b>USD 1,000,000,000</b></p> <p>1.959% 5yr Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Oct 2021 </p>	 <p><b>بنك دبي الإسلامي</b> <b>Dubai Islamic Bank</b></p> <p><b>Dubai Islamic Bank</b></p> <p><b>USD 500,000,000</b></p> <p>3.375% Perp NC6 Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Apr 2021 </p>	 <p><b>بنك أبوظبي الأول</b> <b>FAB</b> <b>First Abu Dhabi Bank</b></p> <p><b>First Abu Dhabi Bank</b></p> <p><b>USD 500,000,000</b></p> <p>1.411% 5yr Sukuk</p> <p><b>JLM &amp; Bookrunner</b></p> <p>Jan 2021 </p>



## Syndicated Deals and Bloomberg League Tables

 <b>Government of Pakistan</b> <b>USD 420,000,000</b> Coordinator, MLA & Bookrunner Dec 2021 	 <b>Government of Egypt</b> <b>USD 3,000,000,000</b> MLA Nov 2021 	 <b>Jumeirah Group</b> <b>USD 1,500,000,000</b> Islamic Coordinator, MLA & Bookrunner Nov 2021 	 <b>Government of Pakistan</b> <b>USD 505,000,000</b> Coordinator, MLA & Bookrunner Oct 2021 
 <b>Government of Pakistan</b> <b>USD 215,000,000</b> Coordinator, MLA & Bookrunner Dec 2021 	 <b>Julphar</b> <b>Gulf Pharmaceuticals Industries</b> <b>AED 1,010,000,000</b> MLA & Bookrunner Nov 2021 	 <b>Mazoon Electricity Company</b> <b>USD 235,000,000</b> MLA Nov 2021 	 <b>ICD Brookfield Place</b> <b>AED 2,300,000,000</b> MLA & Bookrunner Oct 2021 

## EMEA Islamic Financing MLA - FY2021

Rank	Mandated Lead Arranger	Vol (MM USD)	Deals
1	International Islamic Trade Finance Corp.	4,639	16
2	Dubai Islamic Bank	1,888	10
3	Saudi National Bank	1,366	4
4	Abu Dhabi Islamic Bank	1,154	8
5	Banque Misr UAE	1,111	5

## EMEA Islamic Financing BR - FY2021

Rank	Bookrunner	Vol (MM USD)	Deals
1	International Islamic Trade Finance Corp.	4,639	16
2	HSBC	3,385	4
3	Dubai Islamic Bank	1,784	7
4	Emirates NBD	1,685	7
5	First Abu Dhabi Bank	1,317	4



## US Dollar International Sukuk - FY2021

Rank	Manager	Vol (MM USD)	Issues
1	HSBC	4,122	28
2	Standard Charter Bank	3,815	26
3	Citi Bank	2,426	16
4	Dubai Islamic Bank	2,278	17
5	JP Morgan	2,095	16

### This year two (2) more ESG Sukuks involvements are highlighted:



**Republic of Indonesia**

**USD 3,000,000,000**

USD 1,250mn 1.500% 5yr  
 USD 1,000mn 2.550% 10yr  
 USD 750mn 3.550% 30yr

**JLM & Bookrunner**

Jun 2021 

#### Republic of Indonesia

In June 2021 DIB acted as a joint lead manager and bookrunner to support the issuance of the 30-year, triple-tranche green Sukuk with a total value of 3 billion USD. DIB took a pivotal role in the distribution of instruments to Islamic accounts and international investors in Europe and Asia.



**Kuveyt Turk Katilim Bankasi**

**USD 350,000,000**

6.125% 10.25NC5.25 Tier 2

**JLM & Bookrunner**

Sep 2021 

#### Kuveyt Turk Katilim Bankasi

In September 2021, DIB took the role as joint lead manager and bookrunner in the issuance of the Sustainability Sukuk. DIB has played a fundamental role in attracting Islamic demands, resulting in over-subscription and a highly positive perception by investors.





# Sustainable Investments

## Financer of Bee' ah

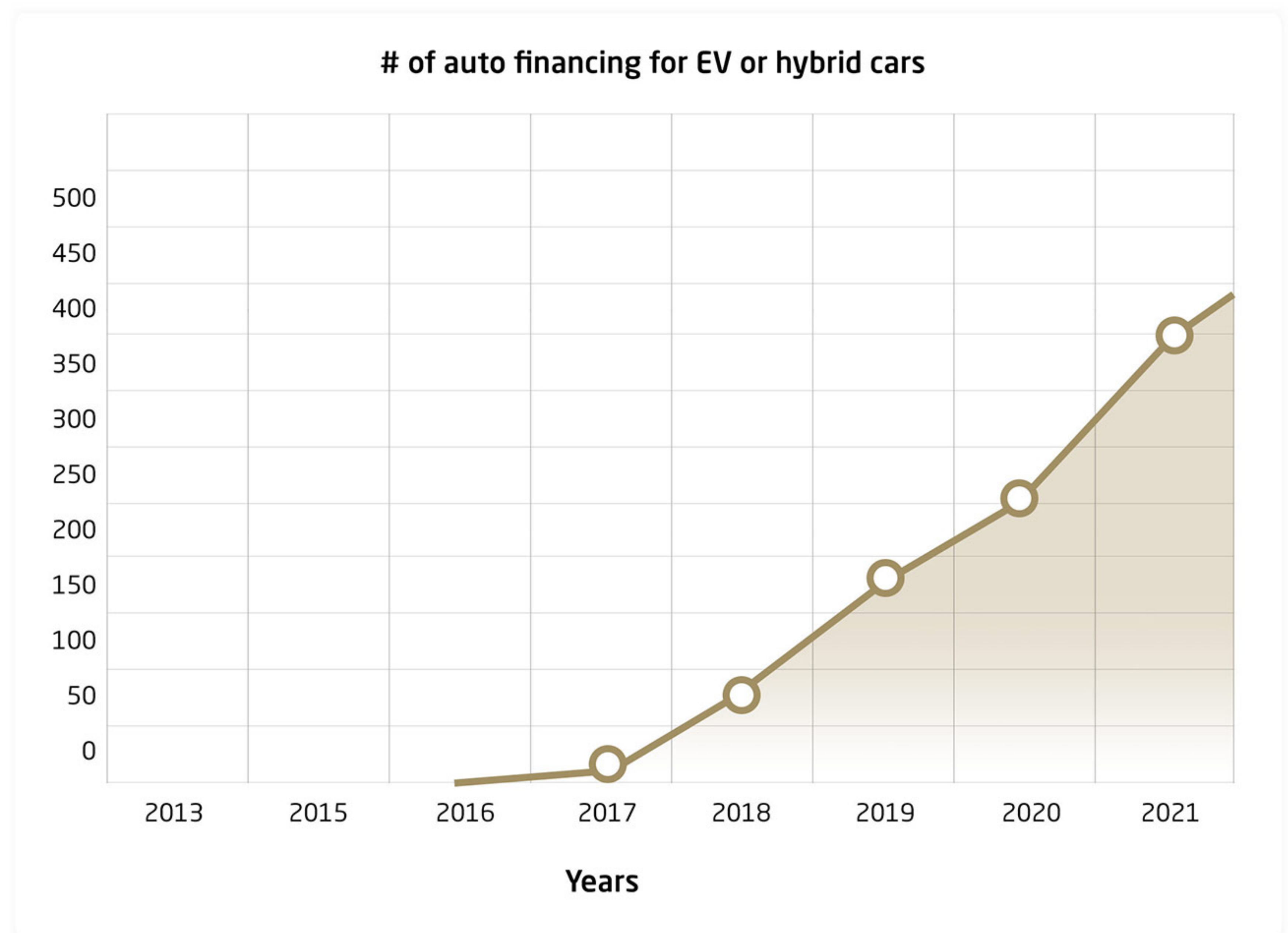


As part of our efforts to increase sustainable investments we are a leading financier of Bee'ah, a region's leading sustainability pioneer, operating across industries, to create groundbreaking environmental innovations and provide smart solutions for future-ready cities.

# Sustainable Lending

## Auto Financing for Electric Vehicles (EVs) and hybrid cars

As part of our efforts to incentivize sustainability, we offer discounted profit rates for personal auto finance if those are utilized for the purchase of electric vehicles (EV) or hybrid cars. Since our first finance was issued in 2013, the number grew steadily and as of this year, we have issued more than 360 finances to EV or hybrid car owners, nearly double of what was accounted for last year.





## Sustainable Finance Working Group

With our commitment to contribute to the development of a long-term sustainable financial market, we are a key member of the Dubai Sustainable Finance Working Group. The Group was launched in line with the UN SDGs and Dubai's Strategic Plan 2021 and visions of the Dubai Financial Market (DFM) and the Dubai International Financial Centre (DIFC).

The Group aims to bring together representatives of leading banks, public and private companies, and financial institutions in Dubai, to collectively work together on creating a sustainable financial hub in the region, particularly in the areas of Environment, Social and Governance (ESG) integration, cultivating sustainable companies and green financial instruments, and encouraging responsible investing.

We are proud to be a dedicated part of this fundamental initiative and remain committed to Dubai's sustainable development ambitions, as responsible investing with sustainability in mind is a key driver for the strategic growth of Dubai Islamic Bank.

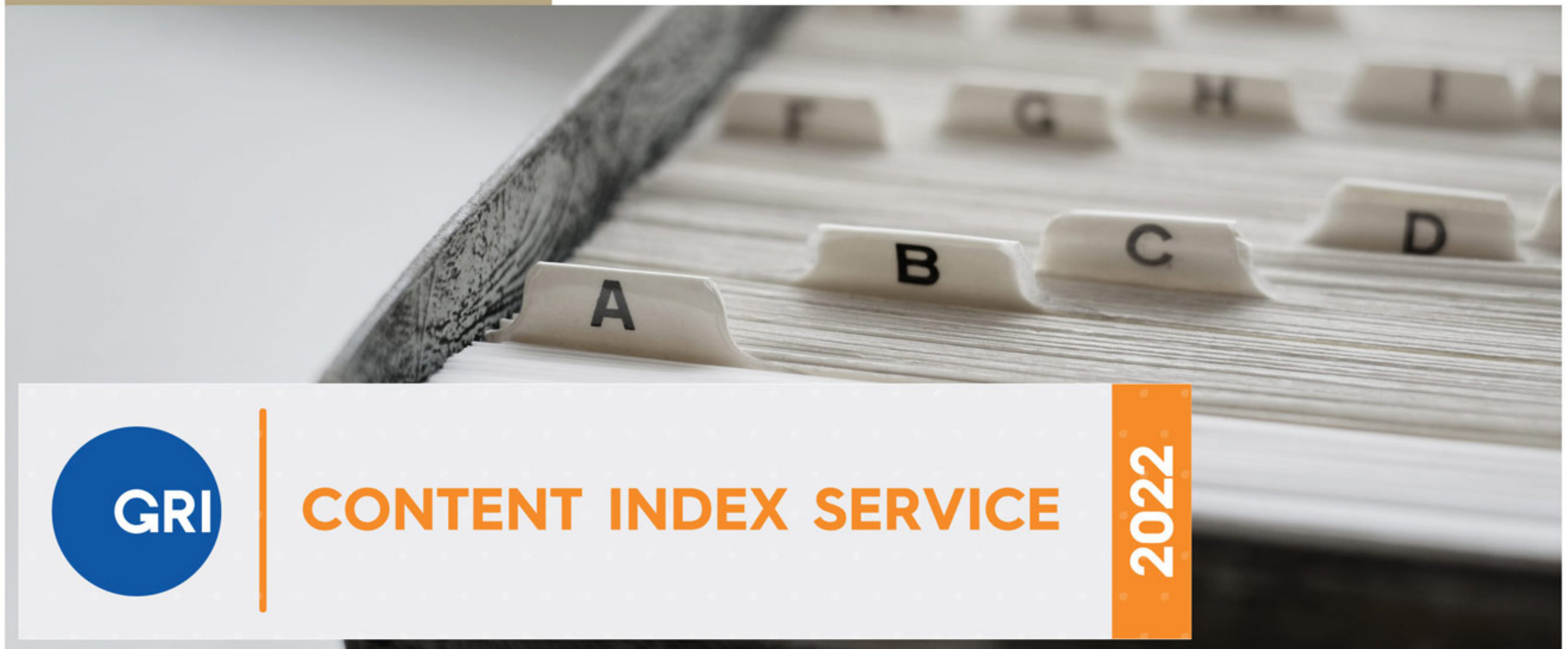


DFM & DIFC launch the Dubai Sustainable Finance Working Group with 10 leading local and international institutions (July 2019)



Launch of the DSFWG Framework [4 key pillars] at World Green Economy Summit (October 2019)





For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. The service was performed on the English version of the report.

### GRI Standards

GRI Standard	Disclosure	Page Number(s), URL reference, or notes.	Reason for Omission
GRI 101: Foundation 2016			
GRI 102: General Disclosures 2016			
Organizational Profile	102-1	Name of the organization	7
	102-2	Activities, brands, products, and services	7
	102-3	Location of headquarters	7
	102-4	Location of operations	7, 37
	102-5	Ownership and legal form	8
	102-6	Markets served	7
	102-7	Scale of the organization	7, 10
	102-8	Information on employees and other workers	29, 30
	102-9	Supply chain	12
	102-10	Significant changes to the organization and its supply chain	7
	102-11	Precautionary Principle or approach	27
	102-12	External initiatives	11
	102-13	Membership of associations	11



GRI Standard		Disclosure	Page Number(s), URL reference, or notes.	Reason for Omission
<b>Strategy</b>	102-14	Statement from senior decision-maker	5, 6	
	102-15	Key impacts, risks, and opportunities	4, 5, 6, 11	
<b>Ethics and Integrity</b>	102-16	Values, principles, standards, and norms of behavior	22	
	102-17	Mechanisms for advice and concerns about ethics	22	
<b>Governance</b>	102-18	Governance structure	22	
	102-19	Delegating authority	22	
	102-20	Executive-level responsibility for economic, environmental, and social topics	20	
	102-21	Consulting stakeholders on economic, environmental, and social topics	12, 16	
	102-22	Composition of the highest governance body and its committees	20	
	102-23	Chair of the highest governance body	20	
	102-25	Conflicts of interest	20	
	102-26	Role of highest governance body in setting purpose, values, and strategy	20	
	102-29	Identifying and managing economic, environmental, and social impacts	20	
	102-30	Effectiveness of risk management processes	20	
	102-31	Review of economic, environmental, and social topics	12, 16	
	102-33	Communicating critical concerns	Refer to the DIB Corporate Governance Report 2021 available in the Integrated Report 2021 found on the DIB Website	
<b>Stakeholder Engagement</b>	102-40	List of stakeholder groups	15	
	102-41	Collective bargaining agreements	Collective bargaining is not permitted by law within the UAE.	
	102-42	Identifying and selecting stakeholders	15	
	102-43	Approach to stakeholder engagement	15	
	102-44	Key topics and concerns raised	15	
<b>Reporting Practices</b>	102-45	Entities included in the consolidated financial statements	3	
	102-46	Defining report content and topic Boundaries	3	
	102-47	List of material topics	16	



GRI Standard		Disclosure	Page Number(s), URL reference, or notes.	Reason for Omission
Reporting Practices	102-48	Restatements of information	Refer to the DIB Annual Report 2021 available in the Integrated Report 2021 found on the DIB Website.	
	102-49	Changes in reporting	Refer to the DIB Annual Report 2021 available in the Integrated Report 2021 found on the DIB Website.	
	102-50	Reporting period	3	
	102-51	Date of most recent report	3	
	102-52	Reporting cycle	3	
	102-53	Contact point for questions regarding the report	3	
	102-54	Claims of reporting in accordance with the GRI Standards	3	
	102-55	GRI content index	50	
	102-56	External assurance	3	
<b>Material Topics</b>				
<b>GRI 200 Economic Standard Series</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	10, 11, 12	
	103-2	The management approach and its components	10, 11	
	103-3	Evaluation of the management approach	10, 11	
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	10	
	201-2	Financial implications and other risks and opportunities	27	
	201-4	Financial assistance received from government	Refer to the DIB Annual Report 2021 available in the Integrated Report 2021 found on the DIB Website	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	15	
	103-2	The management approach and its components	15	
	103-3	Evaluation of the management approach	15	
GRI 202: Market Presence 2016	202-2	Proportion of senior management hired from the local community	29	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	29	
	103-2	The management approach and its components	29	
	103-3	Evaluation of the management approach	29	



GRI Standard		Disclosure	Page Number(s), URL reference, or notes.	Reason for Omission
<b>GRI 204: Procurement Practices 2016</b>	204-1	Proportion of spending on local suppliers	12	
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	20	
	103-2	The management approach and its components	20	
	103-3	Evaluation of the management approach	20	
<b>GRI 205: Anti-corruption 2016</b>	205-1	Operations assessed for risks related to corruption	20	
	205-2	Communication and training about anti-corruption policies and procedures	Refer to the DIB Corporate Governance Report 2021 available in the Integrated Report 2021 Refer to the DIB Annual Report 2021 available in the Integrated Report 2021 found on the DIB Website	
	205-3	Confirmed incidents of corruption and actions taken		
<b>GRI 300 Environmental Standard Series</b>				
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	38	
	103-2	The management approach and its components	38	
	103-3	Evaluation of the management approach	38	
<b>GRI 302: Energy 2016</b>	302-1	Energy consumption within the organization	39	
	302-3	Energy intensity	38	
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	38	
	103-2	The management approach and its components	38	
	103-3	Evaluation of the management approach	38	
<b>GRI 303: Water and Effluents 2018</b>	303-1	Interactions with water as a shared resource	In 2021, no specific mechanism for the interaction with water as a shared resource were in place	
	303-2	Management of water discharge-related impacts	In 2021, no specific mechanism for the management of water discharge-related impacts were in place	
	303-4	Water discharge	39	
	303-5	Water consumption	40	
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	38	
	103-2	The management approach and its components	38	
	103-3	Evaluation of the management approach	38	



GRI Standard	Disclosure	Page Number(s), URL reference, or notes.	Reason for Omission
<b>GRI 300 Environmental Standard Series</b>			
<b>GRI 305: Emissions 2016</b>	305-1	Direct (Scope 1) GHG emissions	39
	305-2	Energy indirect (Scope 2) GHG emissions	39
	305-5	Reduction of GHG emissions	39
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	38
	103-2	The management approach and its components	38
	103-3	Evaluation of the management approach	38
<b>GRI 306: Waste 2020</b>	306-1	Waste generation and significant waste-related impacts	40
	306-2	Management of significant waste-related impacts	In 2021, no specific mechanism for the management of significant waste-related impact were in place
	306-3	Waste generated	40
<b>GRI 400 Social Standard Series</b>			
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	29
	103-2	The management approach and its components	29
	103-3	Evaluation of the management approach	29
<b>GRI 401: Employment 2016</b>	401-1	New employee hires and employee turnover	29, 30
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Refer to the DIB Annual Report 2021 available in the Integrated Report 2021 found on the DIB Website
	401-3	Parental leave	32
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	30
	103-2	The management approach and its components	30
	103-3	Evaluation of the management approach	30



GRI Standard	Disclosure	Page Number(s), URL reference, or notes.	Reason for Omission
<b>GRI 400 Social Standard Series</b>			
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1	Occupational health and safety management system	Refer to the DIB Annual Report 2021 available in the Integrated Report 2021 found on the DIB Website
	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	
	403-5	Worker training on occupational health and safety	
	403-6	Promotion of worker health	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
	403-8	Workers covered by an occupational health and safety management system	
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	29
	103-2	The management approach and its components	29
	103-3	Evaluation of the management approach	29
<b>GRI 404: Training and Education 2016</b>	404-1	Average hours of training per year per employee	29
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	29
	103-2	The management approach and its components	29
	103-3	Evaluation of the management approach	29
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1	Diversity of governance bodies and employees	30, 29
	405-2	Ratio of basic salary and remuneration of women to men	30
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	In 2021, no incidents of discrimination were reported
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 406: Non-discrimination 2016</b>	406-1	Incidents of discrimination and corrective actions taken	
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	Based on our supplier assessment, none of our suppliers are identified to be at risk of child labor
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 408: Child Labor 2016</b>	408-1	Operations and suppliers at significant risk for incidents of child labor	



GRI Standard		Disclosure	Page Number(s), URL reference, or notes.	Reason for Omission
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	Based on our supplier assessment, none of our suppliers are identified to be at risk of forced or compulsory labor	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor		
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	33	
	103-2	The management approach and its components	33	
<b>GRI 413: Local Communities 2016</b>	413-1	Operations with local community engagement, impact assessments, and development programs	33	
	413-2	Operations with significant actual and potential negative impact on local communities	33	
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	12	
	103-2	The management approach and its components	The information on Supplier Social Assessment is handled by the legal department and is considered confidential i.e. the information cannot be publicly disclosed.	Confidentiality Constraints - The information on Supplier Social Assessment is handled by the legal department and is considered confidential i.e. the information cannot be publicly disclosed. The Bank is currently revising it and considering reporting on this disclosure for next year
	103-3	Evaluation of the management approach		
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1	New suppliers that were screened using social criteria		
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	16	
	103-2	The management approach and its components	This information is handled by the legal department and is considered confidential i.e. the information cannot be publicly disclosed.	Confidentiality constraints - The information on Supplier Social Assessment is handled by the legal department and is considered confidential i.e. the information cannot be publicly disclosed. The Bank is currently revising it and considering reporting on this disclosure for next year
	103-3	Evaluation of the management approach		
<b>GRI 417: Marketing and Labeling 2016</b>	417-1	Requirements for product and service information and labeling		
	417-2	Incidents of non-compliance concerning product and service information and labeling		
	417-3	Incidents of non-compliance concerning marketing communications		
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	Refer to the DIB Corporate Governance Report 2021 available in the Integrated Report 2021 found on the DIB Website	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
<b>GRI 418: Customer Privacy 2016</b>	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	23	





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