



بنك دبي الإسلامي
Dubai Islamic Bank

#ReadyForTheNew



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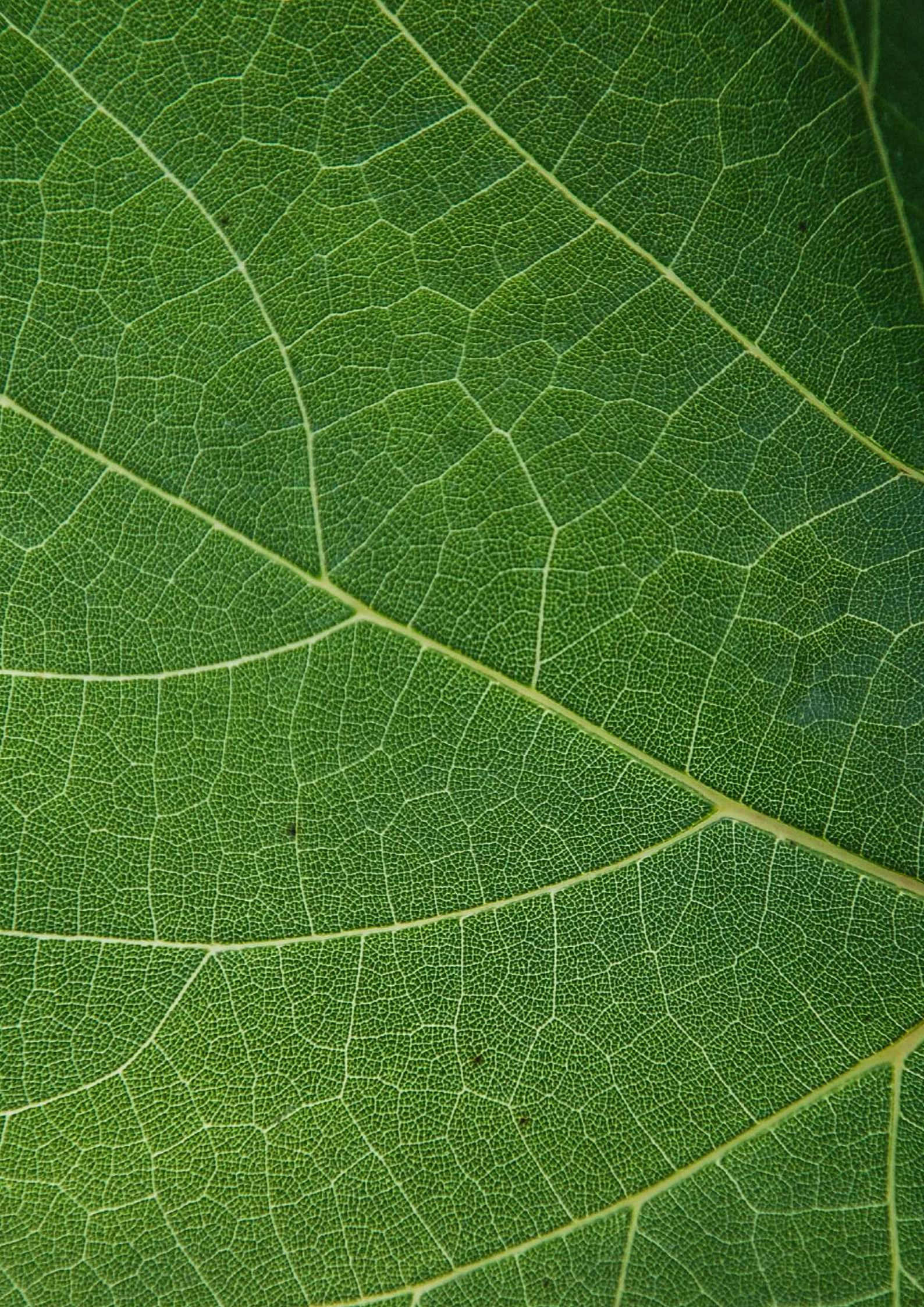




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CHAIRMAN'S MESSAGE



His Excellency Mohammed Ibrahim Al Shaibani

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

The UAE has successfully cemented its position as a symbol of economic and technological progression and is acknowledged globally amongst the best nations to live and work in the world today. These progressions have led to many national achievements that have created benchmarks and have set the pace of development in the region.

As the global economy moves towards a more sustainable environment where the preservation of natural capital has now become a top priority, the UAE have been persistent in its support of the United Nations Sustainable Development Goals (UN SDGs) whilst making strong progress towards its national indicators and initiatives on the UN SDGs.

I am delighted to share with our stakeholders the Bank's progress on the ongoing sustainability journey laid out in the DIB 2022 Sustainability Report and the milestones achieved so far. The report is also a testament to the strong ambitions that the Bank has to become a leading sustainable financial institution in the region and beyond.

The Bank remains committed to playing a critical role in improving the livelihoods of the community with proactive support for humanitarian causes in areas such as healthcare and education amongst others which have benefited around 70,000 needy beneficiaries. These contributions have expanded beyond the UAE into Central Asia supporting infrastructure development in underdeveloped areas as well as helping alleviate food scarcity in Eastern Africa. In addition, the Bank participated in the 1 billion meal campaign by the Mohammed Bin Rashid

Al Maktoum Global Initiative where humanitarian support was provided by distributing food from the UAE to vulnerable communities in 50 countries, a landmark milestone for the UAE, which DIB was proud to be part of.

With the UAE hosting another significant global event this year - COP 28 which is backed by the United Nations, the Bank has started to work with various local authorities to ensure that the UAE and the world continue to advance on global climate aspirations. The Bank remains committed to facilitating proactive and high-level dialogue between key stakeholders, policy makers, regulators as well as businesses, and the international investor community, geared towards minimising undesirable and harmful activities that can impair the global environment.

As evidence of the Bank's pursuit in this space, the first Sustainable Finance Framework was established followed immediately by the inaugural sustainable Sukuk issuance by any financial institution in the UAE.

As a leading Islamic bank of the nation and the world over, DIB is proud to spearhead the sustainability agenda within the banking sector collaborating with other players to achieve the common objective of supporting the UAE's ambitious vision to lead the world in launching initiatives that serve human communities and enable them to achieve the UN SDGs.



GROUP CEO'S MESSAGE



Dr. Adnan Chilwan

Group Chief Executive Officer of
Dubai Islamic Bank

From being a young nation that was formed just over 51 years ago, to today, a country that is a force to reckon with, the UAE has been constantly fuelling its ambitions to be a leader of change, progression, and a front-runner in the global sustainability space.

While the nation continued to progress on its environment and climate ambitions which saw major pledges on Net Zero and setting up the pathway towards hosting the upcoming COP 28, the leadership of Dubai remains committed to its sustainability ambitions placing them as amongst the top priorities for the year in line with the recently launched Dubai Economic Agenda D33.

As an organisation that has grown hand in hand with this great nation, Dubai Islamic Bank has aligned its ambitions and ESG Vision to that of the UAE underscoring its commitment to supporting the sustainable economic development of the country. Accordingly, the year saw the acceleration of our ESG ambitions with major milestones and landmark transactions achieved during the period.

The launch of DIB's Sustainable Finance Framework followed by our inaugural Sustainable Sukuk of USD 750 million sets out the Bank's strong commitment to allocating financing towards eligible green and social projects in key areas such as renewable energy, clean transportation, green buildings, and affordable housing to name a few. The Bank has also significantly expanded its ESG funding during the year booking new green financing of approximately AED 1 billion within corporate sectors. In addition, our commitment to the environment has been gaining momentum over the past several years having participated in more than USD 7 billion of green Islamic capital market transactions globally.

We note the critical importance of the threat posed by climate and environmental risks globally and have strengthened our risk management models and frameworks to incorporate ESG risks as part of the due diligence in our banking activities. ESG risk policies as well as ESG credit risk scorecards for corporate customers are some of the enhancements that have been made which will help the bank mitigate the impact of climate, environmental and social risk.

We have started engaging with key stakeholders such as regulators, UN agencies, and international environmental and sustainability rating agencies to help the Bank strengthen its sustainability reporting disclosures and explore commitments towards reducing our carbon footprint through strategic alliances and partnerships.

As a result of our ongoing efforts to upscale our sustainability aspirations, we have enhanced the DIB Sustainability Report for 2022 with improved disclosures and expanded coverage. This ensures that we aim to cover, monitor, and assess the impacts of our operations within the UAE. The report also highlights the key strategic ESG objectives which the Bank will focus on in the coming years. These enhanced objectives have been developed following a refresh of our stakeholder materiality exercise given the fast-evolving market dynamics, changing regulations and new national agenda announcements by the government toward making the country a hub for sustainability. This has also enabled DIB to realign its focus on high priority issues that are important to the Bank and its stakeholders and to further set the strategic focus towards building a more sustainable financial institution that will lead in this space.

We at DIB are excited to see the Bank's sustainable transformation taking shape as we inject ESG into our business operations. DIB will not just be a financial enabler towards the UAE's green economy ambitions, but also a catalyst for sustainable development in the region and the world at large in the years to come.

OVERVIEW OF THE REPORT

(GRI 2-2, GRI 3-2)

About this Report

We present our second Sustainability Report which provides an insight into the processes being followed by the bank and its incessant endeavours to build a unified path for development and conservation. This report outlines how we live our ESG vision to “Own the ESG Space” and it represents an additional channel where we are able to communicate with stakeholders.

This report highlights our ESG activities and progresses pertaining to the period from 1 January 2022 to 31 December 2022, unless otherwise stated. Any material events after 31 December 2022 and up until the Board approval of this report on 24 January 2023, have also been included to form part of this report.

The information presented in this report has been prepared in reference to the Global Reporting Initiative (GRI) 2021 standards and the ESG Reporting Guidance issued by Dubai Financial Market (DFM) in 2019. The report also outlines our contribution to relevant UN SDGs.

At DIB, we follow an operational control approach to our sustainability reporting, and the scope of the report covers operations in our control in the UAE, including our headquarters, corporate offices, and branches. The scope boundary of our ESG performance data is disclosed within the data performance tables and the supplementary information in the appendix of this report. We intend on expanding our scope in the future to include subsidiaries in and outside of the UAE to enhance our reporting on our ESG performance for the Group. Our financial performance figures however cover all of DIB's Group (Dubai Islamic Bank and its subsidiaries) in and outside of the UAE.

Contact point

For all queries and further information about this report, 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 disclosures have been independently audited by Deloitte.





DIB AT A GLANCE (GRI 1-2)

About DIB

We are one of the largest (in terms of assets) and first full-service Islamic banks in the world. We provide banking and related services based on Islamic Sharia principles to a wide range of customers within the retail, corporate and consumer banking with the primary objective to maintain our position as the leading Islamic financial institution in the Middle East region as well as in other selected strategic markets. DIB is listed on the Dubai Financial Market (DFM) as a public joint stock company and has been registered under the Commercial Companies Law No 8 of 1984.

History, Foundation & Journey of the Bank

Officially inaugurated in 1975 by HH Shaikh Rashid bin Saeed Al Maktoum, DIB was the world's first full-fledged Islamic bank, adopting the principles of Sharia in all its practices. Over the past 47 years, we have established ourselves as the leading Islamic bank in the UAE and continue to set the tone for Islamic Finance to be viewed as a strong and viable option to conventional banking.

Reflecting our long-term vision and purpose, DIB embraced a newly introduced positioning #ReadyForTheNew as a new norm for banking, to move ahead into the future and embrace all opportunities. This aligned with our overall vision to be the most progressive Islamic financial institution in the world.

With a portfolio of over 5 million customers across the DIB Group, we continue to offer our consumer base a range of innovative Sharia compliant products and services including a selection of new sustainable products, across our geographical footprint.

Ownership structure

Dubai Islamic Bank is %27.97 owned by the Investment Corporation of Dubai, which is the principal investment arm of the Government of Dubai; whilst the remaining majority of the shareholding is open to the public.

In 2001, the Group acquired a %27.3 stake in Bosna Bank, the first Sharia-compliant bank in Europe. Following this in 2005, DIB acquired a %60 stake in the Bank of Khartoum (BoK) in Sudan and since then has been reducing it to a current %29.5. Additionally, during the same year, it established a representative office in Turkey. In 2006, the Group established DIB Pakistan, the Bank's first %100 owned subsidiary, offering Islamic banking services in Pakistan. In 2014, the Group expanded its track to Indonesia and acquired a %24.9 stake in PT Bank Panin Dubai Syariah which increased to %38.3 in 2015, and currently stands at %25.1. Finally, in 2017, the Bank expanded its footprint into Africa obtaining a banking licence to operate a %100 wholly owned subsidiary in the form of DIB Bank Kenya.



WHAT IS DIB PRIMARILY ENGAGED IN? (GRI 2-6)

The principal activities of the Group are focused on five core business areas: (i) Consumer Banking; (ii) Corporate Banking; (iii) Real Estate & Contracting Finance; (iv) Investment Banking; and (v) Treasury.

Consumer Banking

Having served more than 2 million customers in the UAE, our Consumer Banking division offers its retail and business banking services through a network of over 50 branches and nearly 600 ATMs and CCDMs across the UAE. We offer a broad range of retail products and services that include: Auto Finance, Sharia-compliant Cards, Personal Finance, Home Finance and SME Solutions.

Corporate Banking

Our Corporate Banking division has sector-specific focus units which target clients across both the private and public sectors. Corporate Banking manages relationships, including sovereigns/GREs, large corporates, middle market, contracting finance and real estate finance companies, and is instrumental in leveraging its client relationships to cross-sell other products offered by DIB, including investment banking and treasury services.

Investment Banking

Investment Banking is a leading regional and global participant in the Islamic finance markets, assisting its clients, which include sovereigns, government-related entities, corporates and financial institutions, with every aspect of their funding requirements. The division provides innovative Sharia-compliant capital raising and structured financing solutions and have a diversified product suite with a focus on sukuk structuring, execution and syndicated and club financing transactions including advisory.

Treasury

Treasury offers a comprehensive range of products backed by DIB's expert understanding of local and international markets. Its principal customers are corporate clients, financial institutions, high net worth individuals and SMEs. It is also responsible for managing DIB's liquidity requirements, fixed income portfolio and capital markets funding.

Real Estate & Contracting Finance

The Group plays a significant role in supporting corporate real estate developments, including the construction of the commercial property and residential estates. Standard Islamic financing products being offered include: Istisna financing, Murabaha acquisition finance, Diminishing Musharaka, and Ijara Lease financing.

Why is ESG important to DIB?

In line with our 2030 ESG Strategy and driven by the UAE's long-term Net Zero agenda, the Bank has placed a strong focus on sustainability, while supporting key initiatives in Dubai and the rest of the UAE. Being one of the world's leading Islamic financial institutions, ESG and Corporate Social Responsibility ("CSR") have always been part of our Islamic Financing principles and DNA.

With our strong focus on sustainable, green and social financial products and services, we recently published our Sustainable Finance Framework and have begun issuing Sustainable Sukuks.

DIB'S GEOGRAPHICAL FOOTPRINT (GRI 2-1)

DIB's geographical footprint covers the UAE, Indonesia, Pakistan, Kenya, Bosnia, Turkey and Sudan.

International Geographic Presence & Branch Numbers



Corporate Vision:

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

Purpose:

To instil simplicity and convenience in all our offerings through a personal and engaging experience aligned to global sustainable practices for a better future.

THE DIB VALUES

The values of an organisation define not just the ethos of the company, but it sets the tone for what shareholders, customers and societal stakeholders can expect from an organisation. DIB's vision has been further strengthened with a revised purpose and positioning complemented by a set of 5 key values - ICARE, aimed at serving customers globally with the same business conduct and ethics.

- I** Inclusive - Accessible to all, and most importantly, without bias.
- C** Collaborative - Connected together as a team to deliver banking with ease.
- A** Agile - Deliver faster solutions and provide happy experiences.
- R** Responsible - Fair, transparent and accountable in making responsible decisions
- E** Engaged - Passionate and committed to delivering fulfilling journeys.

MEMBERSHIP ASSOCIATIONS FOOTPRINT (GRI 2-28)

At DIB, we work alongside key industry groups within the UAE region with a focus on Islamic financing, sustainable financing and investor relations.

Dubai Sustainable Finance Working Group (DSFWG)	Middle East Investor Relation Association
Dubai Financial Market (DFM)	UAE Banks Federation
Emirates Institute for Banking and Financial Studies (EIBFS)	Islamic Financial Services Board (IFSB)

SPOTLIGHT ON AWARDS AND ACHIEVEMENTS

We have been recognised across different platforms for our leadership, excellence, and commitment to providing shared value to our stakeholders. DIB continues to be differentiated across the financial services industry for its inclusive growth initiatives time and again. The following awards, won this year, reaffirm the importance of such initiative and new ideas, that resonate with the Bank's core values of being progressive, and innovative.

MONTH	AWARD BODY	AWARD RECEIVED
November 2022	MEA Finance Awards 2022	Best Islamic Bank - UAE Best Sukuk Deal of the Year Best Sustainable Finance Initiative Banker of the Year - Dr. Adnan Chilwan
August 2022	Forbes Middle East	DIB ranked 10th amongst the Middle East's Top 30 Banks 2022
July 2022	Emirates Institute for Banking and Financial Studies (EIBFS)	The Best Engagement in the Training & Emiratization Award
June 2022	GCC GOV Youth Empowerment Awards 2022	Organisation of the Year for Youth Empowerment in Banking and Finance
June 2022	Forbes Middle East	DIB ranked amongst the Middle East's Top 100 Listed Companies 2022
May 2022	Islamic Finance News Awards	Kuwait Deal of the Year Best Islamic Retail Bank Best Islamic Bank - UAE Sovereign & Multilateral Deal of the Year Best Islamic Bank - DIB Kenya Hybrid Deal of the Year Turkey Deal of the Year Saudi Arabia Deal of the Year Overall Deal of the Year Overall Best Islamic Bank
May 2022	MEA Finance Banking Technology Awards 2022	Best Digital Innovation in Islamic Banking of the Year Best Islamic FinTech Solutions Implementation - Rabbit by Dubai Islamic Bank
January 2022	Al Bayan Magazine	DIB ranked 11th amongst Top 150 Arab Banks in the Middle East



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Social Media Numbers

DIB's social media channels form an integral part of the Bank's external communications mix. The platform has developed a deep & loyal followership over time and achieved the distinction of being the most followed Islamic Bank in the world on LinkedIn in 2022.

DIB social media channels deliver market leading engagements with a prime mix of brand, CSR and product conversations to achieve the goals of creating top of mind awareness and acquiring new to bank customers in the consumer banking space.

DIB is a market leader in the UAE banking social media space with a strong focus on high performing and engaging content, and customer interactions. DIB also benchmarks itself to international players and delivers on global best practices

DIB is an active player in the CSR and ESG space with social media being one of the key channels that forms a direct two-way communication link with the community especially the digitally savvy generation that aligned with the sustainability agenda.

	2020	2021	2022*
Engagement	1.3 million	2.2 million	13 million
Impressions	66.2 million	136 million	377 million
Followers	795k	903k	1.03 million

*Implementation of an advanced AI based acquisition approach and alignment to ongoing algorithmic upgrades by social media platforms resulted in a significant increase in engagements and impressions during 2022.





Financial Highlights 2022

The Bank reinforced its robust position as a leading Islamic financial institution, delivering solid performance during the year across all businesses and divisions despite the subdued financial market activity and a volatile geo-political environment. Our sustained strong performance over the past five years has allowed the Bank to grow with a CAGR of more than 4%, which is a testament to our continued focus on enhancing shareholder value. DIB is also well positioned to gain from the quick economic recovery after the global pandemic as the UAE gears itself to be a global hub for business, tourism, innovation, and sustainability.

Please refer to the data tables and to the financial statements for more information.

Credit Ratings

DIB's robust financial position is evidenced by the strong investment-grade credit rating provided by 3 international rating agencies. These ratings are supported by the bank's strong Islamic franchise, growing consumer business, solid liquidity and capital position, and improving profitability and asset quality metrics.

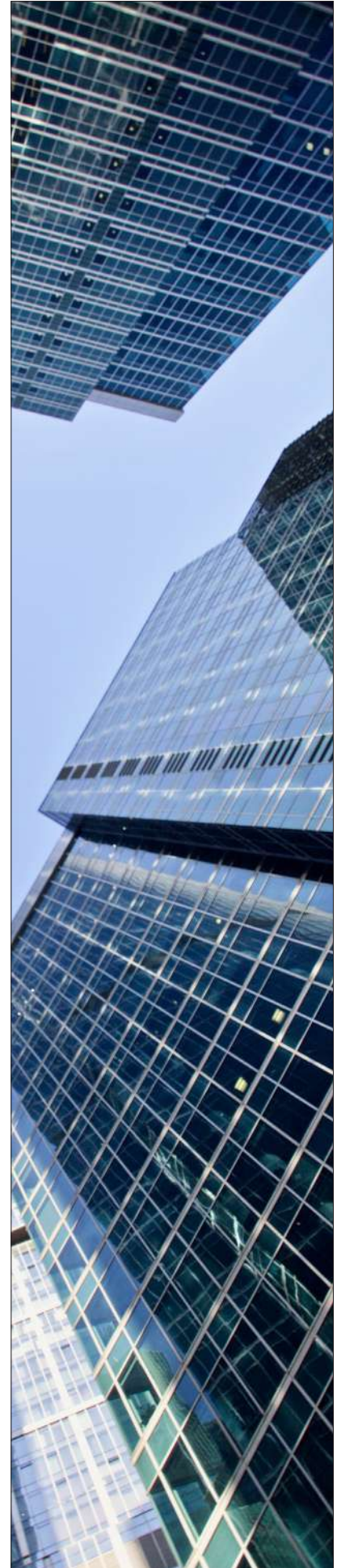
CREDIT RATING AGENCY	RATING	OUTLOOK
Moody's	A3	Stable
Fitch Ratings	A	Stable
Islamic International Rating Agency (IIRA)	A+/A1	Stable



ESG HIGHLIGHTS FOR THE YEAR

Our ESG highlights for 2022

1. Sustainable Finance Framework: We published our Sustainable Finance Framework which was assessed by Institutional Shareholder Services (ISS) ESG. The framework facilitates the financing of projects with social and environmental benefits in eligible financing categories.
2. Issuance of US \$705 million Sustainable Sukuk: First UAE bank to issue a Sustainable Sukuk and the largest one to come out of the GCC highlighting our strong commitment to Sustainable Finance, UAE's Net Zero agenda and the Dubai Clean Energy Strategy.
3. 2030 ESG Strategy: We have formalised our 2030 ESG Strategy comprising our ESG Vision, objectives, and strategic priorities and are on course to define the rest of our commitments.
4. ESG Credit Risk scorecard: We developed our ESG credit risk scorecard for corporate portfolios with the objective of capturing ESG risks that can affect the credit quality of DIB's customers across all sectors.
5. ESG Credit Risk Policy: We developed our ESG credit risk policy, which forms an extension of our wider credit risk policy, with the objective of highlighting the process of integrating ESG risks into the existing risk management framework.
6. Sustainable Finance: We have started to channel our financing portfolio to projects that promote the green transition and provide social and environmental benefits.
7. EVolve Auto Financing: We introduced "EVolve" Auto Finance, a holistic green solution that contributes to a cleaner environment encouraging customers to buy Electric and Hybrid cars.
8. Dubai Can: We participated as a key partner to Dubai Can and helped save the use of more than 136,000 plastic bottles (500 ml).
9. Waste recycling: We have partnered with authorised waste management service providers to recycle the waste generated in three of our selected branches.



CONTRIBUTION TO UN SDGS AND THE UAE VISION

Our contribution to the UN SDGs

At DIB, we believe our business values as an Islamic institution are strongly aligned to the UN SDGs, which resonate with the philosophy of ensuring a sustainable, resilient and inclusive future. We contribute to the below UN SDGs and will continue to do so in the future.

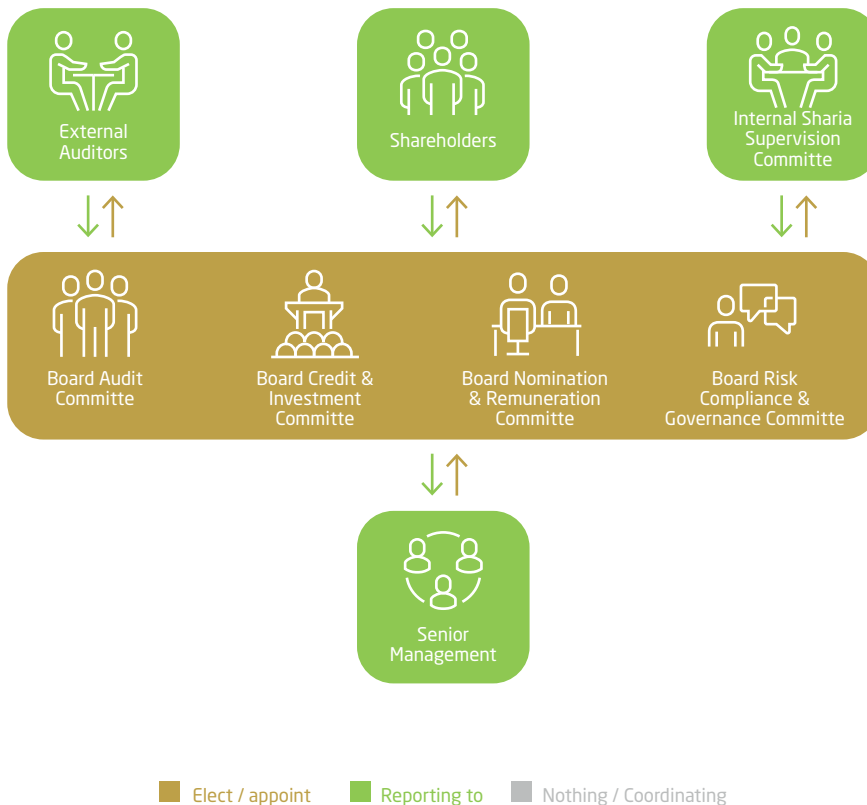
UN SDGS	ACTIONS ON UN SDGS
	<p>Zero Hunger</p> <p>Contributed over AED 11 million in humanitarian programmes that support distribution of food to vulnerable communities.</p>
	<p>Good Health and Wellbeing</p> <p>1768 employees participated in the DIB Active Programme that focused on employee health and wellbeing.</p> <p>Launched Breast Cancer Awareness Programme for women employees and their families.</p> <p>Provided more than AED 30 million in charitable contributions for supporting patients in need.</p>
	<p>Quality Education</p> <p>Contributed over AED 10 million to programmes supporting underprivileged students and low-income families.</p>
	<p>Gender Equality</p> <p>We continue to actively pursue gender diversity in our workforce and our current female representation stands at 695 female employees, representing 36% of our workforce.</p>
	<p>Decent Work and Economic Growth</p> <p>Stable economic performance with balance sheet size of nearly AED 290 billion.</p>
	<p>Reduced Inequalities</p> <ul style="list-style-type: none"> • 9 branches and 11 ATMs across UAE are fully accessible for people of determination, including wheelchair accessible teller counters, bathrooms, ramps and handrails. • DIB has provided nearly AED 2 billion of financing to SMEs including Middle Market.. • Partnered with KFI Global, a provider of financial education for teens and young adults, and launched a campaign as part of its financial literacy programme. Over 1,750 students have benefitted from the programme since its launch.
	<p>Sustainable Cities and Communities</p> <p>In 2022, contributed around AED 24 million to projects supporting affordable housing or strengthening the local community and its families.</p>
	<p>Climate Action</p> <p>Launched our Sustainable Finance Framework, which facilitates increasing our sustainable financing activities by defining eligible projects.</p> <p>Issued \$750 million of Sustainable Sukuk to facilitate financing of green, social and other sustainable initiatives and projects.</p>
	<p>Peace, Justice and Strong Institutions</p> <p>Strict Anti-bribery Policies.</p> <p>Close collaboration with the UAE government, due to ownership structures, to contribute to positive decision-making at all levels.</p> <p>Inclusive collaboration with NGOs and charities.</p>

DIB CORPORATE GOVERNANCE STRUCTURE

(GRI 2-11, GRI 2-12)

At DIB, we maintain robust corporate governance practices and believe this is the foundation of maintaining a well-managed business with the interests of our stakeholders being met. We base our approach to corporate governance on 4 key principles - responsibility, accountability, transparency, and fairness.

Our Corporate Governance structure (GRI 2-9)



Notes:

The Group Chief Risk Officer functionally reports to the BRCGC.

The Group Chief of Internal Audit functionally reports to the BAC.

The Group Head of Internal Sharia Audit reports to the BAC.

The Head of Internal Sharia Control Department reports to the Board.

The Group Chief of Compliance has direct access to the Board through the BRCGC.

Board Profit Distribution & Management Committee was established in December 2022 and shall commence operations in 2023.

The Board (GRI 2-13)

The Board is sufficiently diverse in its outlook and collectively has the appropriate balance of skills, experience, independence, and knowledge to enable it to discharge its responsibilities effectively. We acknowledge the importance of diversity as a driver of Board effectiveness and we are committed to supporting equal opportunities in line with our nomination policy.

At DIB, the Board has the responsibility to guide and approve our strategy, its vision, and its purpose and is supported by the following committees:

- (a) Board Audit Committee (BAC);
- (b) Board Credit and Investment Committee (BCIC);
- (c) Board Nomination and Remuneration Committee (BNRC);
- (d) Board Risk, Compliance and Governance Committee (BRCGC); and
- (e) Board Profit Distribution & Management Committee (BPDMC) (Committee was established in December 2022 and will commence operations in 2023).

Board Audit Committee

The BAC assists the Board in oversight responsibilities with respect to the integrity of our financial statements and controls over financial reporting, relationships with our external auditors, their effectiveness and independence, performance, effectiveness, and independence of the Internal Audit function, Sharia Audit function, and effectiveness of Group internal audit functions.

Board Credit and Investment Committee

The BCIC assists the Board in fulfilling its oversight responsibilities with respect to credit, investment, and collection/remedial decisions within the discretionary authority delegated to it by the Board.

Board Nomination and Remuneration Committee

The BNRC assists the Board in fulfilling its oversight responsibilities with matters relating to the composition, succession, remuneration, and assessment of the Board and its committees and has oversight of our strategic human resource matters and the compensation system.

Board Risk, Compliance, and Governance Committee

The BRCGC assists the Board in fulfilling its oversight responsibilities regarding the implementation of our governance, risk management, compliance and control frameworks, and their related operation and monitoring DIB's risk exposures, and providing strategic direction to ensure risks remain at an acceptable level. The Committee also enables a Group-wide view of our current and future risk position relative to our risk appetite and capital strength and ensures our compliance with legal and regulatory obligations.

Board Profit Distribution & Management Committee

The BPDMC provides robust oversight and a sound monitoring function to ensure that profit equalisation, including utilisation of reserves such as Profit Equalisation Reserve (PER) and Investment Risk Reserve (IRR), is appropriately checked and monitored. (Committee was established in December 2022 and will commence operations in 2023).

Senior Management, led by the GCEO, reports to the Board and its committees as appropriate, and includes but is not limited to:

- (a) The Group Chief Risk Officer, who reports to the Board Risk, Compliance and Governance Committee (BRCGC) and coordinates with senior management;
- (b) The Group Chief Compliance Officer, who reports to the GCEO and has direct access to the Board through the BRCGC;
- (c) The Head of Internal Sharia Audit, who reports to the Board and the ISSC (from a technical perspective) and coordinates with senior management;
- (d) Group Chief Internal Auditor, who reports to the BAC and coordinates with senior management; and
- (e) The Head of Internal Sharia Control Department reports to the Board and coordinates with senior management.

The Board and its committees continue to have oversight over the business and its operation, through a structured approach of reporting by senior management. Our financial performance, corporate strategy, risk management, corporate governance and people-related management is managed and monitored by the Board.

Please refer to our 2022 Corporate Governance Report for further information on the roles and responsibilities of the Board and its committees.

Senior Management

The Senior Management is led by the GCEO and is responsible to report to the relevant Board Committees and coordinate with other Senior Management teams.

Our forward-looking ESG oversight (GRI 2-14)

We recognise the importance of embedding ESG considerations into our strategy, risk management, and governance practices to ensure long-term value creation. Our developing commitments and targets taking part in our 2030 ESG Strategy will require oversight in order to progress toward meeting our goals. This will require robust ESG governance practices that will include structures and processes that enable DIB to set targets and measure and report against these targets. We are in the process of defining our ESG Governance Framework. The Governance Framework will aim to set out our ESG oversight at various levels within our organisation and will include operational and strategic responsibilities across each level. We recognise that these governance practices are critical in providing accountability and will be guided by purpose-driven ESG leadership from the Board and senior management.

Our current ESG risk governance (GRI 2-12)

As we continue to develop our 2030 ESG Strategy, we have integrated ESG into our risk management framework which is supported by our ESG credit risk scorecard and ESG risk policy. These two serve as a crucial part of establishing our ESG risk appetite and are consulted when assessing our ESG risk threshold. Currently, our Board has oversight of our ESG risk appetite statements and manages the risk with the support of the BRCGC.

Managing ESG risk is a priority for our business. Accordingly, our new 2022 ESG risk policy introduces our three lines of defence in alignment with our overall risk framework as follows:

First line of defence: assess risks at client onboarding and throughout financing decisions while engaging with clients to gather information on their ESG risks and mitigation plans.

Second line of defence: supports the

first line of defence in understanding and assessing ESG risks. As part of this line of defence, ESG risk policies, frameworks, and risk management tools are developed to further integrate ESG risks in our decision making.

Third line of defence: reviews the adequacy and compliance of the ESG risk management framework.

More information on how DIB oversees and mitigates ESG risks can be found in our “Embed ESG into decision making” section.

Business ethics: (GRI 2-27)

Conflicts of Interest (GRI 2-15)

At DIB, we aim to have full transparency of our business to all stakeholders. We regularly assess our practices and work to enhance these in the interest of our business and customers. DIB has a Conflict of Interest Policy to ensure the Board and Senior Management act in accordance with our values and UAE legislation. This policy is reinforced by the Codes of Conduct that apply to the Board and all employees.

Actual, potential or perceived conflicts are addressed in line with the Conflict of Interest Policy. Directors comply with the provisions set out in our Directors’ Code of Conduct and the Board’s Terms of Reference in respect of conflicts of interest management.

Sharia Compliance (GRI 2-27)

We have developed our Sharia Governance Framework to guide our business in all transactions. This framework structures the roles and responsibilities within the Bank and ensures our resilience and compliance with Sharia Principles.

DIB has an Internal Sharia Control Department (ISCD) whose role is to monitor the Bank’s compliance with Islamic Sharia. Information relating to Sharia compliance is embedded within reporting to the BRCGC who may invite the Head of the ISCD to

present and discuss any issues at Committee meetings. The ISCD works under the guidance of the Internal Sharia Supervisory Committee (ISSC), composed of scholars who independently supervise transactions, activities, and products and ensure they are compliant with Sharia in all its objectives, activities, operations, and code of conduct.

DIB also has an independent Group Internal Sharia Audit Department (ISAD) which forms an integral part of DIB’s internal control system (as part of the third line of defence) and its Sharia Governance Framework. The role of the ISAD is to provide assurance in respect of DIB’s compliance with Sharia carrying out its responsibilities in line with the Bank’s Sharia Governance Framework. The ISAD closely coordinates with the Group Internal Audit Department of DIB.

Codes of Conduct (GRI 2-17)

Directors’ Code of Conduct: Our Directors’ Code of Conduct sets out principles of ethics and conduct to guide Directors in performing their responsibilities.

Employee Code of Conduct (GRI 2-23): Our Code of Conduct outlines the rules of behaviour for our employees when dealing with colleagues, customers, suppliers, shareholders, and our community stakeholders, and covers topics such as whistleblowing, sharia principles, conflicts of interest and our information security guidelines. Upon joining and annually thereafter, employees electronically sign a declaration form confirming that they have read and understood the Code of Conduct and disclose any personal interest that may conflict with that of the Bank and its customers’ interests.

It is the collective responsibility of everyone at DIB to uphold our culture of no tolerance for breaches and to act in the spirit of the Code of Conduct. We, therefore, provide access to training through the digital knowledge platform and distribute periodic emails highlighting key aspects of the Code of Conduct for employees to refresh their knowledge.

Anti-Corruption and Fraud (GRI 205-2)

Our anti-corruption and fraud practices are communicated thoroughly to all employees upon joining DIB. In 2022, all employees received communication on our anti-corruption policies and procedures, with a total of 117 employees undergoing anti-corruption training and we aim to increase this number across relevant functions.

Whistleblowing (GRI 2-16, GRI 2-26)

We are committed to upholding the highest level of business ethics. As a leading Islamic financial institution, we promote an internal climate in which employees can raise genuine concerns without fear with the aim of deterring others from engaging in unethical or criminal conduct. Our Whistleblowing Policy applies to current employees who can raise concerns internally and who have reasonable grounds for any fraudulent activity and misconduct.

Tax Transparency (GRI 207-1,2,3)

At DIB, we understand our obligation to pay the due amount of tax, both ethically and legally. DIB operates with integrity in our tax compliance and reporting to ensure an honest and transparent relationship with all relevant stakeholders including government authorities, tax authorities, business partners, customers, and employees.

Compliance levels are monitored and reviewed on a regular basis by our tax team with any breaches treated as serious offences and reported to higher management.

Governance Policies (GRI 2-24)

The below policies are some of the policies that guide our corporate governance with employees, suppliers, auditors and investors. We review these policies annually and amend them according to regional and global requirements.

Anti-bribery and Anti-Corruption Policy	Internal Audit Charter
Personal Trading Policy	Remuneration Policy
Code of Corporate Governance	Related Party Transaction Policy
Conflict of Interest Policy	Group Sanctions Compliance Policy
Directors Code of Conduct	Sharia Governance Framework
Employee Code of Conduct	Stakeholder Engagement and Disclosure Policy
External Auditor Policy	Whistleblowing Policy
Group Anti Money Laundering combating financing of terrorism and KYC policy	Outsourcing Policy

Please refer to our 2022 Corporate Governance Report where you can find further information on policies, procedures and additional insights.



DIB'S ESG VISION AND 2030 ESG STRATEGY (GRI 22-2)

Our ESG Vision is to “Own the ESG space”. This represents our ambition to create a better tomorrow by harnessing the power of our reach in the transition to a more sustainable economy. We see ESG as an imperative for future business continuity and the need to take meaningful measures to incorporate it in all aspects of the operations is well recognised.

Developing an ESG strategy that ties back to our ESG Vision has been a core priority for us this year. In line with this, in 2022, we established our forward-

looking 2030 ESG Strategy which outlines our ambition and approach to a more sustainable future and supporting the UAE’s sustainability agenda. The ambition to ‘Own the Space’ is built on the framework of two main strategic pillars as part of our 2030 ESG Strategy where we want to focus our main ESG efforts to meet our ESG Vision - 1) Lead by Example and 2) Finance a Sustainable Future. While the first pillar focuses more on optimising the Bank’s internal operations, the second pillar strives to enhance the external impact of our ESG agenda.

Pillar 1: Lead by Example - to become a role model in sustainable practices and behaviours in our own operations and towards our employees.

Pillar 2: Finance a Sustainable future - to embrace sustainable business practices in serving our customers and communities.

Each pillar has 4 priority areas for which individual objectives and goals have been defined.

“Own the ESG space”

Strategic Pillars

Lead by Example



Finance a sustainable future

Priority Areas

- Embrace Diversity & Inclusion
- Enhance Employee Wellbeing
- Drive Transparency & Disclosure
- Reduce Operational Environmental Footprint
- Champion Business Ethics and Customer Privacy
- Propel Sustainable Finance
- Promote Financial Inclusion
- Embed ESG into decision making

Objectives

- Be the most diverse Islamic financial institution in our markets of operation
- Position ourselves as an employer of choice in the banking sector
- Disclose our financial and non-financial performance in-line with best-in-class standards
- Achieve Net Zero within operations and significantly reduce our footprint across waste, water and energy
- Be recognized as a trusted institution to our customers and business partners
- Significantly step up the share of our funding activities towards sustainable projects
- Be the preeminent banking partner to the underrepresented segments of society
- Fully integrate ESG risk assessment and mitigation into all our financing decisions

Our ESG Vision Explained

Our role as an Islamic financial institution is more than providing the right solutions responsibly, it involves:

- Promoting the welfare of the planet by reducing our environmental footprint and helping our customers embark on this journey;
- Driving sustainable change in the way we do business and serve our customers;
- Building a safe and respectful workplace where every employee knows that their voice will be heard;
- Connecting back with the market we operate in and becoming an example for contributing to the global sustainable development agenda; and
- Proactively participating in developing and implementing, sustainable finance policies and agendas, in partnership with government and industry bodies.

To ensure meaningful impact, we are in the process of setting commitments that are aligned with the above pillars and objectives which build on our ESG Vision and ambition.

A detailed explanation of the two pillars and the related priority areas mentioned above is provided in the Materiality Assessment section of this report.





STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

Stakeholder engagement (GRI 2-29)

Engagement with our stakeholders is crucial for the success of our business and our long-term ability to create value. We understand that our stakeholder groups have evolving expectations of us, which we capture on an ongoing basis. In 2021, we engaged with key internal and external stakeholders to identify our material ESG topics, which we revalidated in 2022.

We are in the process of updating our stakeholder engagement process to be able to identify and update the topics which could be material in the eyes of our stakeholders and to ensure that we address their interests and needs.

We define stakeholders as individuals and groups who are directly or indirectly affected by our operations and any party that has an interest or stake in DIB. The table below outlines our key stakeholder groups, our different engagement channels, the topics that are assessed to be important to stakeholders and our response to stakeholder needs and expectations to date.

STAKEHOLDER GROUP	ENGAGEMENT CHANNELS	TOPICS IMPORTANT TO STAKEHOLDER GROUP	HOW DID DIB RESPOND?
Customers	<ul style="list-style-type: none"> Website- Ongoing Call centre feedback through "Voice of the customer communications"- ongoing 	<ul style="list-style-type: none"> Customer experience Transparent banking practices Data privacy Digitisation Sustainable products and services 	<ul style="list-style-type: none"> DIB introduces customer charter Going green with EVOlve- DIB's sustainable auto finance Implementation of consumer protection regulation Programme WhatsApp services for customers
Employees	<ul style="list-style-type: none"> GCEO club- Quarterly Town halls- Quarterly Strategic communications - Monthly Intranet- ongoing 	<ul style="list-style-type: none"> Compensation and other employee benefits Sustainable performance and action of the company Career development Diverse workforce 	<ul style="list-style-type: none"> Improved learning and development for employees with corporate tie ups with renowned universities Introduced telehealth services for employees Enhancement of employee benefits
Shareholders/ investors	<ul style="list-style-type: none"> Shareholder General meetings- annually Investor relation reports- quarterly Financial report- quarterly Investor roadshows and meeting- need basis 	<ul style="list-style-type: none"> Increase financing towards sustainable products Financial performance of the company Transparent banking practice Ethical business practices and regulatory compliance 	<ul style="list-style-type: none"> Launched Sustainable Finance Framework Successfully priced its inaugural Sustainable Sukuk - a landmark US \$750 million issue Dedicated approximately AED 1 billion to Sustainable Finance in 2022
Community	<ul style="list-style-type: none"> Authorised charities and foundations- ongoing Physical meetings- need basis 	<ul style="list-style-type: none"> Societal impact and responsibility Action on reducing environmental footprint Increase financial literacy 	<ul style="list-style-type: none"> Zakat and Charitable donations of approximately AED 350 million Launched youth financial empowerment programme Saved more than 136,000 (500ml) plastic bottles, providing over 68,000 litres of filtered water in partnership with Dubai Can Donated to multiple Disaster Relief Programme.
Regulators	<ul style="list-style-type: none"> Shareholder General Meetings- annually Market disclosures- need basis Workshops- need basis 	<ul style="list-style-type: none"> Ethical business practices and regulatory compliance Emiratization Transparency and disclosure 	<ul style="list-style-type: none"> Enhanced market disclosures 45% of our workforce are Emiratis Close collaboration with the UAE Government Increased the scope and coverage of reporting

STAKEHOLDER GROUP	ENGAGEMENT CHANNELS	TOPICS IMPORTANT TO STAKEHOLDER GROUP	HOW DID DIB RESPOND?
Financial institutions	<ul style="list-style-type: none"> Market disclosures- need basis General Meeting- annually Quarterly financial report- quarterly 	<ul style="list-style-type: none"> ESG risk Sustainable and green financing 	<ul style="list-style-type: none"> Launched the Sustainable Finance Framework Strategic tie-ups with leading capital markets financial institutions
Rating Agencies	<ul style="list-style-type: none"> Rating reviews meeting- annually 	<ul style="list-style-type: none"> Credit rating Quality of the business portfolio ESG risk coverage 	<ul style="list-style-type: none"> Maintaining strong and stable ratings Developed our ESG risk scorecard and ESG credit risk policy
Suppliers	<ul style="list-style-type: none"> Onsite meetings- need basis Training sessions- need Basis Open communication - ongoing 	<ul style="list-style-type: none"> Local procurement Adherence to local labour laws 	<ul style="list-style-type: none"> 92% of procurement budget spent on local UAE suppliers Adherence to the supplier code of conduct
Group entities	<ul style="list-style-type: none"> Governed by Subsidiaries and Affiliates Governance Framework primarily through the control functions and international business function- ongoing 	<ul style="list-style-type: none"> Financial and sustainability performance of the Bank Stronger collaboration 	<ul style="list-style-type: none"> Stronger control and reporting processes through Governance Committees
The Market	<ul style="list-style-type: none"> Financial disclosures- annually Strategic announcements- ongoing AGM invites- annually Press releases- ongoing Physical meetings- need basis 	<ul style="list-style-type: none"> Transparency and disclosure Financial performance 	<ul style="list-style-type: none"> Enhanced reporting Stronger financial performance over the past few years



Materiality Assessment

(GRI 3-1, GRI 3-2)

In 2022, while developing our 2030 ESG Strategy, we focused on revalidating our first materiality assessment conducted in 2021. The purpose of the materiality revalidation was to ensure that we are continuously meeting stakeholder expectations and updating our priority areas for evolving ESG risks facing our business.

Our 2022 materiality assessment was performed using a 3-step approach which included identifying an extensive list of topics, assessing the way we impact and are impacted by these areas, and prioritising these accordingly.

In the first step, we identified an extensive list of ESG issues based on DIB's stakeholder's expectations, our

risks and opportunities, issues disclosed by industry peers and global reporting standards. The significance of issues was assessed by reviewing regulations and announcements of policymakers, published investor priorities, societal and customer expectations outlined in global and regional surveys and other pieces of thought leadership and global standards such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB). In the next step, our management team shortlisted relevant Material Topics based on DIB's business context and evaluated the financial and reputational risks associated with these issues on our operations and portfolio. In the final step, we engaged with our functional heads and Senior Management to

test the importance of the identified refreshed Material Topics from a business perspective and to confirm the extent to which these issues are considered as important by our stakeholders.

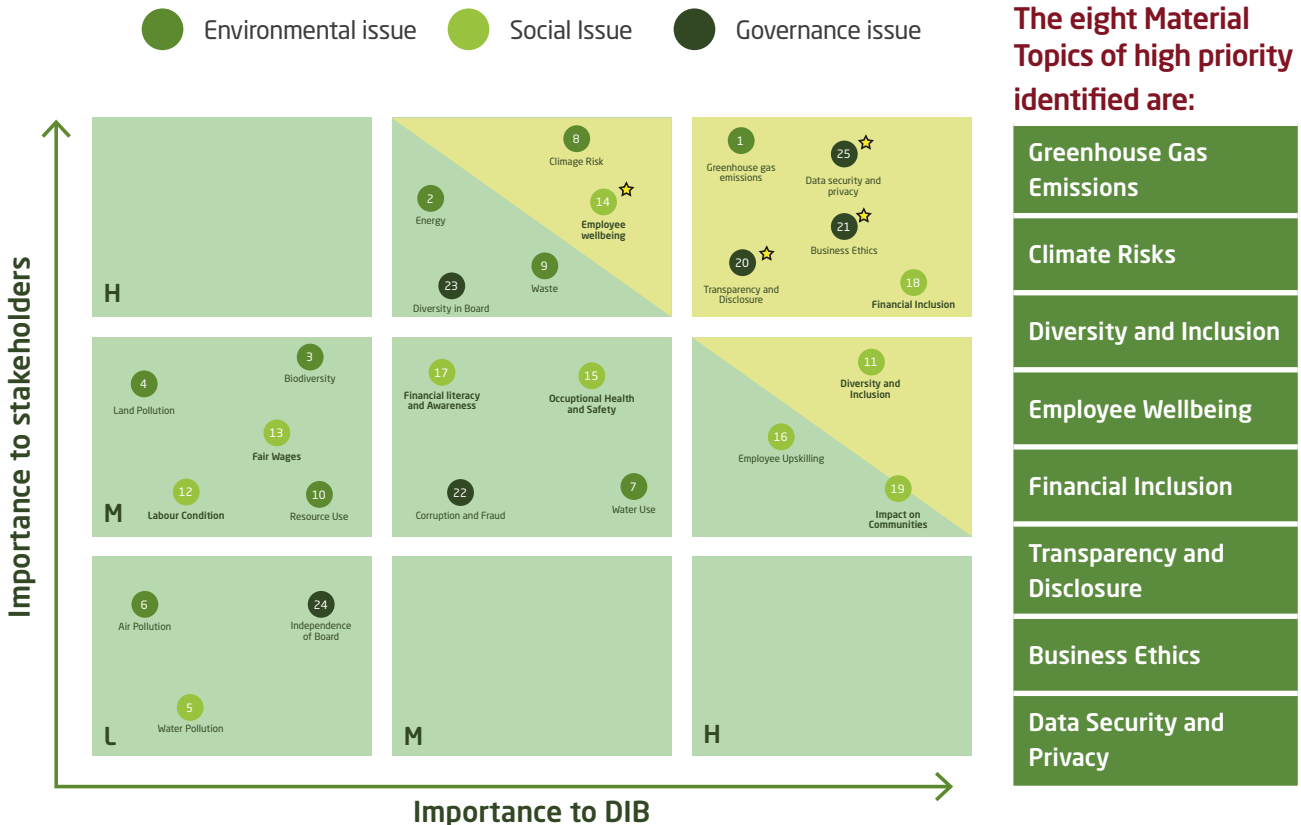
The inputs received from our 2021 materiality assessment together with our revalidation assessment of 2021 performed in 2022 were taken into consideration in finalising our materiality analysis in 2022 and deriving our materiality matrix. Our 2022 materiality assessment identified 19 topics to be important for both DIB's stakeholders and DIB's business, eight of which are considered Material Topics.

Materiality Matrix

The Material Topics that sit in the top right corner of the matrix are considered a priority for our business and our stakeholders.

The Material Topics identified in 2022 are in line with our 2030 ESG Strategy and the materiality assessment conducted in 2021. In our 2022

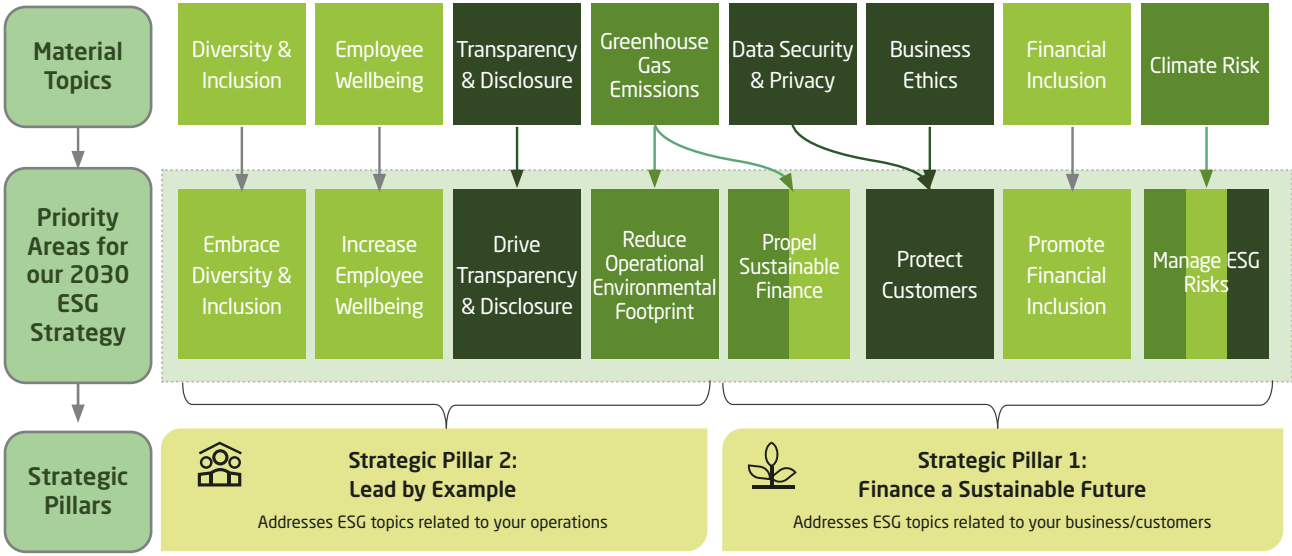
revalidation assessment, we identified Climate Risk and Greenhouse Gas Emissions as additional Material Topics this year to be material to stakeholders and DIB due to their growing importance,



particularly to the financial sector. Certain Material Topics identified in 2021 such as Sharia Compliance, Regulatory Changes, and Digital services were merged with Business Ethics, Transparency & Disclosure, and Financial Inclusion respectively this year.

Customer Service and Satisfaction are highly material to us and are addressed outside of our 2030 ESG Strategy within our overall Corporate Strategy. Once we identified our Material Topics through our materiality assessment, we assessed how to best prioritise

actions against these topics. We did this by understanding where we currently stand and what our ambition is across our Material Topics. We then translated the eight Material Topics into eight priority areas for our 2030 ESG Strategy, as shown in the diagram below.



● Environmental ● Social ● Governance

While most Material Topics map directly to a corresponding priority area, several topics were split or merged to address them more effectively. For example, we felt that Greenhouse Gas Emissions could be better addressed by splitting them into our operational (Reduce

Operational Environmental Footprint) and financed environmental footprint (Propel Sustainable Finance), as we have different levels of control over emissions in each domain and they will be primarily addressed by different teams. We also merged Business Ethics and Data

Security & Privacy into one priority area, Champion Business Ethics and Customer Privacy, as they both focus on doing right for our customers and ensuring we protect them.



PILLAR 1 - LEAD BY EXAMPLE (GRI 3-3)



Embrace Diversity and Inclusion

Our ambition

At DIB, we acknowledge that having a diverse and inclusive workforce is key to our success. With diversity and inclusion, we are able to bring in different skills and perspectives in the way we operate which contributes to improved business performance, innovation, increased job satisfaction, and a healthier workplace. We commit to fostering a diverse and inclusive work environment that offers great prospects for our employees of all backgrounds, and we strive to

continue expanding our team to ensure diversity and create an inclusive work environment that allows our employees to prosper. This includes diversity across gender, age, race, abilities, experiences, and perspectives.

In line with our 2030 ESG Strategy, we are in the process of developing our Diversity and Inclusion Policy which communicates our approach and commitment to ensuring a diverse and inclusive workplace.

Our approach

Gender Diversity (GRI 405-1)

At DIB, we have actively pushed in recent years to hire more female employees and thereby improved our gender ratio. Currently, over 36% of employees in our workforce are female and we strive for greater representation of women to achieve a healthy gender balance.

PARAMETER	EMPLOYEES	UNIT	2022
% Female Employees	% in overall workforce	%	36
	% in Senior Management	%	5.8

We are focused on attracting, retaining, and promoting women in the workplace. Two of our goals are to increase the presence of women in Senior Management and nominate and introduce more women candidates in the board and board nomination process. This will allow us to harness the full potential of women in contributing to the strategic direction of DIB.

The below table shows the number of male and female employees across Management:

CATEGORY	EMPLOYEES	UNIT	2022
Senior Management	Male	No.	18
	Female	No.	1
	<30	No.	0
	30-50	No.	6
	>50	No.	13
Middle Management	Male	No.	851
	Female	No.	167
	<30	No.	10
	30-50	No.	790
	>50	No.	218
Non Management	Male	No.	357
	Female	No.	527
	<30	No.	262
	30-50	No.	557
	>50	No.	65



Emiratisation (GRI 202-2)

With 45% of our employees being Emiratis, we remain fully aligned with the UAE's 'Projects of the 50' to boost Emiratisation in the private sector and are in line with the UAE Central Bank's Emiratisation requirement. For us, the focus is not retaining Emirati talent but also on ensuring that we provide meaningful job opportunities with the required on-the-job training to the Emirati Nationals recruited. Consequently, we strive to produce qualified, skilled, and competent industry leaders of tomorrow.

CATEGORY	UNIT	2021	2022
Percentage of Emiratis in the workforce	Percentage	45%	45%
Percentage of Emiratis in the Senior Management	Percentage	29%	26%

DIB has curated specific programmes in line with the Emiratisation agenda to attract and retain young talent.

Tatweer Programme: Focusing on young aspiring Emirati graduates, the programme is centred around building the essential skills and competencies required to thrive at the Bank. Each level in the programme covers important milestones in a learner's development journey to enable them to add greater value to their role and the organisation's growth.

Emirati Programme: A specialised programme for new Emirati graduates to prepare them to work in the banking sector through training in soft and technical skills.

Critical role: A customised development journey for UAE Nationals that assesses participants' abilities and grooms individuals for future critical roles.

People of Determination (PoD):

DIB strives to provide People of Determination (people with special needs or disabilities) with a safe and accessible work environment, providing equal opportunities to all job seekers. As a result, we have collaborated with the Ministry of Social Affairs and onboarded 16 individuals with different disabilities into the organisation.

We are also working on different initiatives to educate our employees on how to work with employees and customers who are differently abled. We are in the process of launching two major trainings for our employees:

- Sign Language Training for Arabic speakers; and
- Building awareness programme on interaction with People of Determination

Creating an environment that is welcoming and encouraging to People of Determination is one of our key focus areas and aligns with our 2030 ESG Strategy.

Enhance Employee Wellbeing

Our ambition

At DIB, we recognise that the wellbeing of our employees is a key element to the growth of our organisation and our people. As part of our 2030 ESG Strategy, we highlight our commitment to employee wellbeing and recognise it as a strategic focus area.

Our approach

Our 2030 ESG Strategy takes a holistic approach to ensure the wellbeing of our employees. Key focus areas for us include: providing employees with access to learning and development platforms and programmes, having a sense of belonging in the workplace and having the right infrastructure to support our staff to increase their productivity, which will all contribute to a happy and satisfied workforce. We have described below certain initiatives we have taken to align ourselves with our overall ambition. We also plan to continue expanding our wellbeing initiatives in 2022.

Employee Engagement and Training (GRI 404-2)

At DIB, we strive to develop a culture of learning that helps our employees upskill and acquire new skills throughout their careers. We have a dedicated learning and development team who look after employees' training and learning programmes. In 2022, we continued to partner with reputable universities to provide our employees opportunities to pursue further education. We have partnered with the following universities:

- Middlesex University
- Heriot Watt
- Hult Business School
- Canadian University
- University of Wollongon

Additionally, all permanent employees in DIB have access to our digital learning



platform, Knowingo, which provides access to training modules on the go. We will continue to create an environment of sustained learning and development to ensure our employees are well supported in reaching their professional and personal learning goals.

Case Study

DIB's talent management and learning & development achieved ISO 21001:2018 Certification for providing educational products and services capable of meeting the needs and requirements of learners and other beneficiaries. This award is a well-earned recognition that reflects the commitment and dedication to embracing a culture of learning and development.

Employee High Potential Programme:

The High Potential Employee Development Programme (HiPo) was launched in 2015 as part of DIB's talent management initiative to provide further training and networking opportunities for our future leaders. We have received positive feedback from past participants

and are now in our fifth cycle of HiPo. The programme is designed to provide high performing employees, career development opportunities while cementing a sustainable pipeline of leaders capable of supporting DIB's ongoing growth. The programme identifies employees from different departments and levels and ensures they are recognised and provided with the right development opportunities at an early stage to nurture their personal and career growth. The programme includes world-class structured development programmes focusing on building behavioural and leadership competencies, leadership mentoring, business coaching and finally an interactive leadership programme that takes place over a period of 5-6 months. The programme includes classroom workshops and diagnostic sessions.

The development plan is reviewed every six months to follow up on the individual's progress and measure impact through manager feedback. The focus for our fifth cycle of HiPo employee development will be on Junior and Middle Management levels.

Employee Health and Benefits

We, at DIB, care about our employees and are cognisant of the fact that the health and safety of our employees are paramount for us to create shared value for all. We are committed to providing a healthy work environment to our employees by introducing various employee-focused initiatives that aim to spread awareness on several health issues and provide best-in-class resources to help them improve their wellness.

Breast Cancer Awareness Programme

As part of DIB's wellbeing philosophy, a breast cancer awareness programme was announced in the month of September for all female employees and their female family members. The programme included workshops on teaching self-examination techniques and on creating awareness for medical treatments for a longer and healthier life.

Parental Leave

In 2022, 39 female employees and 49 male employees took parental leaves. The return-to-work rate stood at 100% for all employees returning from parental leave and a 100% retention rate. We make sure that female employees are given adequate support during and after pregnancy to smoothen the transition into work.

Telehealth Service

We ensure that our employees are continuously provided with best-in-class resources to improve their health and wellbeing. In alignment with the UAE's Ministry of Interior and National Emergency and Crisis and Disasters Management Authority, we have partnered with NAS, King's College Hospital, Mediclinic, and Prime Healthcare Group and provide an innovative application "Telehealth Service" which allows our employees to consult with a general practitioner free of charge and from the comfort of their home.

DIB Active:

In 2018, we launched our first corporate health and wellness programme for employees - "DIB Active". The objective of the programme is to encourage employees to lead healthier, fitter, and happier lives. With over 50 nationalities working at DIB forming a truly multicultural organisation, there is one common denominator of interest amongst our staff - health and wellness. In light of this, we have successfully developed and carried out a Bank-wide programme that not only aims to help our employees lead happier and healthier lives but also acts as a platform for employees to socialise and network outside the workplace. The programme consists of branch-wide tournaments for cricket, football, and volleyball alongside other sports activities like paintball, kayaking, table tennis, badminton, and go-karting. In 2022, 1,768 employees participated in 17 activities and events across DIB making the programme a continued success.



Drive Transparency and Disclosure

Our ambition

Transparency and disclosure go far beyond the regular reporting and compliance at DIB, rather, it is considered an essential element to building and maintaining trust with our stakeholders. We strive to promote a culture of transparency across all of our dealings by disclosing our financial and non-financial performance in line with best-in-class standards to build stakeholder confidence.

Our approach

Enhancing Reporting Boundary

Extending our reporting boundary and scope is key for us to improve our understanding of our overall ESG performance within our operational control across the Group to bring more transparency. We began this journey in this reporting period, with the scope of the report covering performance indicators relating to operations in our control in the UAE, including our headquarters, corporate offices, and branches. As we increase our reporting boundary to our Group entities in future periods, we will need to ensure there is effective communication with our subsidiaries to provide transparency of our DIB Group ESG performance.

ESG Reporting Standards

In 2022, we are reporting using the GRI 2021 standard. Our approach to ESG reporting is planned to be sustained with gradual enhancement. We recognise the need to expand our disclosures in future reporting periods to report in line with other global ESG standards, frameworks, and best reporting practices. As next steps, we will be looking at global standards such as the Sustainability Accounting Standards Board (SASB), the issuance of the final International Sustainability Standards Board (ISSB) standard and the Taskforce for Climate-related Financial Disclosures (TCFD) in the future. Reporting against the TCFD validates our commitment of integrating our ESG risks into our strategic decision-making and communicating our approach to our stakeholders.

Other Reporting Channels

With the release of our Sustainable Finance Framework in 2022, we commit that we will disclose the allocation and impact of proceeds on our eligible sustainable projects. In addition, we view policy statements as a way to institutionalise our approach to our Material Topics. At DIB, we commit to publishing policy statements addressing our approach to ESG and to Diversity and Inclusion. These statements will be expanded to our other Material Topics in future periods.

Reduce Operational Environmental Footprint

Our ambition

Our direct operations contribute to a relatively small part of our total environmental footprint as our financed emissions form a major portion of our overall emissions. Nevertheless, we are conscious of our operational environmental footprint and track our environmental data across our branches and offices. We continue to remain committed to reducing our operational environmental footprint across waste, water and energy through 2030.

Moving forward, our ambition is to gradually expand the scope of reporting to cover our entire value chain and we will be working on setting climate targets with established interim milestones to reduce our carbon emissions in our operations and portfolio.

Our approach

Energy (GRI 302-1)

Drawing on our aspiration of becoming a leading sustainable Bank, we at DIB are continuously driving transformations in our operations to reduce our environmental footprint. We are making concerted efforts to embed environmentally and socially responsible business practices in our operations. This includes various energy reduction initiatives undertaken, such as tracking and transparently disclosing our GHG emissions, regulating energy consumption in existing equipment, installing energy-efficient technologies,



implementing automated energy management solutions, and investing in energy-efficient architecture among others.

Thriving on an energy-efficient architecture

To align with our commitment to reducing the impact of our operations on the environment, we are investing in sustainable architecture. Energy efficiency is inherent across our brand-new office buildings - Al Maktoum and Al Nahda, which will become operational in 2023. Both buildings are aligned with the mandatory Dubai Green Building Regulations (DGBR).

We have incorporated the latest technology as well as process solutions to save energy consumption across our business infrastructure such as:

- Our new headquarters - Al Maktoum, is equipped with the latest energy-efficient technologies such as LED motion sensor lighting and triple glass panels for elevators.
- A Building Management System (BMS) is installed in both buildings for automated regulation of Air Conditioning (AC) temperature.
- Our brand-new office building - Al Nahda, has been constructed using insulated blockwork, which reduces the demand for AC.

With the goal of gradually decarbonising our energy consumption, we are steadily increasing the installation of energy-efficient technology across all our offices. We have already installed LED lighting in 50+ branches in the UAE.

As part of our aspiration to reduce the energy intensity of our operations, we are further working on developing energy-saving initiatives across our physical assets in the UAE.

Greenhouse Gas (GHG) emissions

At DIB, we have put in place an integrated strategy to manage our GHG emissions. We have been closely monitoring and transparently reporting our GHG emissions since 2021 and are looking to gradually expand our emission boundary and scope to achieve better results. As



part of our 2030 ESG Strategy, we are aiming to take on new emissions reduction targets and decarbonisation initiatives.

CATEGORY	UNIT	2021 SCOPE	2021	2022 SCOPE	2022
Scope 1*	tCO ₂ e	DIB UAE	227.3	DIB UAE	284.5
Scope 2	tCO ₂ e	DIB Dubai UAE	2,845	DIB UAE**	5,751.8
Scope 3***	tCO ₂ e	DIB UAE	20	DIB UAE	61.3
Total GHG emissions	tCO ₂ e	DIB UAE****	3,092.3	DIB UAE	6,036

* Petrol and diesel consumption, which are major contributors for our Scope 1 emissions, have increased as employees travel more for business as Covid-19 restrictions were removed.

** Total electricity consumption includes buildings within our operational control in the UAE. This includes 85% data coverage across all branches and offices in the UAE.

*** Only includes air travel for DIB UAE, this has increased as more of our employees are travelling after Covid-19.

**** Scopes 1 and 3 cover DIB UAE in 2021, but Scope 2 only covers emissions in the Emirate of Dubai (DIB Dubai).

Scope 1 (GRI 305-1)

Our direct emissions account for emissions from petrol and diesel consumption by company-owned vehicles and generators. To measure Scope 1 emissions, we carried out a comprehensive data collection and analysis activity across our head office, back office, and branches. To reduce our Scope 1 emissions, we plan to identify opportunities to transition towards more fuel-efficient vehicles.

Scope 2 (GRI 305-2)

Our Scope 2 disclosures entail indirect emissions from electricity consumption. Data pertaining to electricity consumption was collated based on the municipal bills from respective utility providers. We used the location-based method which uses grid average emission factors to report.

As part of our ambition to become more transparent we have enhanced the reporting boundary of our Scope 2 emissions this year, by including branches and offices within our operational control in the UAE. Our 2022 emission boundary was expanded to include 59 operational assets (including branches and back offices) as compared to only 23 back offices and branches in the Dubai Emirate in 2021 only. Consequently, we have reported an increase in Scope 2 emissions due to this change.

To reduce our Scope 2 emissions, we aim to understand our options of procuring renewable energy through either Power Purchase Agreements (PPA) with renewable energy suppliers or identify sources of on-site renewable energy such as rooftop photovoltaic (PV) solar panels.

Scope 3 (GRI 305-3)

Our Scope 3 measurement approach entails the collection and analysis of the data pertaining to business-related air travel by our employees and Senior Management. Data was collected from our internal travel desk. We acknowledge that our current measurement approach for Scope 3 emissions is not a comprehensive one as it doesn't include other Scope 3 categories such as emissions from employee commuting, investments, purchased goods and services and more. As part of our ongoing sustainability journey, we plan to begin our baseline assessment for our remaining Scope 3 categories including our financed emissions in the near future.

The increase in our Scope 3 emissions in 2022 compared to 2021 is because of the massive increase in business travel right after the Covid-19 pandemic. With hybrid business models gaining momentum, we aim to continue to monitor our emissions impact from business air travel and take mitigating actions.

Water (GRI 303-1, GRI 303-5)

The majority of our operations and physical assets are in the UAE, which is one of the world's most water stressed regions. As such, we commit to reduce our water consumption by introducing water efficient technologies in our buildings, including installing water efficient fixtures.

In 2022, we initiated the installation of water aerators in our branches with the aim to reach 100% of our branches by 2023. The tap aerators installation will help in restricting the flow of water which consequently leads to less water consumption. In addition, both of our new buildings, Al Maktoum and Al Nahda buildings, are equipped with sensor taps to control water consumption.

CATEGORY	UNIT	2021 SCOPE	2021	2022 SCOPE	2022*
Water consumption (municipal)	kL	DIB HQ	5,044	DIB UAE	21,384

* The increase in municipal water consumption is mainly attributable to the increase in scope from DIB HQ in 2021 and DIB UAE in 2022.



In 2021, we only tracked data for our headquarters in Dubai. For this reporting period, we expanded our scope to include data for branches and offices where we have operational control in the UAE and hence our reported water consumption has increased significantly. We are constantly striving to introduce water reduction initiatives in our operations and increase awareness campaigns amongst our employees.

employees, and our shift to paperless home finance transactions and bank account openings at most of our branches.

To increase our paper recycling rate, we have partnered with an authorised waste management services provider in selected branches. We intend to extend these services to other branches and monitor the waste generated and recycled from paper use.

Waste Management (GRI 306-3)

A large portion of our waste comes from paper use in our operations. We have different measures in place for waste reduction, these include: recycling bins near printers, awareness posters for

We are committed to reducing waste generated in our own operations and we are therefore looking into developing various initiatives to guide our efforts moving forward. Examples of initiatives would include installing additional waste recycling bins and running more waste awareness campaigns for our employees.

Category	Unit	2021 Scope	2021	2022 Scope	2022
Total waste generated	Tonnes	DIB UAE	399.94	DIB UAE	379.8
• Paper	Tonnes	DIB UAE	2.22	DIB UAE	3.7
• General	Tonnes	DIB UAE	397.72	DIB UAE	376.1
Total waste recycled*	Tonnes	DIB UAE	2.22	DIB UAE	3.7
Total waste sent to landfill	Tonnes	DIB UAE	397.72	DIB UAE	376.1

*Waste is recycled at only 2 of our offices within the UAE. We intend on expanding our recycling efforts to other branches in the UAE in the near future. Total waste generated for paper across DIB has increased due to additional premises included.

The above waste generation data accounts for the waste generated across DIB UAE locations where we have operational control. The decrease in the

total waste generated is attributed to waste reduction initiatives taken by DIB in 2022.



Dubai Can Initiative - A step towards resource efficiency

We have partnered with Dubai Can, an initiative of the Crown Prince of Dubai, which aims to provide access to free and safe drinking water and advocate conscious consumerism across the city. This is achieved through driving the installation of water stations across the city and education on alternatives to plastic. Dubai Can has 20+ public water stations in prime public locations - Beaches, Parks, Malls, and other

Attractions procured from a safe vendor. The initiative has saved 6.4 million 500ml plastic water bottles as of December 2022 across Dubai. Our water station, located in Business Bay, has saved 136,000 (500ml) plastic bottles and has provided 68,079 Litres of filtered water to the public. We are proud to have this initiative linked to our continued effort to reduce our plastic waste and overall waste footprint, and will continue to focus on reducing our waste footprint across the UAE.



PILLAR 2 - FINANCE A SUSTAINABLE FUTURE (GRI 3-3)

Champion Business Ethics and Customer Privacy

Our ambition

Our customers entrust us with sensitive information and expect us to provide a safe environment for online banking. It is therefore our priority to ensure we do everything in our power to safeguard our customers' data and provide a secure online banking experience. We commit to championing business ethics and ensure privacy of our customers by continuously improving our security safeguards and by raising safe banking awareness amongst customers.

Our approach (GRI 418-1)

At DIB we take a three-pronged approach to championing business ethics and protecting our customers. First, we create a secure IT infrastructure by implementing controls, processes, and technologies. Second, we enhance our internal culture of security by training employees on handling

customer information responsibly and by implementing cybersecurity hygiene. And third, we raise customer awareness of safe online banking, including awareness of the identification and prevention of fraud.

1. Creating a safe IT infrastructure

We are committed to constantly enhancing our IT infrastructure to protect against cybersecurity and other threats. Our cybersecurity programme is certified and compliant with the global standard for Cybersecurity, ISO 27001:2013. We are also compliant with the UAE's National Electronic Security Authority (NESA) standard, and industry-specific programmes such as the Payment Card Industry Data Security Standard (PCI DSS) and SWIFT's Customer Security Programme (CSP). Over the past years we have introduced state-of-the-art

firewall technologies, smart surveillance for monitoring critical activities and developed a proactive threat and vulnerability monitoring programme to identify exposures, risks, threats, and vulnerabilities.

Case Study: DIB joins Buna to bring an easier payment platform

In June 2022, we partnered with the Arab Monetary Fund's Buna system to support our customers' in making multicurrency cross-border payments in a safe manner while also being cost effective and transparent. Buna offers participating banks modern payment solutions that comply with international requirements against financial crime and adhere to the highest standards of information security and data protection.

Case Study: DIB joins Etisalat Digital's Blockchain platform UAE Trade Connect (UTC)

As we move towards a fully digitised trade finance ecosystem, we have partnered with UTC in February 2022 to enhance global trade and continue to protect our customers. The platform prevents fraud, detects suspicious transactions and supports multiple types of trade-related documents requiring validation to confirm their authenticity. UTC's technologies ensure trust, transparency, and privacy between multiple organisations, strongly aligned to our values.

2. Enhancing our Culture of Security

It is the responsibility of all of our employees to create a secure IT environment, which is why we are enhancing our culture of security. We require all of our staff to perform mandatory data privacy training, and in 2022, we began running social engineering simulations with our employees and launched a dedicated learning platform for data privacy and security issues. In 2023, we will continue to expand our social engineering simulations and will develop mandatory data privacy and security tailored to each of our teams on our newly launched learning platform.

Customer Awareness

Online banking has brought many benefits but also increasingly exposes our customers to cybercrime. Raising awareness can help our customers protect themselves from fraud, which is why we have been engaging with our customers and running fraud awareness campaigns across email, our website, and our social media accounts.

We pride ourselves for the way in which we clearly and responsibly advertise our products and services. We aim to be continuously transparent and easy to understand for our customers to support them in making the best financial decisions to meet their targets. We have therefore also published summaries of all our key consumer banking products on our website. The summaries outline the key features of the product or service, how they differ from other products and services we offer, and explains customer eligibility criteria.

Case Study: Customer Charter

To reinforce a customer-centric culture across our business, we created a Customer Charter #AllAboutYou - our promise is to listen, learn, protect, reflect and improve our offerings, provide simple to understand banking, and deliver our services in a responsible manner in accordance with the highest standards of integrity. We do this all to protect our customers and make our business safer, more transparent and better.

Case Study: Digitising KYC Checks

Dubai Islamic Bank collaborated with the UAE Ministry of Interior (MOI) to digitise its Know Your Customer (KYC) journey through a new-age facial recognition service. The new KYC journey expands DIB's reach to new customers and does so in a safe manner, while also offering the capability to complete validation checks for new customers opening an account with DIB.



Propel Sustainable Finance

Our ambition

The biggest impact we have on the environment and society is through our financing activities. We want to be a force for good and have a positive influence and effect and hence finance customers who are striving to become more sustainable and create positive outcomes in our communities.

It is therefore our ambition to be a channel for funds towards projects that promote sustainability. We want to take the opportunity and support our clients in adapting to a low carbon future and becoming more socially equitable. We are committing strongly to growing our sustainable finance portfolio and developing dedicated products across our range for our customers to benefit from.

Our approach

To achieve this target, we have begun developing products for our various customer segments, including discounted financing for electric and hybrid vehicles for our consumer banking customers and facilitating the issuance of green and sustainable sukuk for our government and corporate clients. To underpin our sustainable finance efforts, we developed and issued our Sustainable Finance Framework in October 2022. We are the first Islamic Bank in the UAE to publish such a framework, with the purpose of providing a consistent methodology for classifying and reporting on our sustainable financing activities. We have aligned the framework to major global principles and standards and had it assessed by Institutional Shareholder Services

(ISS) ESG. The framework provides the foundation for us to accelerate our efforts to meet our sustainable finance target.

We also raised \$750 million in our inaugural Sustainable Sukuk in November 2022, which will be used to finance sustainable projects for our clients. In 2023, we will focus our efforts on developing and making available an increased number of sustainable finance products to more of our customer segments.



In 2022, some of our sustainable finance portfolio included:

Clean Transportation	Green Buildings	Employment Generation	Affordable Housing	Access to Essential Services
<ul style="list-style-type: none"> • EVOlve - discounted profit rates are provided for the financing of electric and hybrid vehicles, with 360 issuances since 2013. 	<ul style="list-style-type: none"> • We provided AED 440 million in financing to ICD Brookfield Place Limited in their purchase of a LEED platinum certified green commercial tower. • Discounted home financing are provided to customers for green certified (such as, LEED certified) apartments. 	<ul style="list-style-type: none"> • DIB signed an MoU with Emirates Development Bank for a credit guarantee scheme for SMEs in the UAE, with an aim to disburse AED 200 million in financing. 	<ul style="list-style-type: none"> • DIB collaborates with the UAE government to offer affordable housing for UAE nationals, including profit free financing and subsidies for lower earning customers. 	<ul style="list-style-type: none"> • DIB has provided finance to companies involved in the production of Fire Fighting Equipment.

Promote Financial Inclusion

Our ambition

We recognise that access to financial services is not equal to all individuals and businesses. It is therefore our ambition to enable access to affordable financial services and products to different customer groups.

Our approach

The primary two ways in which we think about financial inclusion are: (i) providing access to financial services, and (ii) ensuring our customers have the financial literacy to make well informed decisions.

1. Accessibility

Branch Infrastructure

To increase accessibility to financial services we have been focusing on improving our physical infrastructure and taking into account the special needs of our customers. Out of our 55+ branches, 9 are fully accessible to People of Determination, this includes provision of wheelchair access, dedicated priority queues, and presence of specialist trained

employees to serve different needs. Further, we have installed 11 voice enabled ATMs, allowing our customers with visual impairments to more easily access financial services.

ICARE Training

In 2022, we rolled out additional ICARE training to our customer facing employees to equip them with the skills needed to better serve customers with diverse needs and provide a more tailored service. As part of this, employees ran through various scenarios on how to best serve the needs of People of Determination. We are currently reviewing and updating the training curriculum for 2023, and will take approximately 1,300 staff across all customer points through refresher training in the coming year.

Digitisation

Over the last year, we have seen a 15% increase in customers registered for internet and mobile banking, with mobile and internet banking transactions increasing by 25% and 8%, respectively. Mobile and internet banking allow those who are less able

to reach branches to access financial services with ease, which explains our focus on increasingly digitising our products and services. In 2022, we launched the following digitisation initiatives:

- DIB on WhatsApp: customers can chat to agents during working hours via WhatsApp, make credit card payments, apply for salary-in-advance, and access more banking services.
- Rabbit: we launched the rabbit application at the end of 2021, where customers can bank and collect rewards in a simple to use and digital way. The focus is on making banking a fun and easy experience, thereby making banking more accessible. In 2022, we expanded our loyalty programme within the app, introducing buy one get one free offers and other discounts at over 1,000 retailers across the UAE.
- Online auto finance: we began offering online auto finance where customers can easily sign and approve their auto finance contracts remotely without having to meet sales personnel in a branch.



- Upgraded ATMs and CDMS: we upgraded our infrastructure to allow customers to update their Emirates ID information via ATMs and CDMS without visiting the branches.

As more and more of our customers switch to mobile and internet banking, we will be launching more digital initiatives in 2023. We are in the midst of adding accessibility features to our website making it more user friendly for all of our customers, with an expected launch later in 2023.

2. Financial Literacy

We strive to make the Bank experience more inclusive to our younger customers and help them better manage their finances. In partnership with KFI Global, we have been running a programme for students across schools and universities in the UAE to increase financial literacy. So far, we ran sessions with 19 educational institutions, with over 1,750 students benefiting from the programme since its launch in early 2022. In early 2023, we plan to run sessions at 20 educational institutions, with 200 boys and girls in the UAE set to take part. We plan to continue improving our financial literacy programmes to make sure we are acting on our ambition to promote financial literacy to help our customers make better financial decisions.

Embed ESG into decision making

Our ambition

We consider ESG risks as a significant driver in our strategic decision making and see the need to reduce our financed emissions in our portfolio to play a role in the transition to a low carbon economy. With this, we aim to measure and track our financed emissions within our portfolio and develop a structured plan to reduce these by 2030. We plan to commission our baseline assessment for our financed emissions as a first step in implementing an emission reduction strategy. By integrating ESG risks into the existing risk management framework and assessing credit risk impact, we will be able to ensure that ESG risks are considered in our due diligence and financing activities.

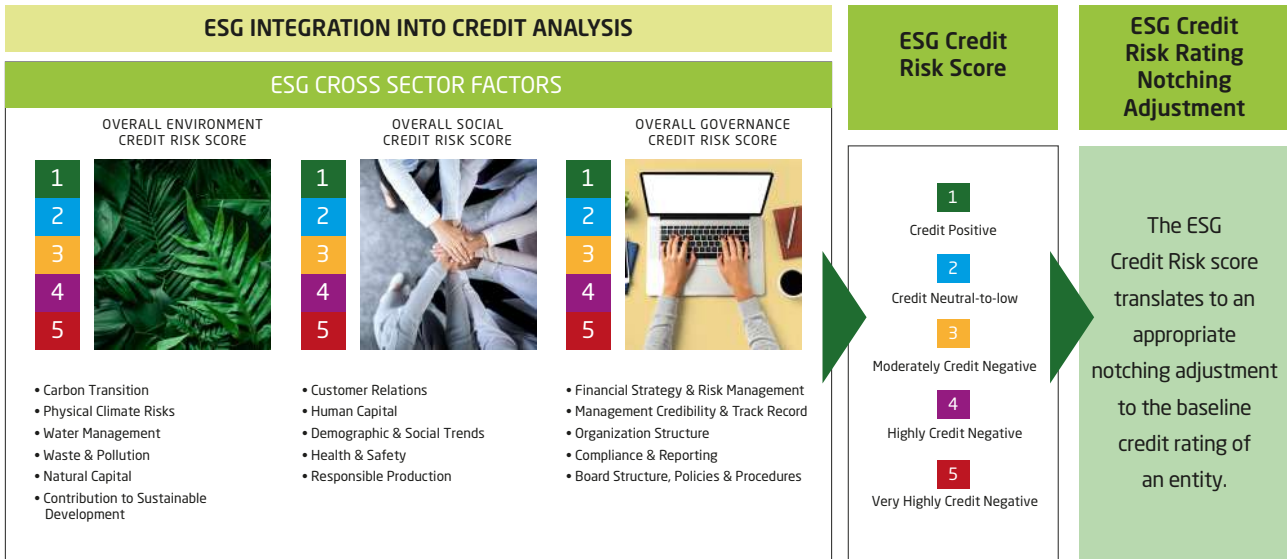
Our approach

Identifying and managing ESG risks in our portfolio is crucial for our customers and the resilience of our business. With the increase in global and regional regulatory pressure on ESG and climate risks, we have started the journey to embed ESG risk considerations into our current lending practices. In 2022, we engaged with Moody's Analytics and developed an ESG Credit risk Scorecard for our Corporate Portfolio and developed our ESG risk policy as an extension to our overall credit risk appraisal policy.

Our ESG scorecard

Our ESG scorecard provides a transparent framework where we are able to assess the impact of ESG on the credit rating of an entity by using ESG cross-sector factors. It was designed to apply to both public and private entities with a broad range of business models, geographies, industries, regulatory environments, and credit profiles. We have completed a preliminary assessment of our current portfolio with our developed ESG scorecard and will continue to build on this assessment, obtain customer-specific data to expand on our ESG risk profile, and set ESG risk tolerances throughout our business. Our commitment to managing ESG risk exposure in our portfolio aims to improve the quality of risk-informed decision making and ultimately contributes to an improved assessment of ESG considerations and their impact on credit risk.

ESG Credit Risk Scorecard Factors and Outputs Overview



ESG risk training

We have provided training to teams across business functions to build awareness, enhance ESG risk capabilities and provide further guidance on using the scorecard. Our training has been completed by the relevant teams in our Corporate function and we intend on rolling this out to other functions.

ESG risk policy

We recognise our responsibility as a Bank and note the interconnectedness of ESG within our region and across the world. For this reason, we have developed an ESG risk policy to guide our process of integrating ESG risks into our existing risk management framework. The policy aims to build the Bank's awareness, level of preparedness, a sound ESG risk governance structure, metrics, and methods to identify, assess, mitigate, and report on our ESG risks. The policy is used in conjunction with our risk appetite statement which we use to assess the ESG thresholds in our portfolio. We will continue to enhance our processes of embedding ESG risk considerations into our credit analysis and to further build out ESG risk management capabilities.

Our Corporate portfolio exposure

Sector	Group Exposure in 2022 (%)
Real Estate	27
Government	17
Trade	6
Utilities	4
Automobile	4
Aviation	13
Services	16
Contracting	3
Financial Institutions	3
Manufacturing	6
Oil & Gas	1

Supporting Communities

(GRI 203-2)

DIB has been at the forefront of extending support to both local and international agencies. During 2022, DIB has extended nearly AED 350 million of financial support to about 70,000 beneficiaries. Support has been diversely distributed among several community developments such as healthcare, housing, education, and food and shelter. Internationally, we have expanded our community service footprint beyond the UAE providing humanitarian support to Central Asia through building modern infrastructures and addressing food scarcity in Eastern Africa.



2022 ESG Data Tables

We provide an accurate and transparent account of our sustainability data that is material to our business through these Environmental, Social, and Governance (ESG) data tables. The ESG Data Tables contain the key performance indicators of DIB across material business categories and reflect our commitment to responsibly disclose the impacts of our business. In the ESG Data Tables, we disclose relevant financial and non-financial information (including historical figures in some cases) that we consider to be of material significance to our stakeholders.

At DIB, we follow an operational control approach to our sustainability reporting and the scope of the report covers DIB operations in our control in the UAE, including 3 buildings within the Emirate of Dubai which constitutes our Headquarters (HQ), together with our corporate offices and branches (DIB UAE). Our 2021 electricity consumption scope included our operations within Dubai only (DIB Dubai). Our financial performance figures cover all of DIB's Group, subsidiaries, and associates in and outside of the UAE (Group).

The reported data reflects the ESG priorities of the organisation and are aligned with the Global Reporting Initiative (GRI) Standards 2021. All reported data is for the reporting period from 1 January to 31 December 2022.



Economic Performance (GRI 201-1, GRI 201-4, GRI 406-1, GRI 418-1)

Economic Value

Category	Unit	Scope	2022
Economic value generated			
Total revenue	Million AED	Group	10,467
Earnings before tax	Million AED	Group	5,631
Taxes reported	Million AED	Group	79
Economic value distributed and retained			
Total operating costs	Million AED	Group	4,915*
Total employee-related expenses (salaries and benefits)	Million AED	Group	1,583
Payments to providers of capital	Million AED	Group	2,210
Payment to government	Million AED	Group	-
Community investments	Million AED	Group	443
Economic value retained	Million AED	Group	2,898

* This includes all administrative & staff expenses, impairments and taxes.

Philanthropic Contributions and Business Ethics (GRI 406-1, GRI 203-1)

Category	Unit	Scope	2021	2022
CSR expense	Million AED	DIB UAE	243	342
Number of data privacy breaches	No.	DIB UAE	4	3
Number of Employees that the organisation's anti-corruption policies and procedures have been communicated to	No.	DIB UAE	1,831	1,920
Number of employees who received training on anti-corruption	No.	DIB UAE	28	117

Customer Relations and Management

Category	Unit	Scope	2021	2022
Net Promoter Score (NPS)*	Score	DIB UAE	-**	37

*Net Promoter Score is the metric measuring the likelihood that customers would recommend a bank for its overall customer relationships, branches, accounts and cards.

**"Voice of the Customer" initiative was only launched in 2022.

Board of Directors

Category	Unit	Scope	2021	2022
Number of members	No.	DIB UAE	9	8
Number of independent member	No.	DIB UAE	5	5
Executive members of the Board of Directors	%	DIB UAE	1	0
Non-executive members of the Board of Directors	%	DIB UAE	8	8
% of female members on Board	%	DIB UAE	0	0
Directors Code of Conduct	-	DIB UAE	Yes	Yes

Social Performance

All social indicators have been reported for DIB operations in the DIB UAE. Workforce (GRI 2-7, GRI 405-1)

Category	Employees	Unit	2022
Senior Management	Male	No.	18
	Female	No.	1
	<30	No.	0
	30-50	No.	6
	>50	No.	13
Middle Management	Male	No.	851
	Female	No.	167
	<30	No.	10
	30-50	No.	790
	>50	No.	218
Non Management	Male	No.	357
	Female	No.	527
	<30	No.	262
	30-50	No.	557
	>50	No.	65
People of Determination (PoD)	% of the total workforce	%	0.94
Contractual employees	Total	No.	-
Workforce global	Male	No.	1,225
	Female	No.	695
	<30	No.	272
	30-50	No.	1,353
	>50	No.	295
Emiratisation	% of Emirati Employees	%	45

Workers who are not employees (GRI 2-8)

Category	Type of work	Unit	2022
Workers who are not employees	Temporary	No.	1,266

People of Determination

Category	Employees	Unit	2021	2022
People of Determination (PoD)	as a % of the total workforce	%	0.54	0.94

Emiratisation

Category	Employees	Unit	2021	2022
Emiratisation	% of Emirati Employees	%	45	45

Details of performance & career development reviews (GRI 404-3)

Category	Employees	Unit	2021	2022
Senior Management*	Male	No.	1	1
	Female	No.	-	-
Middle Management*	Male	No.	32	32
	Female	No.	24	24
Non-Management*	Male	No.	12	12
	Female	No.	33	33

*This programme was running for 2 years with the same group of employees, hence the same count reported for 2021 and 2022.

New employee hires (GRI 401-1)

Category	Employees	Unit	2022
Gender - Employees	Male	No.	155
	Female	No.	162
<30	Male	No.	29
	Female	No.	113
30-50	Male	No.	117
	Female	No.	49
>50	Male	No.	9
	Female	No.	-

Employee Turnover Rate - Gender (GRI 401-1)

Category	Employees	Unit	2021	2022
Gender - Employees	Male	No.	105	126
	Female	No.	63	106
Total turnover		%	9	10

Employee Turnover Rate - Age (GRI 401-1)

Category	Employees	Unit	2022
<30	Male	No.	18
	Female	No.	62
30-50	Male	No.	82
	Female	No.	43
>50	Male	No.	26
	Female	No.	1

Employee Training (GRI 404-1)

Category	Unit	2021	2022
Senior Management	Total hours of training	1,885	546
Middle Management	Total hours of training	30,570	26,110
Non-Management	Total hours of training	37,397	28,566
Total no. of Males	Avg. hours of training per employee	28.7	22.4
Total no. of Females	Avg. hours of training per employee	55.7	40

Parental leave (permanent employees) (GRI 401-3)

Category	Unit	2022	
		Male	Female
Employees entitled to parental leave*	No.	1,083	371
Employees that took parental leave	No.	49	39
Employees that returned to work in the reporting period after parental leave ended	No.	49	39
Employees that returned to work after parental leave ended that were still employed 12 months after their return to work	No.	45	37
Rate of return to work that took parental leaves	%	100	100
The retention rate of employees that took parental leave	%	92	95

*Applies to all eligible staff.

Suppliers and procurement spend (GRI 204-1)

Category	Unit	2021	2022
Total no. of Suppliers*	No.	1,728	1,456
Total procurement spend	Million AED	882	1,200
Procurement spend on locally-based suppliers	Percentage of total	92	92

* The total number of suppliers decreased from 1,728 in 2021 to 1,456 in 2022 due to no activity for 2 years with some vendors and were deactivated.

Benefits provided to permanent employees (GRI 201-3)

Category	Unit	Permanent Employees
Life insurance	Yes/No	Yes
Health care	Yes/No	Yes
Disability	Yes/No	Yes
Parental leave (maternity leave or paternity leave)	Yes/No	Yes

Minimum notice period regarding operational changes (GRI 404-1)

Category	Unit
Minimum number of weeks' notice*	4

* Typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.

Environmental Performance

Energy consumption (GRI 302-1)

Category	Unit	2021 Scope	2021	2022 Scope	2022
Total petrol consumption*	Litres	DIB UAE	74,160	DIB UAE	96,980
Total diesel consumption*	Litres	DIB UAE	16,890	DIB UAE	17,400
Total electricity consumption (from non-renewable sources)**	kWh	DIB Dubai	6,681,584	DIB UAE**	14,233,837
Energy from Total Fuel Consumption	GJ	DIB UAE	3,235	DIB UAE	4,056
Energy from Total Electricity Consumption***	GJ	DIB Dubai	24,053.7	DIB UAE	51,241.7

* Petrol and diesel consumption have increased as employees travel more for business as Covid-19 restrictions were removed.

** The increase in electricity consumption is due to the extended coverage in this year's reporting period to include other Emirates within the UAE. Data reported for 2021 includes consumption of buildings within our operational control located within the Emirate of Dubai only.

*** Total electricity consumption includes buildings within our operational control in the UAE. This includes 85% data coverage across all branches and offices in the UAE.

GHG emissions (GRI 305-1, GRI 305-2, GRI 305-3)

Category	Unit	2021 Scope	2021	2022 Scope	2022
Scope 1	tCO ₂ e	DIB UAE	227.3	DIB UAE	284.4
Scope 2	tCO ₂ e	DIB Dubai	2,845	DIB UAE*	5,751.8
Scope 3**	tCO ₂ e	DIB UAE	20	DIB UAE	61.3
Total GHG emissions	tCO ₂ e	DIB UAE***	3,092.4	DIB UAE	6,036.2
GHG emission intensity	tCO ₂ e/FTE	DIB UAE	1.69	DIB UAE	3.14

* Total electricity consumption includes buildings within our operational control in the UAE. This includes 85% data coverage across all branches and offices in the UAE.

** Only includes air travel for DIB UAE.

*** Scopes 1 and 3 cover DIB UAE in 2021 while Scope 2 only covers DIB Dubai emissions only.

Scope 1 emissions were calculated using conversion factors published in the 2006 Intergovernmental Panel on Climate Change (IPCC) Guidelines for National Greenhouse Gas Inventory.

Scope 2 emissions were calculated using the emission factor provided by Dubai Electricity & Water Authority (DEWA) in 2021.

Scope 3 emissions were calculated using Air Travel factors from 2020 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting.

Water management (GRI 303-5)

Category	Unit	2021 Scope	2021	2022 Scope	2022
Water consumption (municipal)	kL	DIB HQ	5,044	DIB UAE*	21,384
Water consumption (third party supplier-drinking water)	kL	DIB UAE**	240	DIB UAE**	244

*Data includes 45% coverage across our branches and offices in the UAE

The increase in municipal water consumption is mainly attributable to the increase in scope from DIB HQ in 2021 and DIB UAE in 2022.

**Data tracking done for 3 offices out of 69 offices across UAE.

Waste management (GRI 306-3, GRI-306-4, GRI 306-5)

Category	Unit	2021 Scope	2021	2022 Scope	2022
Total waste generated	Tonnes	DIB UAE	399.94	DIB UAE	379.8
Total waste recycled*	Tonnes	DIB UAE	2.22	DIB UAE	3.7
Total waste sent to landfill	Tonnes	DIB UAE	397.72	DIB UAE	376.1

*Waste is only recycled at 3 of our offices within the UAE. We only recycle paper at these offices. We intend on expanding our recycling efforts to other branches in the UAE in the near future. Total waste generated for paper across DIB has increased due to additional premises included.

GRI Content Index

GRI 1 used	GRI 1: Foundation 2021	
Statement of use	Dubai Islamic Bank has reported the information cited in this GRI content index for the period from 1 January 2022 to 31 December 2022 with reference to the GRI Standards.	
GRI STANDARD	DISCLOSURES	LOCATION
GRI 2: General Disclosures 2021	2-1 Organisational details	DIB at a glance, DIB's geographical footprint
	2-2 Entities included in the organisation 's sustainability reporting	Overview of the Report
	2-3 Reporting period, frequency, and contact point	Overview of the Report
	2-4 Restatements of information	There is no restatement of information
	2-5 External assurance	External assurance is not done for 2022. Refer to "About this Report section"
	2-6 Activities, value chain and other business relationships	About DIB, What is DIB primarily engaged in?
	2-7 Employees	Appendix- Data Tables- Workforce

GRI STANDARD	DISCLOSURES	LOCATION
GRI 2: General Disclosures 2021	2-8 Workers who are not employees	Appendix- Data Tables- Workforce
	2-9 Governance structure and composition	Governance at DIB- Our Corporate Governance Structure
	2-10 Nomination and selection of the highest governance body	Code of Corporate Governance https://www.dib.ae/docs/default-source/disclosures/code-of-corporate-governance.pdf?sfvrsn=62b61861_2
	2-11 Chair of the highest governance body	DIB Corporate Governance Structure
	2-12 Role of the highest governance body in overseeing the management of impacts	DIB Corporate Governance Structure
	2-13 Delegation of responsibility for managing impacts	Governance at DIB- The Board
	2-14 Role of the highest governance body in sustainability reporting	Governance at DIB- Our forward looking ESG oversight
	2-15 Conflicts of interest	Governance at DIB- Conflicts of interest
	2-16 Communication of critical concerns	Governance at DIB-Whistleblowing
	2-18 Evaluation of the performance of the highest governance body	Code of Corporate Governance https://www.dib.ae/docs/default-source/disclosures/code-of-corporate-governance.pdf?sfvrsn=62b61861_2
	2-19 Remuneration policies	Code of Corporate Governance https://www.dib.ae/docs/default-source/disclosures/code-of-corporate-governance.pdf?sfvrsn=62b61861_2
	2-20 Process to determine remuneration	Code of Corporate Governance https://www.dib.ae/docs/default-source/disclosures/code-of-corporate-governance.pdf?sfvrsn=62b61861_2
	2-21 Annual total compensation ratio	This is confidential information as per our internal policies
	2-22 Statement on sustainable development strategy	DIB's ESG Vision and Goals
	2-23 Policy commitments	Employee Code of Conduct
	2-24 Embedding policy commitments	Governance at DIB-Governance Policies
	2-26 Mechanisms for seeking advice and raising concerns	Governance - Whistleblowing Policy
	2-27 Compliance with laws and regulations	Business Ethics
	2-28 Membership associations	DIB at a glance- Membership of association
	2-29 Approach to stakeholder engagement	Stakeholder Engagement
2-30 Collective bargaining agreements	NA	

GRI STANDARD	DISCLOSURES	LOCATION
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Assessment
	3-2 List of material topics	Materiality Assessment
	3-3 Management of material topics	Pillar 1: Lead by Example and Pillar 2: Finance a Sustainable Future
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Appendix- Data Tables- Economic Performance
	201-3 Defined benefit plan obligations and other retirement plans	Appendix- Data Tables- Benefits provided to permanent employees
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	Emiratisation
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Appendix- Data Tables- Philanthropic Contributions and Business Ethics
	203-2 Significant indirect economic impacts	Supporting Communities
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Appendix- Data Tables- Suppliers & Procurement Spend
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Anti-Corruption and Fraud
	205-3 Confirmed incidents of corruption and actions taken	Appendix- Data Tables- Philanthropic Contributions and Business Ethics
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Energy Appendix- Data Tables- Energy consumption
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water
	303-5 Water consumption	Appendix- Data Tables- Water Management
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Appendix- Data Tables- GHG emissions
	305-2 Energy indirect (Scope 2) GHG emissions	Appendix- Data Tables- GHG emissions
	305-3 Other indirect (Scope 3) GHG emissions	Appendix- Data Tables- GHG emissions
	305-4 GHG emissions intensity	Appendix- Data Tables- GHG emissions
GRI 306: Waste 2020	306-3 Waste generated	Appendix- Data Tables- Waste Management
	306-4 Waste diverted from disposal	Appendix- Data Tables- Waste Management
	306-5 Waste directed to disposal	Appendix- Data Tables- Waste Management

GRI STANDARD	DISCLOSURES	LOCATION
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Appendix- Data Tables- New employee hires, Employee Turnover Rate - Gender and Age
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Appendix- Data Tables- Benefits provided to permanent employees
	401-3 Parental leave	Appendix- Data Tables- Parental leave (permanent employees)
GRI 402: Labour/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Appendix- Data Tables- Minimum notice period regarding operational changes
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Appendix- Data Tables- Employee Training
	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Engagement and Training
	404-3 Percentage of employees receiving regular performance and career development reviews	Appendix- Data Tables- Details of performance & career development reviews
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Embrace Diversity and Inclusion
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Appendix- Data Tables- Philanthropic Contributions and Business Ethics
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Appendix- Data Tables- Philanthropic Contributions and Business Ethics



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