



First Sustainability Report

2020



Never doubt that
a small group of
thoughtful, committed
citizens can change
the world

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ABOUT US

(102-1), (102-2), (102-3), (102-4), (102-5), (102-6), (102-7), (102-16)

One of the pioneering insurance companies in the region, Emirates Insurance Company (EIC) was incorporated in 1982 under Royal Decree. Listed on the Abu Dhabi Securities Market, it is one of the longest established insurance companies in the United Arab Emirates. EIC has an authorized and issued share capital of AED 150 million, with assets in excess of AED 3.1 billion. 12% of the shares in the company are held by Mubadala, the domestic sovereign wealth fund of the Abu Dhabi government.

EIC has a vision national force in the insurance industry, combining professional resources and skills with customer focus to deliver profitable growth.

EIC is primarily involved in corporate lines business in the UAE and specialty reinsurance lines in Africa, the Middle East and Asia. The company has built a loyal customer base by offering Fire & General Accident, Engineering, Marine, Energy, Medical, Life and Motor Insurance and reinsurance to its clients.

EIC employs in excess of 300 employees across the UAE. Our extensive branch network includes our head office in Abu Dhabi, two offices in Dubai, a major branch in Al Ain, further outlets inside Abu Dhabi and Al Ain traffic departments and ADNOC testing facilities , our Tamm Centre network in Western Region, and our border operation at Sila.

CORE VALUES

- Engagement : thorough understanding and responding to our stakeholder’s needs.
- Excellence : through expertise, efficiency and sound decision-making in all we do.
- Sustainability : through balance in economic, societal and environmental development.
- Integrity : through uncompromising commitment to transparency and ethical principles

To underscore our commitment to our values, and to provide our stakeholders with additional information relevant to our communities and the environment, we are pleased to present EIC’s first sustainability report. This report demonstrates our performance across multiple indicators of environmental, social, and governance-related operations and activities in 2020 – a year, of course, like no other.

As an insurance company, we are investing in the holistic wellbeing and protection of our clients. With this in mind, and especially in the context of the COVID-19 pandemic, EIC initiated multiple modes of support for our customers, employees and the community at large. At the onset of the COVID-19 outbreak, we invested in the development of digital solutions to enable customers to complete transactions from the safety and comfort of their homes. We have also supported our customers with an extensive network of vendors, add-ons and benefits on a range of different products as well as dedicated customer support.

Looking beyond the pandemic, we are proud of EIC’s continued positive wider contribution to our stakeholders. Employees are at the core of our business and we are committed to helping them become the best they can be. We regularly provide a comprehensive suite of learning and development courses and opportunities. Additionally, we promote Emiratisation through employee hiring and customised career development plans. (102-14)

As we move into a progressive future, we want to ensure we keep enhancing our commitments towards sustainable partnerships, policies and products. We will achieve this through investing in the activities described in this report and strategise to develop them further by incorporating the best practices from sustainability. We hope that our stakeholders, whom we would like to thank for their support in the creation of this report, continue to back us to achieve our vision and shared values. The process of publishing this report has been a reflexive experience and has enabled us to learn how to integrate sustainable practices into our daily operations, systems, and policies. It has also further motivated us to nurture a culture of responsible environmental, social, and governing practices.

In 2021, we hope to utilise our first sustainability report as a steppingstone to becoming an ever more responsible and reliable business, and ensure the long-term benefits for our customers and employees, our local communities, and our environment. Doing so will truly enable our vision to continue to be a trusted insurer in the UAE and beyond.

Mission	Our Mission Presupposes
<p>“ To operate our national company to International standards.”</p> <ul style="list-style-type: none"> • Sound underwriting skill: provide competitive products and ensure EIC’s superior profitability. • Proactive sales approach: target most attractive client relationships. • Performance culture and compensation of individual contribution: attract most talented staff. • Need-driven product offering: closely align product development with client requirements. • Uncompromising Risk Management Philosophy: Not only to underwriting decisions but also Investment management 	<ul style="list-style-type: none"> • A clear course for sustained profitable growth and value creation for our stake holders. • Operating within our Risk Appetite • Actions consistently geared to the individual needs of our clients. • A strong capital base, integrated risk management and the concentration of our resources on commercial success. • The strengths of our staff who develop the best possible solutions with their knowledge of the insurance markets and their capacity for innovation. • A pronounced performance culture that motivates our staff, setting clear objectives, giving feedback openly, learning from our mistakes and rewarding success. • Our entrepreneurial responsibility, with a commitment to transparency, sustainability and an obligation to society as a whole.

ABOUT THIS REPORT

(102-48), (102-49), (102-54)

EIC protects people and enterprises from unforeseen events by providing a reliable safety net and quality assistance. This year, EIC has stepped towards formally establishing its emphasis on conducting business in a manner that is not only beneficial for profit, but also creates a positive impact for people and the planet. As part of this increased emphasis, EIC is proud to present its first sustainability report, establishing its commitment to environmental, social and governance (ESG) related best-practices and its performance for the year 2020. This report has been prepared in accordance with GRI Standards: Core option. The GRI Standards is the most widely used framework for ESG reporting. In this report, EIC also presents alignments with the UAE Vision 2021.

ALIGNMENT WITH THE ADX ESG GUIDE

(102-50), (102-51), (102-52), (102-53), (102-56)

This report showcases EIC's sustainability performance for the calendar year 2020, across its operations in the UAE only. Operations, subsidiaries, partners, and third-party suppliers outside the UAE are not referenced. All monetary values in this report are expressed in UAE dirhams, unless otherwise stated.

Wherever feasible, EIC has aligned with the reporting ESG disclosures set out in guidelines produced by the Abu Dhabi Securities Exchange (ADX). These guidelines emphasise 31 specific indicators under environmental, social and governance topics which are deemed essential for reporting by the Sustainable Stock Exchanges Initiative and the World Federation of Exchanges. As the company's experience and expertise in sustainability reporting grows, it aims to meet as many as possible relevant to insurance companies.



ALIGNMENT WITH GRI



In this document, reference is being made to paragraphs under headings for example (102-50). As this is our first Sustainability Report, we have not fully adopted the GRI standards, but as we progress we might fully implement the GRI Core standard.

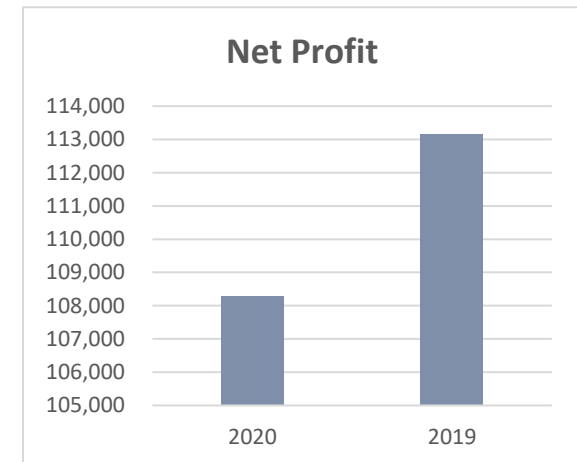
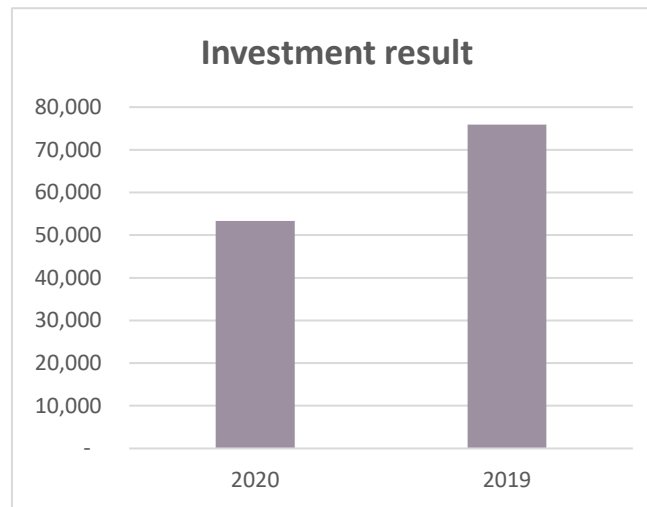
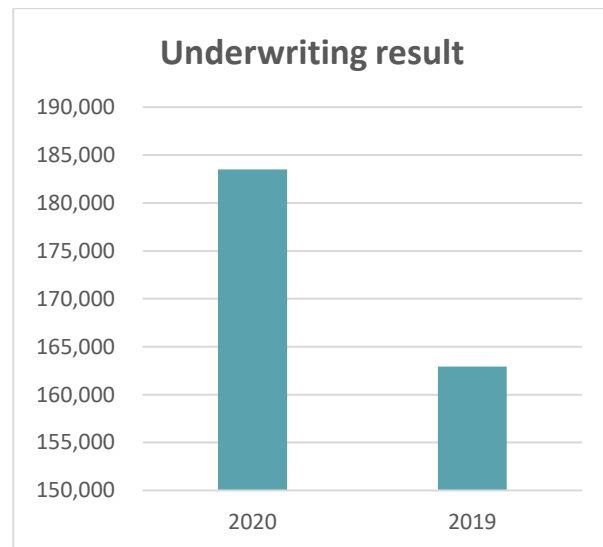
BUSINESS OVERVIEW

(102-7), (102-45)

EIC is a national insurance company that provides multi-line insurance and reinsurance products and services, catering to both individuals and Corporates. There are many products and services provided to individuals such as motor insurance, medical insurance (including for retirees), home insurance, travel insurance, personal accident insurance and marine insurance. With corporate insurance, EIC offers protection to multiple sectors, including; aviation, engineering and construction, energy, financial lines, group medical, group life, corporate liability, marine cargo, marine hull, motor fleet, property and corporate travel.

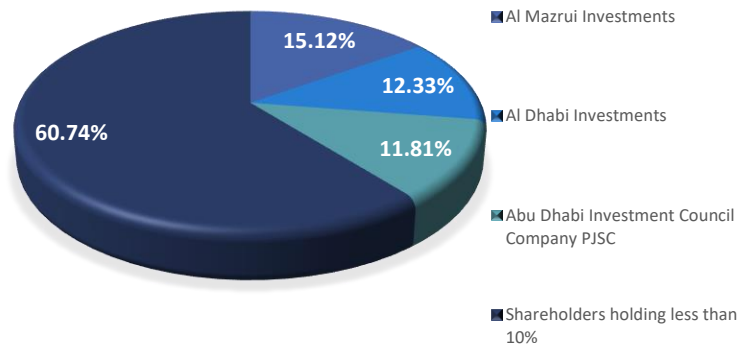
FINANCIAL PERFORMANCE BUSINESS OVERVIEW (AED THOUSANDS)

(103-1), (103-2), (103-3), (201-1)



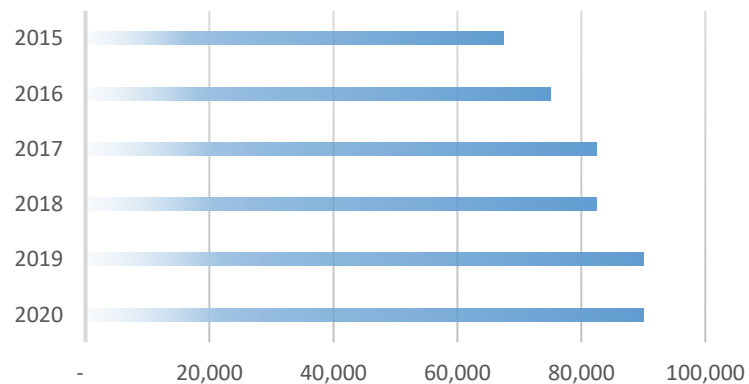
OUR SHAREHOLDERS

OUR SHAREHOLDERS: ISSUED CAPITAL AED 150M



Shareholder Categories		No. of shares	% Ownership
Individual	Local	73,760,503	49.17%
	GCC	59,845	0.04%
Companies	Local	58,364,599	38.92%
	GCC	95,054	0.06%
Government	Local	17,719,999	11.81 %
Total		150,000,000	100 %

Dividend History



RATINGS & CERTIFICATIONS

In 2011, EIC was awarded an A- insurer strength rating with a stable outlook by the international credit rating agency, AM Best. EIC thus joined the elite group of rated insurers – a club with a handful of members in the Middle East. The A- rating was reconfirmed in 2020.



During 2015, EIC also achieved the elite status of an A- rating from S&P Global. This was also reconfirmed in 2020.



EIC'S RESPONSE TO THE COVID-19 PANDEMIC

The global COVID-19 epidemic impacted EIC's operations during 2020. We have seen a reduction in gross written premium, a slightly improved motor loss ratio an increase in Business Interruption claims. The company responded well to the challenge and implemented a “work from home policy” which worked very well for the company. The company and its management and staff have responded well to this extraordinary emergency.

We do not believe any of our customers were impacted in dealing with the company due to the COVID Pandemic. We are of course continuing to monitor developments and the government rules and guidelines.

The latest technology has been employed and our digitalization efforts have been accelerated to better serve our customers' needs during these days and in the future.



For employees, EIC arranged work-from-home facility

For customers, EIC provided teleconsultation facilities.

These actions ensured that EIC was able to meet the needs of both employees and customers while adhering to stay-at-home guidelines, which protected them from the risk of exposure to COVID-19.

SUSTAINABILITY AT EIC

(102-12), (102-15)

Sustainability in the corporate world is defined as the management of environmental, social, governance and financial demands that ensure businesses operate in a responsible and ethical manner. A sustainable business is one that creates shared value by investing in its relationship with both shareholders and stakeholders, including but not limited to customers, employees, community, the environment and any entities who may be affected by the business' operations.

Sustainability is particularly important to insurance companies, as they play an integral role in sustainable development. In recent years, there has been an increase in pressure to respond to sustainability challenges among all sectors, due to the United Nations Sustainable Development Goals (SDGs) and the Paris Agreement on Climate Change. Insurers along with businesses, communities and society as a whole share environmental, social and governance (ESG) risks, therefore providing an incentive to urgently address these pressing issues.

Integrating ESG into the risk management framework and underwriting process has been growing in the insurance and financial sector. Sustainability topics such as corporate governance, ethics, responsible investment, and financial performance, are particularly material to the insurance industry. The benefits of recognising and implementing strategies to optimise performance on these topics will increase companies' reputation, mitigate risks, meet societal expectations and gain them a competitive advantage.

One of the strategic objectives of EIC is to place an emphasis on defining its ESG goals and progress towards them. EIC ensures that all employees and staff comply with best practices in place to maintain accountability, transparency and integrity in all transactions. This boosts confidence and morale, therefore achieving the highest level of compliance with the governance rules set in place. EIC recognises that being a national insurance company comes with a responsibility towards the local community, and integrating sustainable insurance will help long term sustainability goals to be achieved.

SUSTAINABLE DEVELOPMENT GOALS

The 17 Sustainable Development Goals (SDGs) were created by the United Nations (UN) in 2015 in order for the international community to address world-wide sustainability issues to protect the environment, ensure peace and end poverty by 2030. All 17 goals are interrelated to each other, suggesting that improving one area will result in improving others. The SDGs aim to ensure that development occurs equally between social, economic and environmental sustainability.



SUSTAINABILITY FRAMEWORK

For its first sustainability report, EIC has created a framework that can guide its approach to sustainability management. It is comprised of following three elements:

IMPACT:	A statement of the overall effect that EIC envisions having on society.	<ul style="list-style-type: none">• PROVIDE EXTENSIVE, RELIABLE, RESPONSIBLE AND AFFORDABLE FINANCIAL SECURITY
KEY AREAS:	Business factors that are related to the company's vision, mission and operations, which can assist in achieving the intended impact.	<ul style="list-style-type: none">• GOVERNANCE, COMPLIANCE AND ETHICS• RISK MANAGEMENT• SUSTAINABLE INVESTMENT• SUSTAINABLE UNDERWRITING• APPROPRIATE PRICING• PRODUCT & SERVICE DEVELOPMENT
ALIGNMENTS:	Commitments and forces which can drive the company's performance in terms of sustainability.	<ul style="list-style-type: none">• EIC'S VISION, MISSION AND VALUES• UN SUSTAINABLE DEVELOPMENT GOALS• UAE VISION 2021• ABU DHABI SECURITIES EXCHANGE• SUSTAINABLE STOCK EXCHANGE INITIATIVES

EIC'S ALIGNMENT WITH THE UAE VISION:

UAE Vision 2021

The United Arab Emirates Vision 2021 was pioneered by H.H Sheikh Mohammed bin Rashid Al Maktoum, ruler of Dubai and Vice President and Prime Minister of the UAE in 2010. The vision consists of six pillars that cover the holistic fulfilling and lifestyle, in the vision a aspects of a enriching order to make reality.



UNITED IN RESPONSIBILITY

- Cohesive Society & Preserved Identity
- Contributing to cultural development and cultural programmes in the UAE.
- Sensitive to preservation of the environment for future generations

UNITED IN PROSPERITY

- Insurance at World Class Healthcare facilities
- Wide network of healthcare providers for customers
- Holistic insurance plans that include mental health support as well as wellness and prevention promotion programme.

UNITED IN LEARNING AND DEVELOPMENT

- Continuous research and development of new information technologies
- Implementation of IFRS17, AML and ICOFR standards.
- Comprehensive suite of learning and development opportunities for employees which include behaviour, leadership and technical skills.

STAKEHOLDER ENGAGEMENT

(102-21), (102-40), (102-42), (102-43), (102-44), (102-47)










































































































EIC's stakeholders are those groups which can impact and can be impacted by its operations. These include its employees, customers, government entities, partners and vendors, shareholders, community organisations, and media bodies. To balance the relationship between the business and these groups, it is necessary to maintain open communication channels with them, understand their sustainability concerns, and aim to meet their needs.

STAKEHOLDER GROUP	HOW EIC ENGAGES WITH THIS STAKEHOLDER GROUP	PRIORITY SUSTAINABILITY CONCERNS	EIC'S ACTIONS
EMPLOYEES	<ul style="list-style-type: none"> • Performance reviews • Regular dialogue and interaction with employees • Training and educational programmes 	<ul style="list-style-type: none"> • Job satisfaction • Fair compensation • Fair and transparent appraisal system • Staff engagement • Providing a stimulating work environment • Safe and friendly working environment 	<ul style="list-style-type: none"> • Automated HR function • Employee engagement events • Learning and career development opportunities • Non-discriminatory compensation
CUSTOMERS	<ul style="list-style-type: none"> • Call Centres • Company website • Wide network of partners • Media and social media channels • Annual report and sustainability report • Other publications, including investor presentations 	<ul style="list-style-type: none"> • Information security • Effective and friendly customer service • Innovative and convenient products and services • Enhanced use of technology and improved access to insurance services 	<ul style="list-style-type: none"> • Assurance of customers' data safety through • Cybersecurity and data backup procedures • Dedicated customer service Customer complaint and communication channels • Digitalising services and innovating based on market research • Records of handling customer complaints
GOVERNMENT (INCLUDING REGULATORY BODIES)	<ul style="list-style-type: none"> • Investment in the national economy • Supporting initiatives of national importance 	<ul style="list-style-type: none"> • Contribution to the national economy • Alignment to UAE Vision 2021 • Regulatory compliance and transparency 	<ul style="list-style-type: none"> • Annual Report • Corporate Governance Report • Alignment with ADX ESG reporting requirements • CSR initiatives
PARTNERS AND VENDORS	<ul style="list-style-type: none"> • Company website • Internal communications 	<ul style="list-style-type: none"> • Business growth 	<ul style="list-style-type: none"> • Internal relationship management
SHAREHOLDERS/ INVESTORS	<ul style="list-style-type: none"> • Investor relations team • Shareholder meetings 	<ul style="list-style-type: none"> • Creating value adding products and services for shareholders and investors • Steady net income and asset growth 	<ul style="list-style-type: none"> • Annual General Meeting of shareholders • Annual Report • Corporate Governance Report • Investor Relations page on company website
LOCAL COMMUNITY / NON-PROFIT AND OTHER CHARITABLE ORGANISATIONS	<ul style="list-style-type: none"> • CSR activities 	<ul style="list-style-type: none"> • Responsibility towards all-round development of society • Working closely with social and voluntary associations and non-government establishments 	<ul style="list-style-type: none"> • CSR programmes e.g contributions to health and wellness and cultural development • Sustainability reporting
LOCAL, REGIONAL & INTERNATIONAL MEDIA	<ul style="list-style-type: none"> • Media, social media and other publications • Blogs and publications 	<ul style="list-style-type: none"> • Clear and effective communication Transparency 	<ul style="list-style-type: none"> • Media centre on the website with press releases • Annual report, Corporate Governance report and sustainability report

MATERIALITY TOPICS

(102-44), (102-46), (102-47)

The following table shows whether the selected materiality topics are of low , medium , or major/high  importance to our different stakeholder groups.

	WITHIN THE COMPANY		OUTSIDE THE COMPANY				
	MANAGEMENT	EMPLOYEES	CUSTOMERS	GOVERNMENT	PARTNERS/VENDORS	INVESTORS	NGOs
GOVERNANCE, COMPLIANCE AND ETHICS							
REGULATORY MANAGEMENT COMPLIANCE							
BUSINESS ETHICS							
BUSINESS CONTINUITY AND RISK MANAGEMENT							
PRIVACY AND SECURITY							
TRANSPARENCY							
RESPONSIBLE INVESTMENT							
FINANCIAL PERFORMANCE							
FINANCIAL INCLUSION							
DIGITISATION AND INNOVATION							
APPROPRIATE PRICING							
CUSTOMER ENGAGEMENT AND SATISFACTION							
EMIRATISATION							
DIVERSITY AND GENDER EQUALITY							
TRAINING AND DEVELOPMENT							

EIC'S ALIGNMENT WITH THE SDGS:



ENVIRONMENT

Environmental Responsibility

The UAE is a country with scarce water resources and high temperatures, therefore is highly susceptible to the risks of climate change. As a company operating in this region, EIC aims to help mitigate these environmental risks by engaging with stakeholders to understand their concerns and creating adaptive strategies. EIC is dedicated to reducing its environmental footprint and becoming more efficient with resources and technology, taking action to reduce electricity and water consumption and investing in energy efficient technology that will help business productivity and sustainability practices.

E1. GHG EMISSIONS



(103-1), (103-2), (103-3), (305-1), (305-2), (305-3)

In 2020, EIC's business-related emissions decreased due to operations being conducted remotely and given travel restrictions.

During 2020 the vehicles owned consumed 5163 litres of petrol. An average consumption of 9 litres/100 km then corresponds to $9 \text{ l} \times 2392 \text{ g/l} / 100 \text{ (per km)} = 215 \text{ g CO}_2/\text{km}$. The total emission from petrol for the company is therefore estimated at 12 TCO₂E.

E3. ENERGY CONSUMPTION



(103-1), (103-2), (103-3), (302-1), (302-4)

EIC has installed motion-sensing lights along staircases, which only turn on when that area is occupied. The elevators at Head Office have been programmed to respond intelligently to where passengers are waiting.

The company also replaced the water chillers a few years ago with more environmental friendly chillers saving energy.

EIC's business-related emissions decreased due to operations being conducted remotely and given travel restrictions. In 2020, EIC's electricity consumption reduced significantly due to operations being conducted remotely as a result of the pandemic.

Electricity Consumption: 2020 2,408,282 KWH or 1,549 TCO₂E
2019 2,348,239 KWH or 1,511 TCO₂E.

E6. WATER MANAGEMENT



(103-1), (103-2), (103-3), (303-5)

In 2020, EIC's non-drinking water consumption decreased due to operations being conducted remotely.

Non drinking water Consumption: 2020 1,666 m³
2019 2,297 m³

The reason for the reduction is related to 70% of our staff working from home for 8 months of 2020.

E7. WASTE MANAGEMENT

(103-1), (103-2), (103-3), (306-2)

Paper is a large source of waste in the insurance industry, due to the heavy reliance on paper documents such as paper forms and agreements. EIC is combating this waste generation by digitalising many of its paper-based activities, and by environmentally friendly shredding. Every year, the company confirms which paper files are eligible to be shredded as per company Document Retention Policy, and the shredding is completed in a green-certified manner only through an authorized recycling supplier. EIC recently reduced printers in the company by 50%, indicating a huge reduction in energy as well as paper and storage space. The objective is to reduce this further by another 50%.

We stored 21.7million pages of documents digitally during 2020, a 26% increase over 2019.

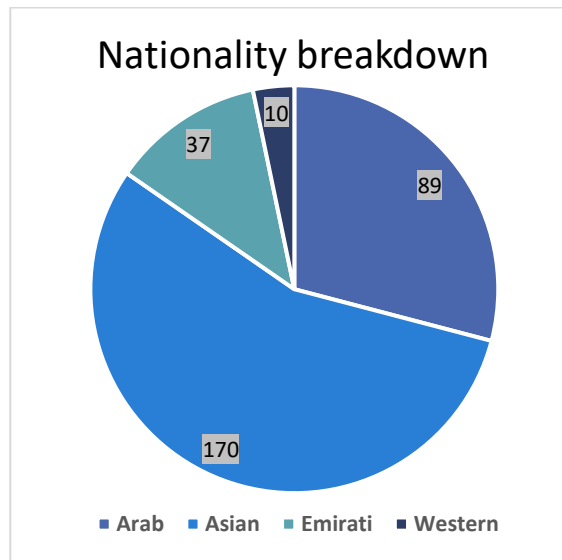
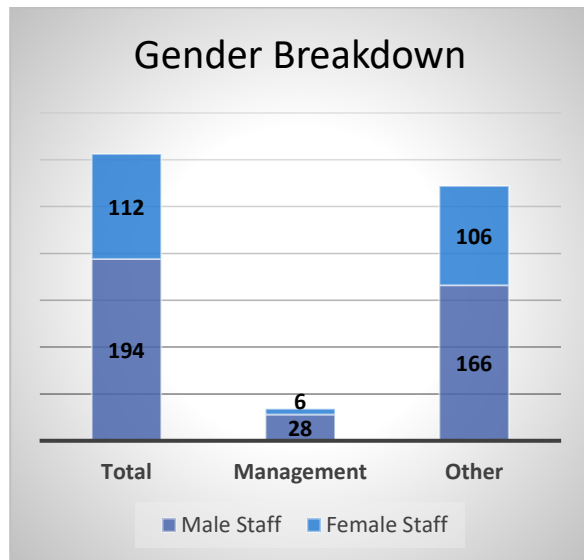
SOCIAL

(102-8), (401-1)

Investing in Human Resources is a crucial part of EIC’s internal investment. Employees are the foundation on which the organisation can thrive, and the HR department is responsible for creating company culture as well as managing performance, pay, talent, recruitment and onboarding. EIC believes that investing in employees and their wellbeing is a core responsibility as an employer, which will in turn lead to increased productivity and profitability.

As a company operating in the diverse country of the UAE, which is home to people from over 200 nationalities, EIC places diversity and inclusion on a high pedestal. Working towards creating a workplace where everyone can thrive, EIC is currently focused on:

- Gender equality,
- Emiratisation,
- training and development,
- benefits provision and wellbeing.



S2. GENDER PAY RATIO



(103-1), (103-2), (103-3), (405-1)

Compensation and benefits are paid based on the job role of an employee at EIC rather than gender.

S3. EMPLOYEE TURNOVER RATIO

The current staff turnover ratio over the past 18 months is 11%.

S4. DIVERSITY & INCLUSION



(103-1), (103-2), (103-3), (405-1)

EIC believes in gender equality and opportunities are provided solely based on merit, not gender. EIC endeavours to create a working environment where women feel safe, seen and empowered. Over the past year, the percentage of women in top management has increased – indicating that the work environment created is one where women can thrive.

Women currently makes up 37% of the workforce of which

S6. NON-DISCRIMINATION



(103-3), (405-1)

EIC does not discriminate against any religion, sex, language or ethnicity. This is clearly captured in the Human resources manual of the company.

S8. HEALTH AND SAFETY

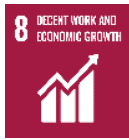


(103-3), (403,406)

EIC was one of the 1st companies in the UAE to adopt the 100% work from home protocol during the COVID pandemic.

EIC provides an annual check up and Flu shot vaccination. Pandemic health and safety measures include vaccination drives and regular PCR test. The company also ensured that EIC is safe for customers and tenants to visit. The company has a health and safety policy in place.

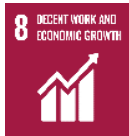
S9. CHILD AND FORCED LABOUR



(103-3), (408,409)

EIC will not participate in child or forced labour and will not engage with any vendors/partners who does make use of the vulnerable to obtain economic advantage.

S11. NATIONALISM



EIC is working in alignment with the government of the UAE's strategy to promote employment in the local population. Through a career development programme targeting Emiratisation, EIC is able to train and develop UAE nationals and support them in their careers with various training opportunities and mentoring. The Central Bank of the UAE sets targets for Emiratisation, which EIC surpassed in 2020.

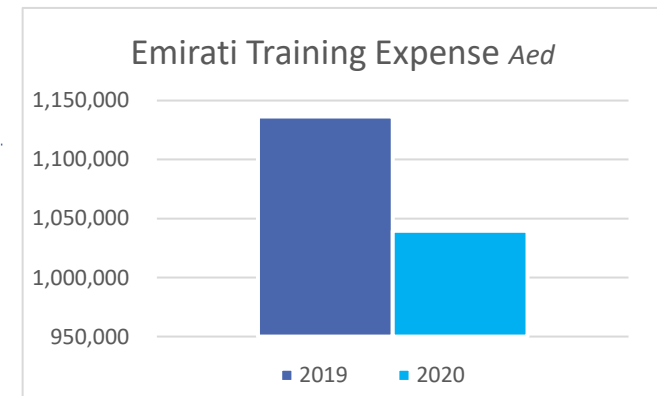
English language assistance, career development plans and targeted talent development are provided for Emirati employees and graduate hires. Graduate hires also receive tailored on-the-job training and the Central Bank of the UAE provides specific technical courses and certifications on insurance for UAE nationals. EIC also provides Emirati employees with specific training in insurance concepts and responsibilities through the Emirates Institute for Banking and Financial Studies (EIBFS).

12% of the workforce are Emiratis.

TRAINING & DEVELOPMENT

(103-1), (103-2), (103-3), (404-1), (404-2), (404-3)

EIC believes that nurturing talent is essential for the company's ongoing success. EIC has created Career Development Plans targeted specifically for UAE nationals. EIC also has a comprehensive succession plan documented.



BENEFITS & RECOGNITION

(103-1), (103-2), (103-3), (401-2), (401-3), (402-1)

Benefits for employees include; housing, salary advances and educational support. Salary advances can be provided up to twice in a calendar year based on eligibility, up to 70% of net salary. For housing, employees are assisted in that the annual rent is paid in advance and deducted over the period of the lease, not exceeding 12 months. Employees were also reimbursed for educational expenditure during part of 2020. Employees are notified of employment-related changes one month in advance.

HEALTH & WELLBEING

(103-1), (103-2), (103-3), (403-2), (403-6)

Employees were provided with health supplies such as masks and sanitisers to enhance their safety during the pandemic and work from home was encouraged. No serious work related employee health incidents were reported in 2020.

The company also promote the wellbeing of management where an active lifestyle is encouraged and hence the company makes contribution towards the fees of belonging to a health or fitness club.

CULTURAL CELEBRATIONS

(103-1), (103-2), (103-3), (413-1)

As an organisation that is interconnected with the Emirati community, EIC takes steps to promote and celebrate Emirati culture. EIC is a prominent well reputed company in the insurance sector within the UAE and we recognise our responsibility to the local community and aims to align with the UAE Vision 2021 for Emirati development and progress. It is essential as an insurance company to address the role and impact the company has on economic and social development.

Corporate Social Responsibility (CSR) is interwoven throughout the organisation, and is fundamental in building loyalty and trust in stakeholder relationships, and to achieve long-term sustainability goals.

EIC will continue in sponsoring the annual Sheikh Zayed Festival in Al Whatba and will continue to make CSR donations to the needy. Prior to the pandemic, EIC donated funds to the Downs Syndrome, Abu Dhabi chapter Association.

GOVERNANCE & COMPLIANCE

The Company's board of directors is committed to promoting good corporate governance within the Company. Consistent with its aim of being a leader in corporate governance in the UAE and the region, the Company has adopted extensive corporate governance guidelines in the Corporate Governance Manual in line with the principles set out in the UAE Securities and Commodities Authority on Corporate Governance and international best practice.

The Company recognizes the benefit of good corporate governance for all shareholders and the Corporate Governance Manual is designed to ensure efficient, dynamic and entrepreneurial management throughout the Company.

The Company published its Twelfth Corporate Governance Report in compliance with Board of Directors' Resolution No. 3 R.M of 2020 concerning the Standards of Institutional Discipline and Governance of Public Shareholding Companies.

The report reflects the Company's corporate governance systems as at 31 December 2020, and was filed with SCA, published on the Company's Website and made available to all shareholders well in advance of the AGM.

WHISTLEBLOWER POLICY

(102-16), (102-17)

Misconduct is seriously discouraged and managed stringently when identified. EIC has a dedicated email address, monitored by the Compliance Officer, where any fraud or wrongdoing witnessed can be reported anonymously by anyone affiliated with the organisation. The information relayed is then handled in a confidential manner by the Compliance Department.

All employees are required to sign a Code of Conduct, including the use of computer equipment and secrecy regarding information, when joining EIC.

GOVERNING BODIES & COMMITTEES

(102-11), (102-18), (102-19), (102-20)

EIC's Board of Directors is responsible for supervising management, overseeing Internal Control and Corporate Governance, and monitoring the human resources which are required for EIC's strategies to be successfully implemented. The Board is also responsible for approving investments, business plans, budgets and financial statements, and ensuring that all shareholders receive relevant information in a timely manner. Strategies and activities that are approved by the Board are subsequently implemented by EIC's Executive Management. The Board of Directors consists of nine non-executive members, of whom six are independent as per the classification from the Securities and Commodities Authority of the UAE.

EIC issues annually a comprehensive Corporate Governance Report which is published on the company website and SCA website.

Board Committees	<ul style="list-style-type: none"> • Audit Committee • Nomination and Remuneration Committee • Investment Committee 	Management Committees	<ul style="list-style-type: none"> • Executive Committee • Reinsurance Committee • Risk Committee • Technology Steering Committee • Insider Trading Committee • Complaints Committee • Underwriting Review Committees 	INVESTOR RELATIONS
				<p>EIC also has an investor relations department, which maintains relationships with its shareholders and incorporates their opinions into the decision-making process. This ensures that the business is open to thoughts from those who have vested interests in its growth and profitability.</p> <p>EIC's Annual General Assembly meetings welcome the attendance of all shareholders to contribute to major decisions by voting on current issues, such as;</p> <ul style="list-style-type: none"> • Election of the company's Board of Directors (BoD), • Board members' remuneration, • Dividend payments, • The appointment of external auditors. <p>These issues are critical to the cultivation of profitable and valuable practices in the company.</p>

RISK MANAGEMENT & BUSINESS CONTINUITY

(102-11)

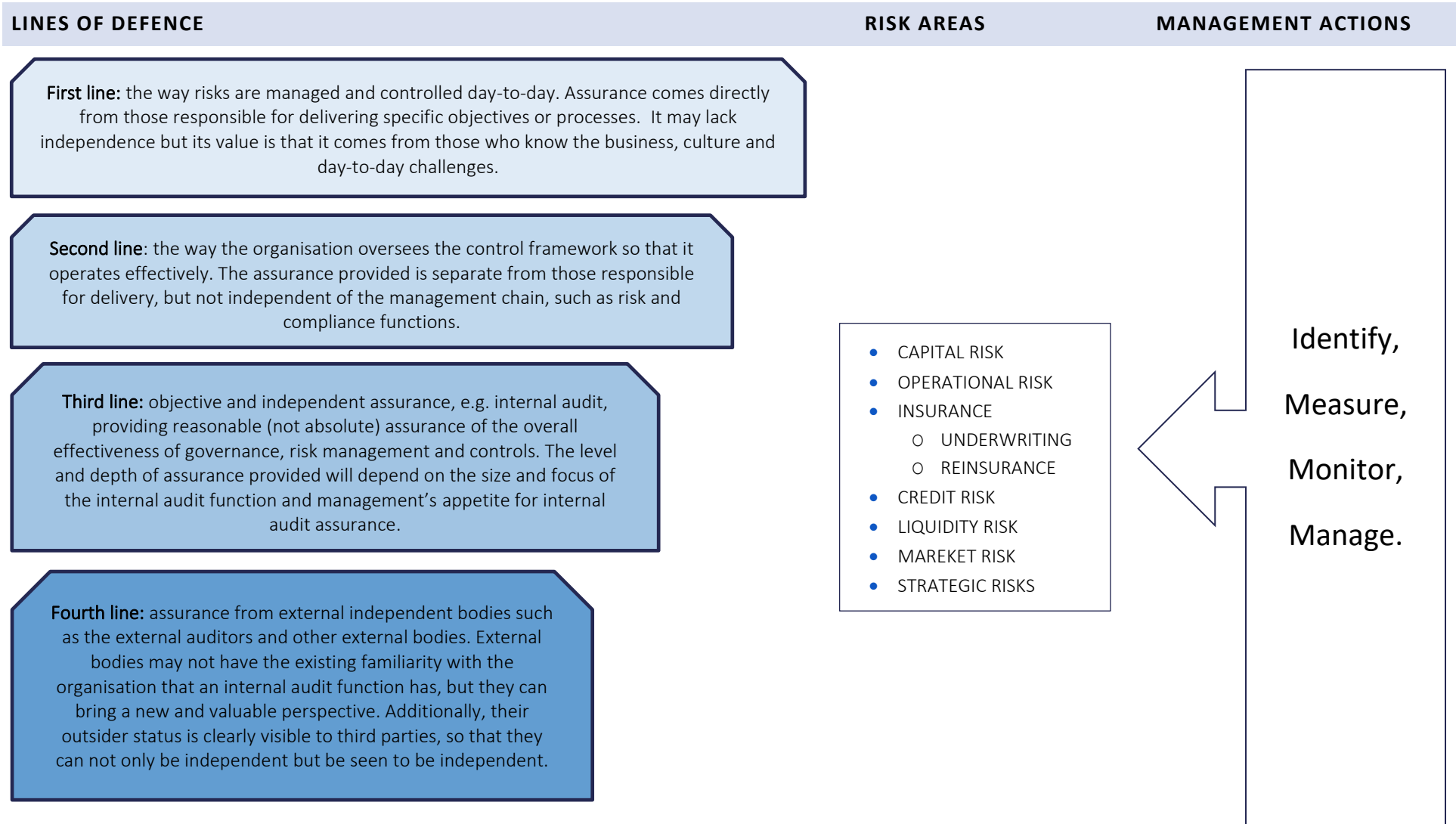
EIC recognises the critical importance of having efficient and effective enterprise risk management systems in place. The goal of the Company's risk management process is to ensure that the operations that expose it to risk are consistent with its strategy, business objectives and risk philosophy, while maintaining an appropriate risk/reward balance and enhancing stakeholder value.

The importance of having good risk management procedures in place was highlighted with the onset of the COVID-19 pandemic, which presented businesses in every industry with a number of challenges.

EIC's risk management framework is structured based on a number of guiding principles with the primary objective to protect its shareholders from events that hinder the sustainable achievement of the set financial performance objectives.

The Board of Directors oversees and monitors EIC's risk management framework, processes and practices, and reviews and approves overall risk appetite. Senior management shares responsibility and accountability for effective management of risk across the organisation. This enables a cross-functional perspective on risk management, enhanced by the frequency of contact across the management team. Additionally,

EIC's business continuity planning ensures business disruption risk for the organisation as a whole can be managed. It is supported by business continuity and disaster recovery policies and procedures. These steps, which apply to safety procedures, Information Technology practices and dealing with vendors and partners, define its emergency continuity response with the aim of achieving business resilience during a disaster. EIC carries out testing of these plans regularly and shares the results and feedback with senior management for subsequent improvements.



COMPLIANCE & AUDITING

(102-16), (102-17)

EIC is committed to complying with the governance guidelines as provided by the Securities and Commodities Authority of the UAE. The company ensures that all employees also integrate and exhibit the best practices in accountability, transparency, and integrity in their business dealings, reflecting EIC's dedication to the highest standards in corporate governance.

EIC also undertakes audits to assess its performance towards compliance standards. Internal auditing is the third line of defence in the Three Lines of Defence model, and it provides independent assurance on activities and policies within an organisation. EIC's internal audits, which involve identifying departmental risks and planning how to manage them, are conducted by the Internal Audit Department which is supervised by the Audit Committee. The Internal Audit Department ensures that all audits are carried out in compliance with its Internal Audit Procedures manual, which details procedures and compliance for internal departmental audits such as the assignment of department heads; discussion of the purpose, timing, and conduct of the audit; channels of communication; required fieldwork; and drafting process. Auditing procedures at EIC cover perceived risks to the effectiveness of controls, compliance or governance within the company, potential fraud risks, and handling of other irregularities.

EIC has both internal and external auditors to examine business documents and financial statements on a regular basis in order to review them and ensure that they comply with financial reporting standards.



J LIGHT

Chief Executive Officer

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