

ADIB



مصرف أبو ظبي
الإسلامي

MAXIMIZING OUR
POSITIVE IMPACT
2022 ESG REPORT



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WELCOME

(GRI 2-1, 2-2, 2-3)

Abu Dhabi Islamic Bank (ADIB, 'the bank' or 'the group') is proud to present its 2022 Environment, Social, and Governance (ESG) Report. The report provides a transparent overview of both achievements and challenges across our material topics.

The report has been prepared in accordance with the very highest standards of disclosure and responsible business principles, namely the Global Reporting Initiative (GRI) Standards (see our GRI Content Index – Essentials on page 65), Sustainability Accounting Standards Board (SASB), the United Nations' (UN) Sustainable Development Goals (SDGs) and the Abu Dhabi Stock Exchange (ADX) ESG Disclosure Guidelines.

Unless otherwise stated, all information is for the 2022 calendar year (ending 31 December). Financial performance and economic impact data cover the entirety of the ADIB Group, while material ESG topics are limited to operations in the United Arab Emirates (UAE). Non-financial data has been internally assured by relevant departments. Financial statements have been independently audited by Deloitte.

All monetary values in this report are expressed in Arab Emirates Dirhams (AED), unless otherwise stated. Find out more about our reporting approach on page 15.

You can access our previous reports on our Sustainability page at www.adib.ae

We welcome all feedback on this report: Investorrelations@adib.com



GROUP CEO
STATEMENT

As a Bank rooted in Shari'a principles of responsibility and compassion for others, we have always had a solid foundation in our ESG journey. The last year saw large strides forward in our Sustainable Future Plan, adding further rigour and ambition to our ESG Framework.

I am proud of the progress we are making to address some of society's greatest challenges. Transparent disclosure is an important aspect of this, which is why this report goes into detail on diverse topics – from governance, integrity and customer focus; to environmental protection, workforce diversity and community empowerment. Innovation forms a common thread throughout, with facial recognition, artificial intelligence (AI), robotics and other technologies helping drive more customers than ever to digital, while smart Building Management Systems reduce our environmental footprint. Outstanding Innovation awards (see page 71) are testament to the emphasis we place on innovation, which is at the heart of the Bank's corporate vision and mission.

Our robust financial performance during the year delivered economic value to all stakeholders and society at large, supporting the Abu Dhabi Economic Vision 2030 and demonstrating that our purpose goes far beyond short-term profit. Shari'a-compliant financing rose to AED 113 billion. We also welcomed 5,280 new small and medium-sized enterprise (SME) customers, while youth account opening increased by nearly 29%.

Being a lifelong partner to our communities also means giving more directly to charitable causes, which is why I am pleased to say we increased philanthropic donations by 13.5%. Employees played their part too, with volunteering days increasing 1.5-fold. Meanwhile, we scaled further our investment in local talent, achieving our highest Emiratisation rate (45%), with more than two thirds of Emirati employees being women.

On the environment, it is encouraging to see in this report that our carbon footprint fell by 14% during the year and that we recycled nearly a third more

waste. Achievements such as these help to inspire the wider corporate community in contributing to the UAE's Net Zero 2050 roadmap, and the National Green Economy for Sustainable Development, especially with the UAE hosting COP 28.

Governance excellence remains the bedrock of everything we do and evidence over the last year indicates that our systems of compliance, ethics and risk management are fit-for-purpose in an ever-changing world. The Board and Executive Management Team are deeply committed to overseeing this from the top. And lastly – but perhaps most importantly – is the commitment we make to our people. In 2022, we saw upward trajectories across many metrics, from training hours and retention, to female recruitment and engagement in health and wellbeing.

Our robust financial performance during the year delivered economic value to all stakeholders and society at large, supporting the Abu Dhabi Economic Vision 2030 and demonstrating that our purpose goes far beyond short-term profit. Shari'a-compliant financing rose to AED 113 billion. We also welcomed 5,280 new small and medium-sized enterprise (SME) customers, while youth account opening increased by nearly 29%.

We have undoubtedly taken huge steps forward on ESG in the last year. But there remains much work ahead, starting with delivery of our three-year standalone ESG Strategy. Focusing our efforts further will accelerate progress towards national and global priorities, such as the UN SDGs. It will also bring forward more positive outcomes, with financial and non-financial value created beyond our business. We welcome your feedback on this report and our ESG journey to date.

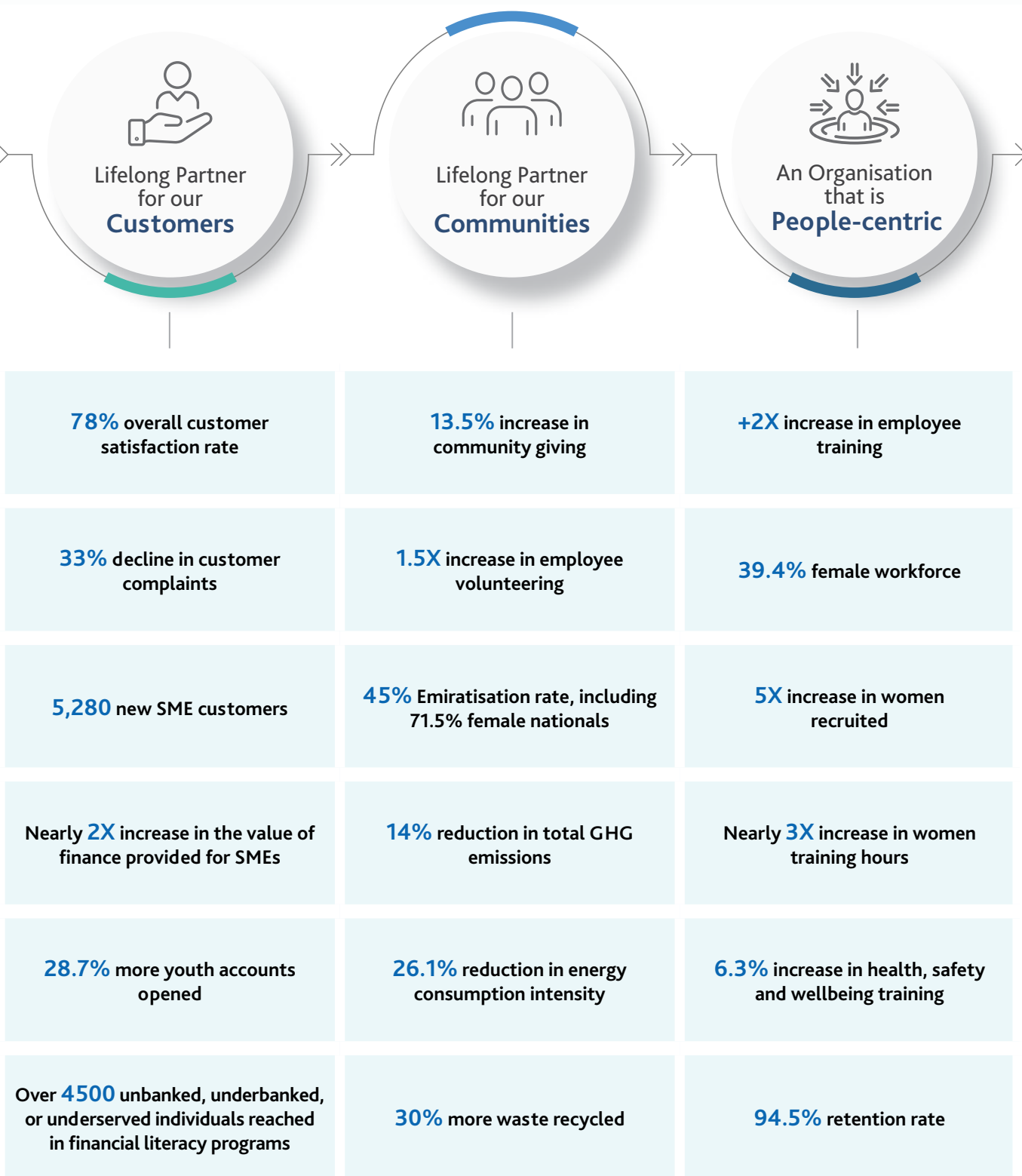
Nasser Abdulla Al Awadhi
Group Chief Executive Officer (CEO)

HIGHLIGHTS OF THE YEAR



Excellence in Governance	Strong Economic Impact	Maximising Positive Impacts
9 hours of Board training, of which 22% covered ESG	23% increase in revenue	61% of financed portfolio classified as low or medium ESG risk
100% of business units screened for money laundering risk	60% increase in Earnings per Share	AED 113 bn value of total Shari'a-compliant financing
85% of employees completed business ethics training	19 women owned suppliers engaged	76% of customers digitally active
+50% decrease in fraudulent transaction activity	1m retail banking customers surpassed	31% increase in the number of online/mobile transactions
Zero data security breaches for a 3rd consecutive year	305 local suppliers engaged	6.2Bn AED in Sustainable Finance
14% of board seats occupied by women	171 SME suppliers engaged	80m online/mobile transactions

In 2022, a number of milestones were achieved on ADIB's journey to create financial and non-financial value for stakeholders and society at large. Below are just a few highlights.



PURPOSE-DRIVEN BUSINESS

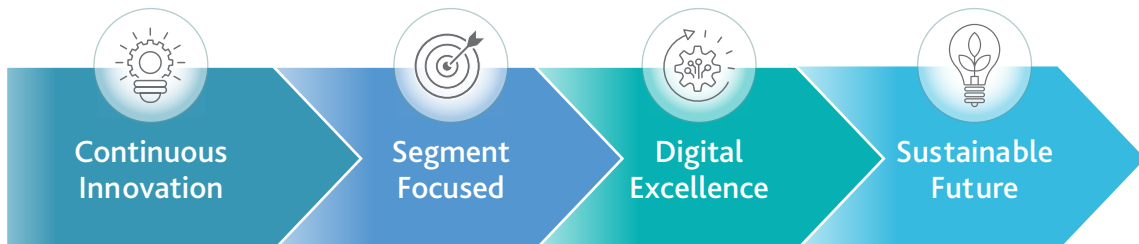

(GRI 2-1)




ADIB is committed to being a responsible corporate citizen and to managing its business in a way that creates value for customers, shareholders, employees and the communities in which it operates.

Incorporated in 1997, today ADIB is one of the largest Islamic banks globally by assets. It is headquartered and listed in Abu Dhabi but also has a strong presence in Egypt, the Kingdom of Saudi Arabia, the United Kingdom, Qatar, Sudan and Iraq. Over the last two decades, ADIB has demonstrated a consistent track record of growth with assets now totalling AED 169 billion. It currently serves more than a million customers through a balanced proposition that combines a highly personalised customer experience with world-class digital banking services. In 2022, 2,155 people were employed at ADIB, an increase of 16% on the previous year (see page 55).


ADIB conducted its 5-year strategic review which defined the bank’s renewed purpose of becoming a lifelong partner for our clients, community and colleagues. Furthermore, ADIB’s vision was revamped to be the world’s most innovative Islamic bank. The strategy is based on four pillars:

Our Purpose
To serve as a lifelong partner for our customers, colleagues and our community



Our Vision
To be the world’s most innovative Islamic financial institution



Our Mission
Every day, simple banking empowered by people – centric innovation



Our Values

- Mutual benefit
- Transparency
- Simplicity and sensibility
- Hospitality and tolerance



2022 KEY HIGHLIGHTS

RECORD-BREAKING PERFORMANCE

55%
growth in Net profit

22%
growth in customer financing

26%
growth in deposits

SUPERIOR SHAREHOLDERS RETURN

21.4%
ROE

AED 1.779
billion in dividends pay-out

5.4%*
dividend yield

*31st Dec 2022

COMMITTED TO ESG

- MSCI ESG Rating: A

- Committed to Sustainable Finance:

AED 6.6 billion

- Included in MSCI Emerging Markets ESG Leaders Index

ROBUST FOUNDATION

Safest Islamic bank in the world

17.2%
Capital Adequacy Ratio

A2
ratings by Moody's

A+
ratings by Fitch



Islamic leadership



Digital and innovation



Product leadership



Sustainability award



Customer service and excellence



Subsidiaries



SUSTAINABILITY APPROACH

(GRI 3-1)

As a key pillar of its five-year strategic plan, ADIB recognises that a sustainable approach to address ESG issues is vital to deliver on its purpose and become the world’s most innovative Islamic financial institution. To this end, ADIB is developing its ESG Policy Framework, which will be publicly available in 2023. The Bank’s Sustainable Future plan to 2025 is being delivered through a six-point ESG Framework. Aligned with its corporate mission and values, ESG investor priorities, stakeholder interests, national goals and global standards and frameworks, the framework structures and articulates sustainability considerations that are important to ADIB.

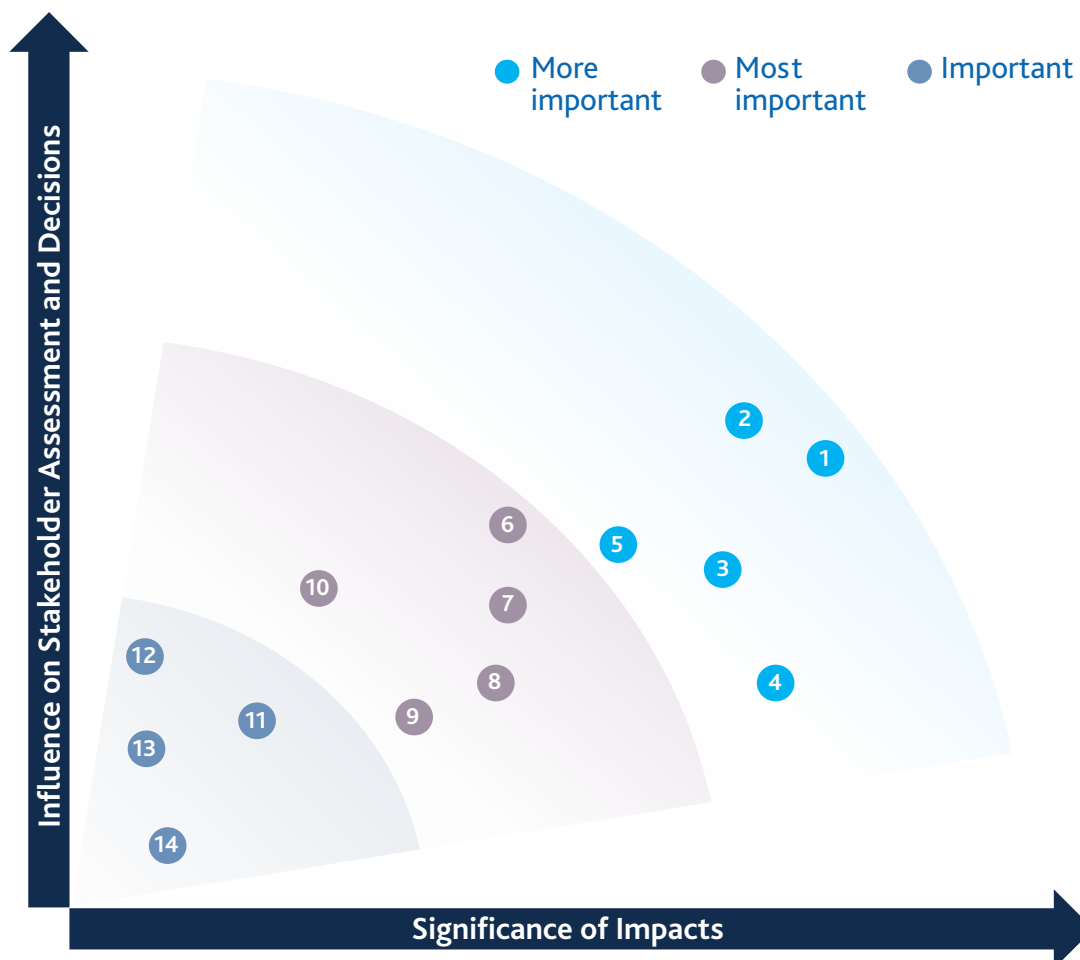


MATERIALITY ASSESSMENT

(GRI 3-2)

As shown in the framework above, progress against each of the six strategic sustainability pillars is monitored through material topics. These were defined through a rigorous process of materiality – last conducted in full in 2019 and refreshed during 2022. In the latest assessment, a peer benchmarking was conducted, alongside analysis of national and international standards, including GRI Standards, SASB, the SDGs, the World Federation of Exchanges, UAE’s Net Zero 2050 roadmap, Principles of the 50 and Climate Change National Plan, the National Green Economy for Sustainable Development and Abu Dhabi Economic Vision 2030. The identified material topics were regrouped and reduced from 46 material topics to 14 material topics, making it easier for stakeholders to clearly visualise the most important areas of focus. We also conducted internal stakeholder engagement, including validation from the Board of Directors and Executive Leadership Team.

See our complete stakeholder engagement map on page 70 and a list of memberships on page 72.



Material Topic	Rank
Governance, transparency & anti-corruption	1
Economic impact	2
Customer experience	3
Responsible banking	4
Data privacy	5
Innovation	6
Access to finance	7
Equal opportunity	8
Learning and development	9
Community	10
Employee wellbeing	11
Emiratization	12
Environmental management	13
Responsible procurement	14

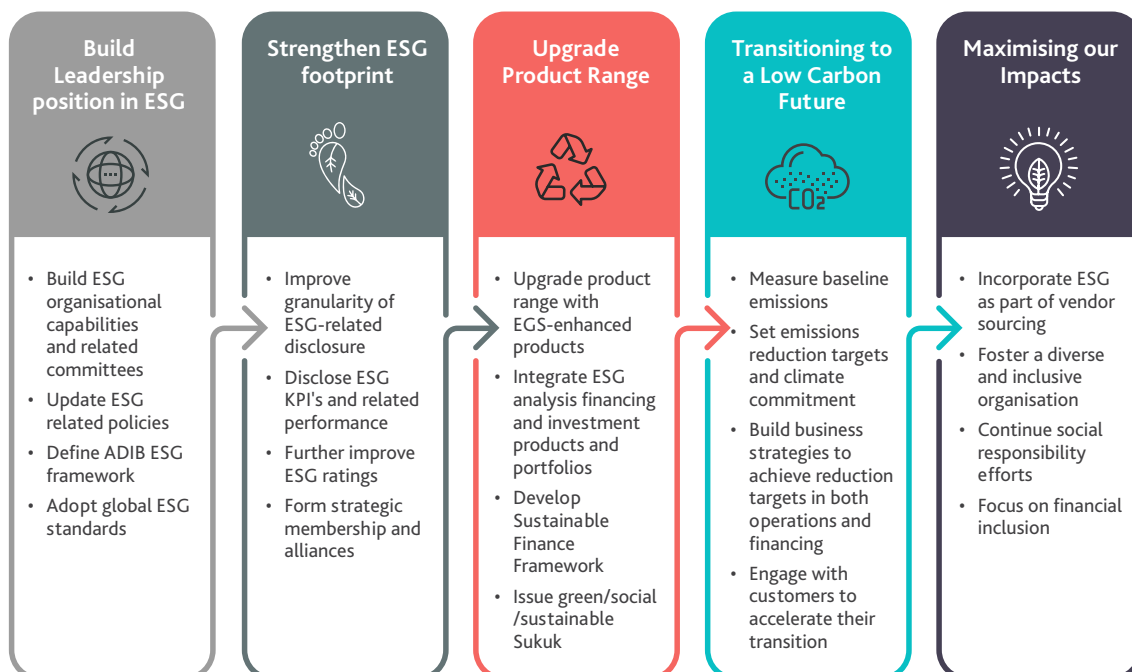
ESG STRATEGY

During the last quarter of 2022, ADIB has initiated the development of its standalone ESG Strategy, which includes a three-year detailed roadmap. The strategy development process has taken into consideration the existing corporate strategy, ADIB's vision and ESG related data, international and national sustainability standards and frameworks, ESG rating agencies' requirements, investor focused ESG assessment, peer benchmarking, and engagement sessions with the different departments representing various areas of the Bank.

The strategy provides a clear roadmap towards sustainability, sets ambitious targets, and underscores the intersection between ESG and Shari'a principles. It also identifies a key objective for ADIB to be recognised as a leader in innovative and Islamic banking.

ADIB aims to prioritise aspects of ESG that add the greatest value by implementing product innovation with a clear focus on positive sustainability impacts. By implementing the ESG strategy ADIB will further improve its ESG ratings and stand out from other Islamic banks by integrating ESG analysis in financing and investment products and portfolios. ADIB intends to expand its retail and corporate products by integrating ESG features into the product range, and incentivise lifestyle shifts towards greater sustainability,


The Bank is committed to issuing sustainable Shari'a compliance Sukuks/bonds and has started developing its Sustainable Finance Framework (which will be published next year) in preparation for that. Ultimately, ADIB is looking to help build the UAE as a global sustainable finance hub. Moreover, ADIB will implement carbon reductions in line with the Net Zero 2050 commitments and develop products related to financing for carbon emission reduction, thereby supporting the UAE's climate change agenda. The Bank is eager to adopt global ESG standards, frameworks, and alliances including Principles for Responsible Banking (PRB), Equator Principles (EP) and Net Zero Banking Alliance (NZBA).



EXCELLENCE IN GOVERNANCE



Underpinned by Islamic principles, we are committed to adhere to the spirit and the letter of Shari'a and the rules and regulations governing our industry. We remain committed to the highest standards of governance, accountability, and transparency. We work alongside our regulators to contribute to the Abu Dhabi Economic Vision 2030 and the UN SDGs by robustly managing risk and meeting or exceeding all national laws and international standards of excellence.

Material Topic	Abu Dhabi Economic Vision 2030	SDG
Governance, Business Ethics and Compliance Data Privacy	<ul style="list-style-type: none"> Building an open, efficient, effective and globally integrated business environment Developing a sufficient and resilient infrastructure capable of supporting anticipated economic growth 	16 

GOVERNANCE, BUSINESS ETHICS AND COMPLIANCE

The bank's Code of Conduct forms the basis of how ADIB sets a culture of good governance, ethical conduct and compliance. The Board of Directors has a mandate to deliver on this, including overseeing the Risk Governance Framework. In 2022, the ADIB Board of Directors consisted of seven board members, with five independent and seven non-executive members. Board members are selected annually at the Annual General Meeting (AGM).

Key Performance Indicators (KPIs)	2022
Total number of board members	7
Total number of independent members	5
Total number of non-independent members	2
Total number of executive members	0
Total number of non-executive members	7
Total board seats occupied by men	6
Total board seats occupied by women	1

The Board undergoes an internal annual assessment process, with an independent assessment conducted at least every five years. In 2022, members participated in nine hours of training, of which 22% covered ESG. It also approved the formation of an ESG Sub-Committee, which will be formally inaugurated the upcoming year. The Board charter makes reference to the importance of diversity and this is an area of ongoing priority for members. The Board Chair cannot serve as the CEO as it is prohibited by the regulations of CBUAE. Currently, there is one female Board seat attendee, Ms. Maha Al Qattan, who is the Group Chief People & Sustainability Officer at DP World.



ADIB has an Internal Shari'a Supervisory Committee (ISSC) which is independent from the Board of Directors and the administrative structure of the Bank. The ISSC is mandated to supervise and monitor the activities and operations of ADIB and its operative charters to ensure compliance with the rules and principles of the Islamic Shari'a. The ISSC ensures the implementation of such activities, businesses and charters is in compliance with the rules and principles of the Islamic Shari'a.

Members of the ISSC are appointed at the Annual General Assembly. The role and responsibilities of the ISSC include:

- Undertake Shari'a supervision of all businesses, activities, products, services, contracts, documents, and code of conducts.
- Issue Shari'a fatwas and resolutions
- Monitor ADIB's compliance with Islamic Shari'a
- Review and approve corrective measures, remediation required by the Islamic Shari'a regarding the consequences arising from Shari'a non-compliance issues and recommend preventive measures.
- Review and approve from Shari'a perspective the method for calculation and distribution of profits, allocation of expenditures and costs and their division between holders of investment accounts and shareholders and final annual accounts before presenting them to the Central Bank
- Issue an annual report stating the extent of compliance with Islamic Shari'a that is published within the financial statements.

BUSINESS ETHICS

The bank's commitment to conduct business in line with its values (see page 11) is outlined in the Code of Conduct and supported by detailed policies, procedures and training. The prevention and mitigation of conflicts of interest are clearly stated in the Code of Conduct, which applies to all internal stakeholders. Understanding and mitigating diverse risks to the business and its stakeholders, including ESG risks, is fundamental to ethical conduct. These risks, shown below, are continually evolving, which is why the enterprise-wide Risk Governance Framework emphasises ongoing evaluation and assessment.

Risk Type	Key measures implemented in 2022
Operational Risk Management	The development and implementation of an outsourcing risk assessment aimed to facilitate improved oversight and regulatory adherence Synergies and methodologies alignment of internal audit and operational risk management methodologies
Fraud Risk Management	Implementation of Emirates Facial Recognition as part of the journey to remove social engineering risks related to the use of One Time Passwords Implemented the UAE Trade Connect System to prevent financing of duplicated or fraudulent invoices
Market Risk	Market Risk department continued to enhance its MIS by upgrading two platforms; Bloomberg and FIS to improve capture of counterparty risk and Asset and Liabilities Management
Enterprise Risk Management	Development, calibration, monitoring and validation of 60+ risk models
Credit Risk	Enhancing central credit portfolio monitoring and oversight, embedding early alert processes, and refocusing recovery capabilities
Cybersecurity Risk	Approved Cybersecurity Strategy, which will contribute to reducing risk in accordance with ADIB's risk appetite. See page 25.
External Fraud Risks (customer's impersonation) targeting digital platforms	Several initiatives have been taken into implementation as part of ADIB response to address the Social Engineering Fraud, the risk of social engineering is that all bank's controls could be compromised as soon as customers shares their banking credentials including OTP

ESG risk is now recognised as a key risk for ADIB and will be included in the Bank's risk register. ADIB will report on ESG risks in order to minimise exposure to potential losses resulting from ESG issues.

ADIB undertakes a risk-based customer due diligence, identification and verification, alongside Know Your Customer procedures, including enhanced due diligence for those customers presenting higher risk, such as politically exposed persons.

Among fraud risks, group policies on Anti-Bribery and Anti-Corruption, Gifts and Entertainment, Anti-Money Laundering (AML) and Counter Terrorist Financing (CTF) seek to mitigate risk in line with international standards such as the UK Bribery Act 2010, U.S. Foreign Corrupt Practices Act and the Wolfsberg anti-bribery and corruption compliance programme. In 2022, 100% of business units were screened for risks related to money laundering and CTF, with 79% of transactions screened for money laundering. The bank's systems registered a 50% decrease on 2021 in fraud cases which is a testament to the effectiveness of anti-fraud processes, including the introduction of a 24/7 real time fraud monitoring system.

In 2022, mandatory training and assessments were delivered to those in roles exposed to any of the risk areas above. Financial crime compliance training was also provided to ADIB Board and senior management.



100% of business units screened for money laundering and CTF risk



85% of employees completed business ethics training



3,433 employees completed AML/CTF training (49% increase on 2021)

IN ACTION UPHOLDING HUMAN RIGHTS

ADIB fully supports the UN Convention on Human Rights, SDG 8 on decent working conditions and UAE labour law. The bank's Human Resources (HR) policies reinforce its commitment to protecting the rights of people of determination (persons with disabilities); workers' rights, reporting discrimination, combatting human trafficking and championing women's rights in the UAE.

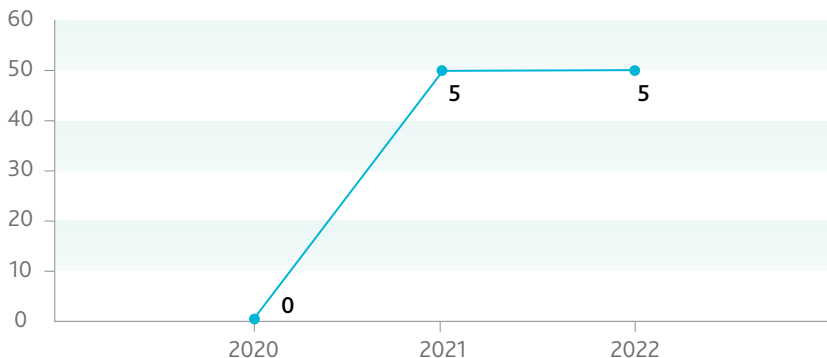
Human and labour rights training is available on the company's LinkedIn learning platform.



50% decrease in fraudulent transaction activity

COMPLIANCE

ADIB's Board is ultimately accountable for the group's compliance with the applicable law and all regulations of the Central Bank of the United Arab Emirates (CBUAE) and other regional and international regulations. A zero-tolerance stance is taken to non-compliance, with ongoing communication to reinforce compliance responsibility across our organisation. All matters regarding compliance are reported on a quarterly basis to the Compliance and Control Committee. In 2022, five incidents of non-compliance were identified and swiftly remediated.



● Total incidents of non-compliance with laws and regulations

Empowering employees and wider stakeholders to report any non-compliances or concerns is fundamental to how we uphold compliance. A Grievance Committee and Whistleblowing Policy are in place to protect employees from retaliation. Compliance news updates disseminate important compliance matters and awareness. In 2022, 12 issues were reported through these processes, with 25% of them substantiated and zero legal or regulatory fines or settlements resulting.

WHISTLEBLOWING

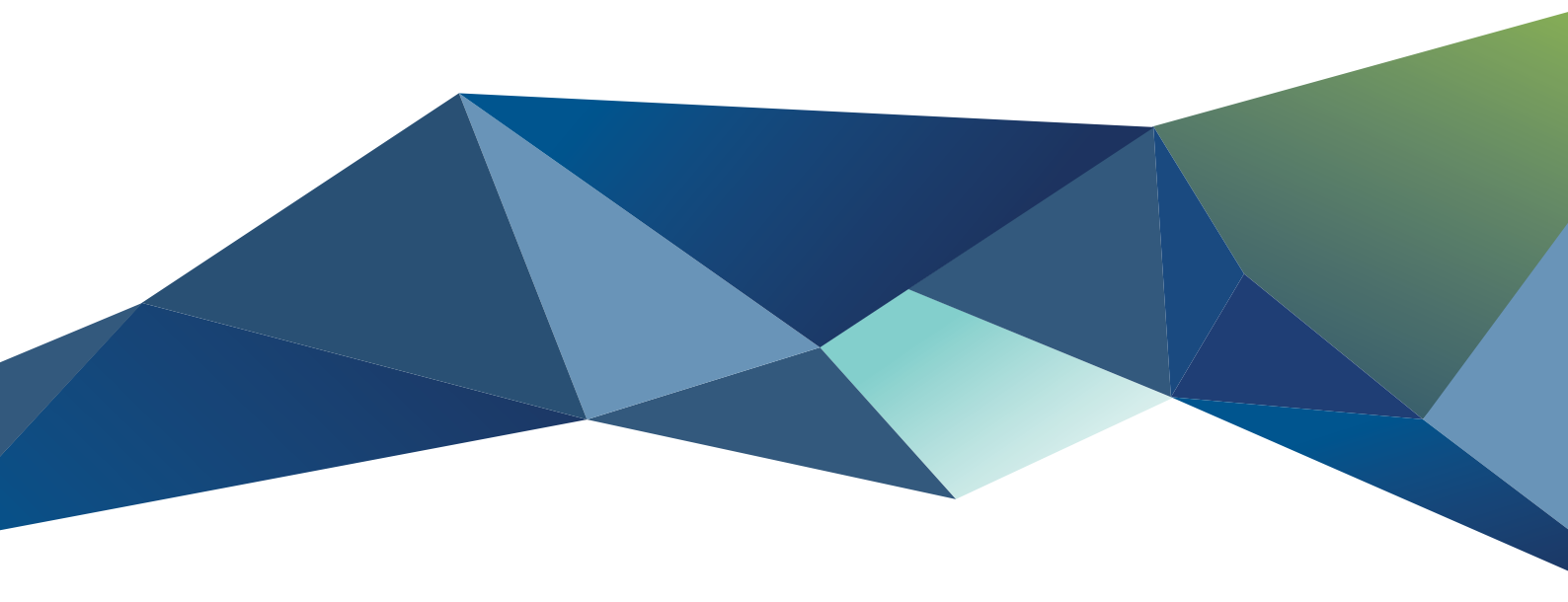
Whistleblowing is enabled through a range of secure and protected channels including a dedicated section on our intranet and an email address (wbhotline@adib.ae.)

The reporting mechanism allows employees to raise serious concerns without fear of retaliation. A preliminary investigation will be carried out in order to assess whether or not a complete inquiry should be carried out and by whom. The whistleblower has the right to be notified of the result of his or her disclosure as well as the findings of any investigation. All reportable cases are processed by a relevant investigation team following Whistleblowing Committee approval.

Examples of whistleblowing cases that can be reported:

- Workplace misconduct – matters related to Human Resources and Environment Health, and Safety.
- Fraud including financial related misconduct – theft, abuse of assets and other general/financial related fraud matters.
- Bribery/Corruption misconduct – corrupt practices including giving or receiving bribes or other improper benefits.
- Regulatory and business misconduct – compliance issues, conflict of interests and other regulatory violations.
- Data and Security misconduct.

See all performance data on page 60-64.





ANTI-MONEY LAUNDERING

ADIB has zero tolerance for actions and activities that knowingly and/or intentionally breach Anti-Money Laundering (AML), Counter Terrorist Financing (CTF), Sanctions and Anti Bribery and Corruption (AB&C) laws and regulations. The Group Anti-Money Laundering – Counter Terrorist Financing Policy, Group Sanctions Policy and Group Anti-Bribery policy provides a globally consistent framework around systems, products, processes and controls to identify and mitigate financial crime risks; and comply with the applicable laws & regulations.

Under the AML-CFT Policy, ADIB runs the AML-CFT program to protect both its clients and affiliates from the risks of money laundering and terrorism financing. The program establishes a comprehensive governance and oversight of the program across the bank and monitors all activities for breaches.

79% of transactions in 2022 were screened for money laundering

DATA PRIVACY

The group's Information Security department oversees ADIB's data privacy and security programme, which includes employee training and awareness. It is responsible for planning, directing and coordinating the bank's information security policies, setting procedures and guidelines to ensure that all information systems are functional, secure and safeguarded throughout the Bank.

The Data Privacy policy sets out the minimum requirements pertaining to the manner in which personal data, including special personal data, should be handled. ADIB is committed to notifying the customer of policy changes or in the event of a data breach. A standard privacy risk assessment process applies to key business areas and functions where personal data is collected and processed.

All employees must complete annual mandatory data privacy training that also covers cyber threats, fraud management and social engineering, with further ad hoc training on particular or new threats.

ADIB has invested in measures and data security procedures to ensure that data is protected during its full life cycle. Data security procedures for essential data are monitored and reviewed by Chief Information Security Officer and reported and evaluated by ADIB's Compliance and Control Committee "CCC" on a monthly basis. In accordance with the Bank's business application criticality framework, our dedicated Cybersecurity Team keeps track of the data security controls. As a result of this process, ADIB is able to offer clients safe and secure banking experience while also protecting their sensitive information.

CYBERSECURITY

The group's Chief Information Officer is accountable for cyber threat intelligence, access management and data protection, security engineering, cyber advisory assessment and testing, cyber defence and threat management and security transformation. The team is made up of experts in malware protection, network security, threat hunting, threat intelligence, cloud security, access and identity management, penetration testing, data privacy and other.

In 2022, a dedicated Cybersecurity Strategy was launched. This builds on the bank's commitment to detect cybersecurity vulnerabilities systematically, with audit conducted by the Compliance and Control Committee monthly. Stress tests are conducted to detect cybersecurity vulnerabilities and gaps. As fraud methods become more sophisticated, ADIB uses cutting edge technologies and processes to protect customer information, evaluating, developing and implementing more advanced banking security measures year-on-year. Customers are given the ability to instantly block their card through our app if they feel that there has been a fraudulent transaction.

ADIB is proud to report zero data security breaches for a third consecutive year.

Effectively tackling cyber security requires collaboration with national authorities and financial institutions. ADIB works closely with the UAE Banking Federation, the Central Bank and the Cybersecurity Department within the UAE Government. It also coordinates with the UAE Police Department on wider social media awareness campaigns targeting hundreds of thousands of customers each year.



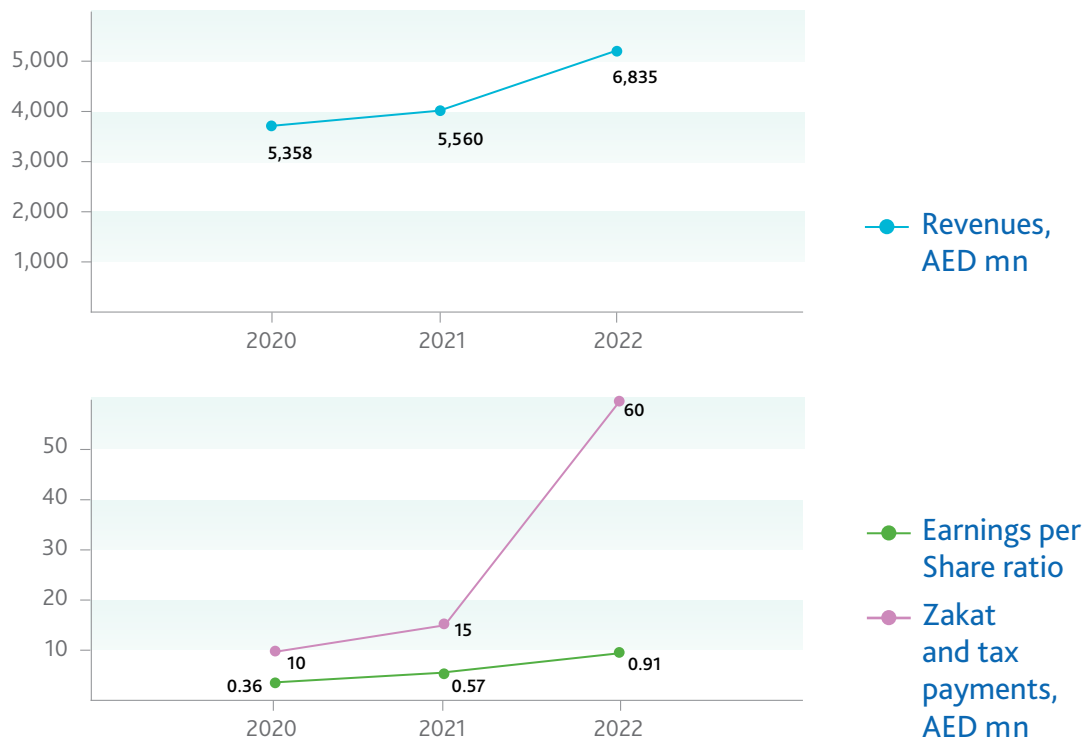
STRONG
ECONOMIC
IMPACT



Playing its part in the economic vitality of the UAE, ADIB seeks to create value for its stakeholders and wider society. This includes engaging large- and mid-sized corporate customers and government-related entities, investing in a vibrant workforce and contributing to the nation’s resilient supply chains.

Material Topic	Abu Dhabi Economic Vision 2030	SDG
Economic Impact	<ul style="list-style-type: none"> Establishing a resilient monetary and financial market environment with manageable levels of inflation 	8 
Responsible Procurement	<ul style="list-style-type: none"> Enable Financial Markets to Become the Key Financiers of Economic Sectors and Projects 	12 

This year saw upward trends across the board in terms of financial performance and economic contribution to the UAE. Revenues increased by 23%, while Earnings per Share rose by 60% and Zakat Islamic Contributions and taxes rose three-fold.



See all performance data on page 60-64.

For more information on financial performance, please see the 2022 Annual Report

For the first time in 2022, retail banking customers surpassed one million as we welcomed 126,000 new customers. The total value of the bank’s retail value portfolio was AED 53 billion, a 10% increase on 2021. This growth is a further signal that ADIB is creating a strong and positive economic impact in the UAE and beyond.

KPI's	2020	2021	2022
Retail Banking Customers	946,535	995,940	1,101,000
Retail Portfolio (AED Bn)	47.50	48.85	53.74
Wholesale Banking (AED Bn)	33.06	36.88	44.09

See all performance data on page 60-64.



RESPONSIBLE PROCUREMENT

ADIB engages diverse suppliers, both locally and globally, to provide efficient and sustainable goods and services for the business. The majority of ADIB's expenditure is on services and is managed through a governance framework which ensures that the bank follows the highest standards in terms of sourcing, awarding and on-boarding. ADIB follows a Procurement Policy Manual that reinforces the bank's expectations of the highest professional and ethical standards, as well as vigilance around key risks as discussed on page 21. It applies to all employees, contractors and consultants undertaking any procurement activity with third party vendors. Vendor registration and records also require:

- vendor due diligence and risk assessments;
- competitive tendering; and
- periodic risk identification and assessment.

UAE labour laws are applied at all times, including the prohibition of employing juveniles.

The bank strives to include socially responsible suppliers within the supply chain and it places high significance on the establishment of long-term partnerships with suppliers to create shared values for both parties. In order for new suppliers to enter the supply chain, ADIB's Group Procurement department evaluates them before business is awarded. The onboarding process starts with the evaluation of prospective suppliers, which is accomplished through the use of the online vendor registration system. Supplier Onboarding Terms & Conditions must be reviewed and accepted by any supplier before they can proceed with the online registration process. Suppliers must also adhere to ADIB's Code of Conduct, which is necessary for any new vendor onboarding. The bank does not knowingly participate in relationships with suppliers involved in modern slavery and human trafficking.

In 2022, the percentage of local suppliers engaged was maintained at 79.6%, while the percentage of spending on local suppliers increased by 8% compared to the previous year.

KPI's	2020	2021	2022
Total procurement spending, AED mn	530.3	780	578.7
Procurement spending on local suppliers, AED mn	357.3	622.4	510.4
Percentage of spending on local suppliers, %	67.37	79.79	88.21

See all performance data on page 60-64.

MAXIMISING
POSITIVE
IMPACTS



Beyond its economic contribution, ADIB strives to create wider positive impacts for the society. This is achieved through its ethical Shari'a principles and responsible, innovative products and services that make banking more affordable and sustainable for customers across the UAE and beyond. By capitalising on the overlap between ESG and Shari'a principles, and integrating ESG risk assessments in financing and investment activities while offering green and social products, ADIB aims to drive the shift in markets towards sustainable financing.

Material Topic	Abu Dhabi Economic Vision 2030	SDG
Responsible Banking	<ul style="list-style-type: none"> Develop a Sufficient and Resilient Infrastructure Capable of Supporting the Anticipated Economic Growth 	8 
Innovation	<ul style="list-style-type: none"> Enable Financial Markets to Become the Key Financiers of Economic Sectors and Projects 	9 

RESPONSIBLE BANKING

ADIB financing is increasingly geared towards a sustainable economy. The portfolio of ESG products continued to grow and 13 green financing transactions were closed, including AED1.7 billion green financing for three sustainable sewage treatment plants across Saudi Arabia and AED 244 million in wider sustainable development projects across the country. All project finance deals follow the Equator Principles (EP) which is a risk management framework, adopted by financial institutions, for determining, assessing, and managing environmental and social risk in project finance and other eligible financings. Further examples are shown below.



CASE STUDIES

DEWA SOLAR PROJECT

Key Highlights

- Landmark Renewable project in Dubai with extremely competitive tariff
- Project involves the construction of a **state-of-the-art 900MW solar PV plant**, using bi-facial panels with tracking technology at a capital cost of c. USD 564 million
- Has been **the focus of significant international interest, having demonstrated one of the lowest levelized cost of electricity** in the world of USD cents 1.6953 per kWh
- The financing for the project is based on the principles of limited recourse project financing with the **senior debt provided by a number of international, regional and local banks** along with a project recourse mezzanine tranche committed by a regional bank
- Facility was structured as a c. 27-year soft mini perm **financing with both conventional and Islamic tranches with a target refinancing date at Year 7**
- The financing structure featured a set of equity bridge finances provided by local banks and also by **DEWA**



Transaction Snapshot

Obligor	Shuaa Energy 3 P.S.C.
Facility Size	USD 430 million
Closing Date	August 2020
Use of Proceeds	Construction of 900 MW solar plant
Tenor	27 Years
Target Refinancing Date	Year 7
Structure	Istina Ijara
Financiers Legal Counsel	Norton Rose Fullbright
Obligor Legal Counsel	Covington
ADIB Role	Mandated Lead Arranger
Co-arrangers	Abu Dhabi Islamic Bank P.J.S.C., Arab Petroleum Investments Corporation, Emirates Nbd Bank P.J.S.C., Industrial And Commercial Bank Of China Limited, Dubai (DIFC) Branch, Natixis, Samba Financial Group, Standard Chartered Bank, Warba Bank K.S.C.P.



CASE STUDIES

JAZLAH WATER DESALINATION COMPANY | JUBAIL 3A

Key Highlights

- The project is the fourth seawater reverse osmosis (SWRO) desalination project to be awarded in the Kingdom of Saudi Arabia over the last 3 years, as part of the **largest public-private partnership (PPP) desalinated water procurement program in the world**
- The utility-scale project had been awarded to the consortium led by AWA Power, in association with Gulf Investment Corporation (GIC) and Al Bawani Water and Power Company (AWP), earlier this year at a **world- record tariff of c.41 US Cents per m3 for desalinated potable water**
- Jubail-3A IWP will utilize reverse osmosis (RO) technology to yield a **capacity of 600,000 cubic meters a day**
- The project will benefit from a **25-year Water Purchase Agreement ("WPA") with Saudi Water Partnership Company ("SWPA") and a target refinancing date at Year 6**
- The engineering, procurement and construction (EPC) contract for the project was awarded to a consortium of SEPCOIII, Power China and Abengoa
- The operations and maintenance agreement was signed with an affiliate of First National Operations & Maintenance Co. Ltd. (NOMAC). The plant is located in Jubail, Saudi Arabia

Transaction Snapshot	
Obligor	Jazlah Water Desalination Company
Facility Size	USD 481 million
Closing Date	September 2020
Use of Proceeds	Construction of Water Treatment Plant
Tenor	26 Years
Target Refinancing Date	Year 6
Structure	Istina Ijara
Financiers Legal Counsel	Hogan Lovells
Obligor Legal Counsel	Covington
ADIB Role	Mandated Lead Arranger
Co-arrangers	Abu Dhabi Islamic Bank, Al Ragh Banking And investment Corporation, Mizuho Bank, Ltd., Riyadh Bank



ESG RISK ASSESSMENT

In parallel with harnessing opportunities of a lower-carbon and socially-oriented economy, the Group continued to mitigate against ESG risk in its investments. This due diligence is evident in the fact that 93.6% of financing provided to corporates assets were subject to a combined social or environmental screening. ADIB also invested AED 1.8 billion in sustainable/green Sukuks.

In 2022, ADIB started developing its Sustainable Finance Framework in line with the core components of the International Capital Markets Association (ICMA). The Framework highlights ADIB's summary ESG strategy/framework and its alignment with national and global ESG goals (including climate goals), and showcases the bank's summary ESG performance with a focus on the key material ESG criteria that investors care most about.

ADIB has also initiated an ESG assessment of identified projects eligible for financing under Green/ Social/ Sustainability Sukuk. The assessment took into consideration the environmental and social benefits of projects and companies financed under the sustainable Sukuk, and also investors' expectations in terms of ESG performance. A total value of USD 1.7 billion in sustainable project financing has been identified.

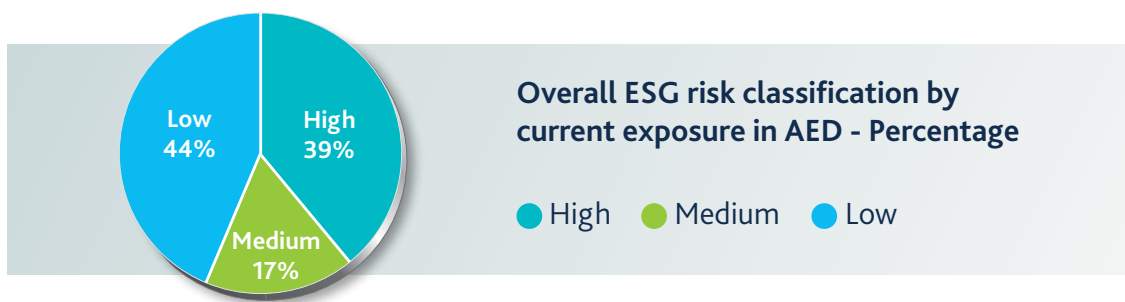
UPDATED CREDIT RISK POLICY

Additionally, ADIB's Credit Risk Policy will be updated to include an ESG insert. The bank is also developing an ESG toolkit that will classify corporate clients, investments and projects into three ESG risk categories, in alignment with the Equator Principles (EP):

- **High:** typically involves activities with significant adverse ESG impacts, which are sensitive, diverse, or unprecedented
- **Medium:** typically involves activities with specific ESG impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures and international best practice
- **Low:** typically involves activities with minimal or no adverse ESG impacts

Overall, ADIB has a low ESG risk portfolio. The screening of the portfolio companies into high, medium, or low ESG risk resulted in 61% of financed portfolio classified as low or medium risk.





Measuring portfolio carbon emissions is essential to be able to reduce them. ADIB started a review of its Tier 1 financing portfolio to ascertain extent of carbon emissions exposure in its financing portfolio to support target setting for emission reduction.

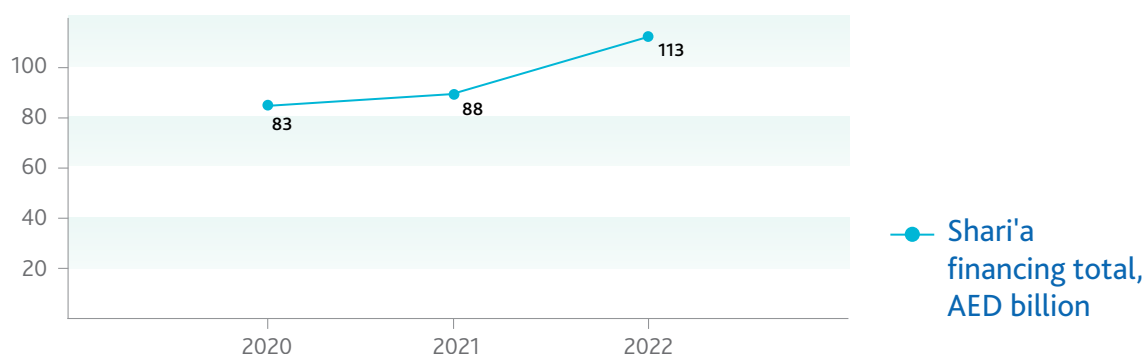
SHARI'A COMPLIANCE

ADIB is dedicated to growing its reputation as a leading Islamic bank, exercising sound governance practices that focus on Shari'a compliance. This goes hand-in-hand with ESG and sustainable value creation. Shari'a screening criteria prohibit activities involving:

- Alcohol, tobacco and pork-related products;
- Entertainment (hotels, gambling, cinema/movie theatres, music);
- Weapons and defence;
- Conventional financial services; and
- Biotechnology companies involved in human/animal genetic engineering.

All employees are trained in these criteria, with a total of 104 hours delivered in 2022 (an increase of 4% on 2021) – the equivalent to three hours per employee. Over three years, Shari'a financing has steadily increased, amounting to AED 113 billion in 2022, a 22% increase on 2021. This is reflected across various financing programmes, as shown in the adjacent table.





Shari'a Financing in programmes, AED bn	2020	2021	2022
Gross Murabaha	38.0	45.5	64.9
Gross Ijarah	49.4	47.6	48.5
Gross Total Shari'a Financing	87.4	93.1	113.4
Al Khair Financing	5.4	5.8	6.6

See all performance data on page 60-64.



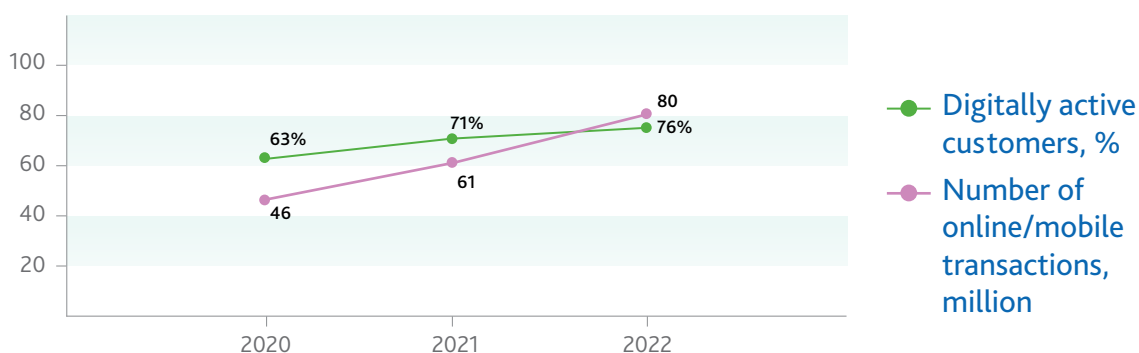
IN ACTION CLOSING ESG SUKUK DEALS

ADIB has been a leader in its support for the public issuance of ESG Sukuks, or Shari'a-compliant bonds. In 2022, the bank acted as a joint lead manager and bookrunner in many Sukuk transactions. These included enabling retail sector client Majid Al Futtaim secure its first Green Corporate Sukuk – in fact, this was the first-ever Green Corporate Sukuk in the Gulf Cooperation Council of Countries. The deal attracted a very strong order book, particularly from key regional anchor Islamic Banks, as well as high quality international investors, including Asian and European investors.

Overall, the ADIB portfolio held around AED 1.8 billion of Green Sukuk in 2022, issued by Majid Al Futtaim Group and Saudi Electricity Company. Proceeds from both were invested in projects such as renewable energy, energy efficiency, sustainable water management and green buildings.

INNOVATION

With a vision to be the world's most innovative Islamic financial institution, in 2022 the bank accelerated efforts against its three-year Digital Transformation Strategy, with investments including the upgrade of digital channels and improving how branches interact with customers. As a result of such initiatives, the proportion of digitally active customers increased to 76%, with one new digital product and a 31.1% rise in online or mobile transactions.



See all performance data on page 60-64.

Examples of innovation initiatives in 2022 included:

- Expanding Interactive Teller Machines (ITMs) to a total of 22 across the UAE;
- Facial recognition artificial intelligence (AI), which was used in 40% of account openings in 2022;
- Enabling initial public offerings (IPOs) via mobile app (80% of subscribed IPOs were issued via app);
- Launching the region's first tokenised contactless payment methods through ADIB PAY, in partnership Tappy Technologies and Visa so that cardholders can now make contactless payments using their smart watch, ring or bracelet; and
- Automating 66 processes with robotics.



IN ACTION

DIGITAL COMMAND CENTRE: A UAE FIRST

In 2022, ADIB launched ACE, the region's first digital command centre. The state-of-the-art facility places AI and analytics at the forefront of ADIB's banking operations to enable greater resilience, agility, and vigilance in the ever-evolving market landscape.

It includes a 22-metre-long video wall showing up to 25 dashboards of ADIB activities in real time. This significantly improves proactive decision-making, rapid response and collaboration across divisions. For customers, this means an even more seamless experience, with added peace of mind around safety and security.

Digital Excellence remains at the heart of ADIB's 2025 strategy and the bank strives to become a digital-first financial institution.

The benefits of digital innovation are felt inside the business too. For example, online performance appraisals support objectivity and monitoring year-on-year.



LIFELONG PARTNER FOR OUR
CUSTOMERS



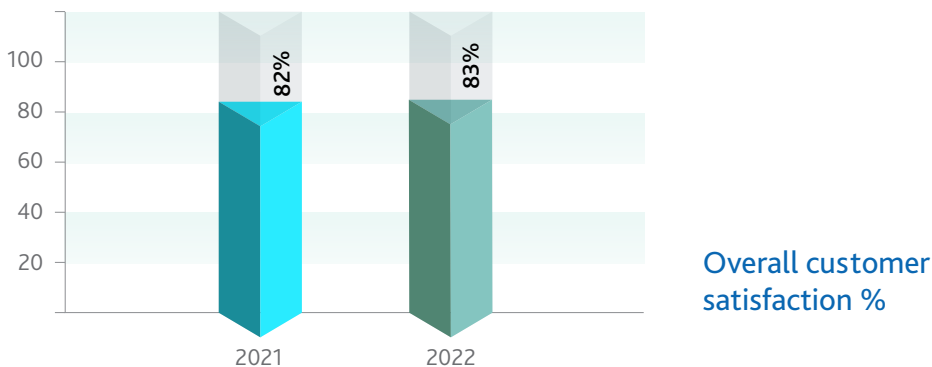
ADIB exists to serve as a lifelong partner for our customers, colleagues and our community. This core purpose means ensuring an exceptional customer experience and making financial services accessible for everyone, everywhere. The commitment to financial inclusion includes those living in remote and rural areas, small and medium-sized enterprises (SMEs), people of determination and young people.

Material Topic	Abu Dhabi Economic Vision 2030	SDG
Customer Experience Access to Finance	<ul style="list-style-type: none"> Enable Financial Markets to Become the Key Financiers of Economic Sectors and Projects Develop a Sufficient and Resilient Infrastructure Capable of Supporting the Anticipated Economic Growth 	8  9  11 

CUSTOMER EXPERIENCE

Striving to be the bank of choice for consumers across the UAE and beyond, a dedicated Customer Excellence Group was created to drive customer-centricity across the Bank, in turn building trust and loyalty among the customer base. Delivering on ADIB's brand promise of being a lifelong partner for our customers, we put our customers at the heart of everything we do and exert all the efforts to provide the best service possible.

Consistently increasing customer satisfaction scores (see chart below), alongside robust Net Promoter Scores (62% in 2022) and mystery shoppers reporting a 95% retail-specific satisfaction rate, are evidence of the bank's customer-first and innovative culture, as well as its commitment to protect customer privacy and information at all times.



CONSUMER PROTECTION AND COMPLAINTS

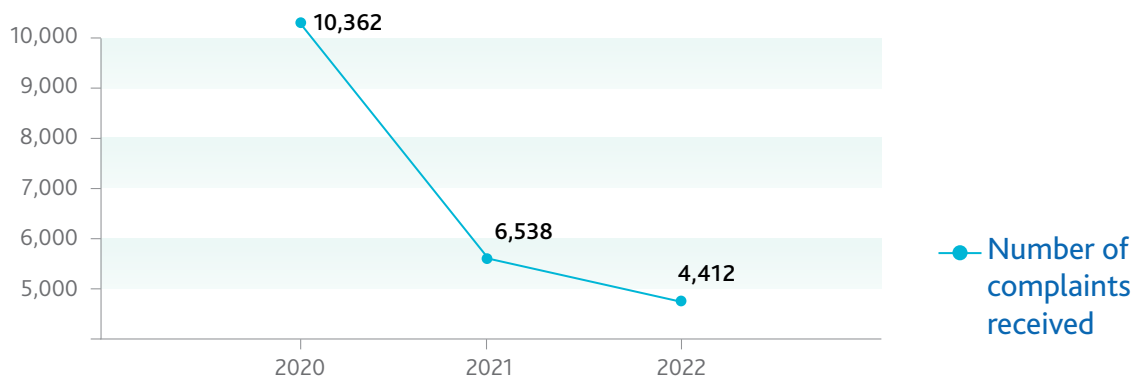
Consumer protection e-learning is mandatory for employees in relevant roles, with an 80% completion rate in 2022. During the year, ADIB products and services were enhanced in light of new Customer Protection Regulations. A Responsible Marketing Policy is currently in development for launch in 2023.

The products and services related information has been enhanced as below:

- Creation of Key Fact Statement documents for all products offered
- Enhancement of terms and conditions
- Enhancement of all application forms
- Enhancement of the information on website and digital channels
- Inclusion of the key important information in Marketing and promotional material
- Enhancement Complaints Resolution Charter to ensure full transparency

A centralised complaints resolution is part of the mandate of the Customer Excellence Group. Complaints are assessed using root cause analysis, with commonly reported issues being thoroughly investigated and relevant processes amended. In 2022, the number of complaints reported fell by almost a third on the previous year and 57.4% since 2020. A resolution rate of 97.6% was achieved.





32.5% decline in customer complaints



97.6% complaint resolution rate

See all performance data on page 60-64.

CLEAR AND TRANSPARENT COMMUNICATION

The Customer Excellence Group launched a customer service charter, to improve employee-customer relationships through open and honest communication. ADIB has created a robust and comprehensive consumer insights programme, as well as a strong root cause analysis (RCA) methodology for investigating and resolving customer complaints and issues. Based on the data and insights gained from both programmes, a number of improvement efforts are being implemented across the Bank in order to further enhance the experience customers have with ADIB.

ADIB also hosted Customer Majlis initiative to facilitate dialogue between customers from all segments and the senior bank executives to directly engage in dialogue and share their feedback. ADIB's primary focus is to consistently offer highest standards of care and service to its customers, with this initiative helping the bank gain insights and further enhance its overall customer excellence.

ACCESS TO FINANCE

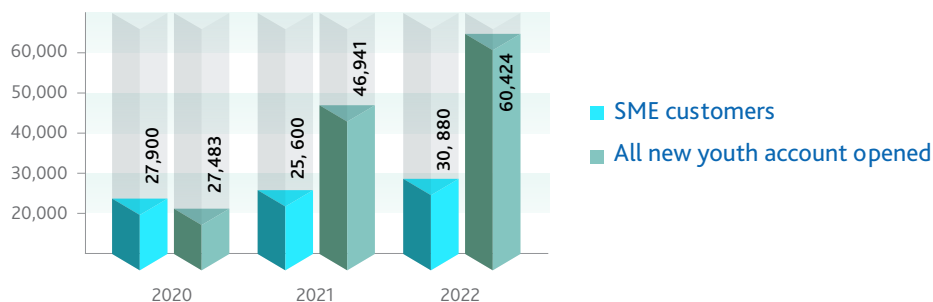
Ensuring that everyone, everywhere has access to finance is a journey that ADIB is proud to play its part in. ADIB's goal is to enhance economic health, and boost financial literacy in communities which we operate. This is accomplished through a diverse selection of Shari'a compliance products and services, an expanding suite of digital solutions and financial literacy events. ADIB offers basic bank accounts and services for all kind of customers, such as ATM cards and cash transactions.

The Bank also believes that everyone should have access to digital banking products enabling safe, efficient and inclusive banking. ADIB was the first bank to launch digital account opening providing customers with convenient remote account opening services through a government-linked facial recognition system.

ADIB proactively engages SMEs to extend working capital and business transformation support. The Bank has approved over AED 1 billion of financing to SMEs in 2022, and integrated simplified processes, such as the digital opening of business accounts for SMEs with facial biometrics to speed up information authentication and verification.

In 2022, the Bank welcomed 5,280 new SME customers and 13,483 youth customers, with youth customers more than doubling since 2020. Furthermore, ADIB operates branches in rural areas with ATMs to guarantee that remote communities have access to financial services.

Furthermore, ADIB became the banking partner with the Sheikh Zayed Housing programme and the Ministry of Finance and the Ministry of Energy and Infrastructure to provide affordable housing for low-income citizens.



See all performance data on page 60-64.



IN ACTION INTRODUCING AMWALI FOR YOUNG PEOPLE

With ADIB seeking to attract more young people to finance, in 2022 it launched Amwali, the first digital Islamic bank account specifically designed for young people. In its inaugural year, the account has seen an average of 27% month-on-month growth and 10,000 accounts opening between August and December alone. Currently, 74% of customers are Emiratis with a ratio of 61% male, 39% female. In addition, 54% of accounts are in the age group between 15 – 18 years.

Amwali has demonstrated that young people are keen to build their knowledge and skills around smart and responsible banking, with app features such as spending trackers, savings goal-setting and AI chatbot popular. Awards for the account included Outstanding Innovation in Mobile Banking from Global Finance.



Outstanding Innovation in Mobile Banking, Global Finance

BUILDING FINANCIAL LITERACY

Better financial decisions lead to more successful lives, which is why ADIB is committed to equipping customers and wider society with the tools they need to manage their finances responsibly. Financial inclusion initiatives include:

- The moneysmart online community – in 2022, 22 financial education workshops welcomed 5,000 attendees;
- Complimentary webinars for SMEs on bookkeeping, entrepreneurial success stories, digital marketing, etc.
- Business Connect launched as a lower-cost option online for SMEs.



IN ACTION MEETING CUSTOMER NEEDS FOR SHORT-TERM FINANCE

In 2022, a new product was launched to ease customer pressure on cash flow. The app-based Yusr Salary Advance Finance product offers 50% salary advances based on the Sukuk Murabaha structure, with the balance to be settled by the next salary transfer date. From calculation to underwriting and disbursement, the whole process is digital with all required controls in place to ensure full compliance to regulatory and Consumer Protection Requirements.

Within its first four months, more than 11,000 customers benefited from Yusr Salary Advance Finance.



LIFELONG PARTNER FOR OUR COMMUNITIES



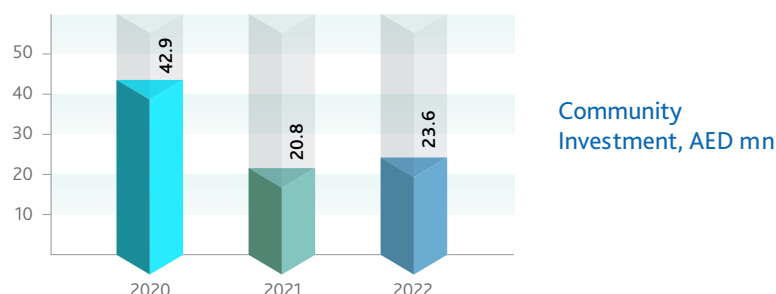
Through strategic and sustainable community investment and engagement, ADIB seeks to deliver on its core purpose. The bank's role as a responsible corporate citizen involves employing and empowering Emirati talent, while protecting the natural environments on which communities depend.

Material Topic	Abu Dhabi Economic Vision 2030	SDG
Community Emiratisation Environmental Management	<ul style="list-style-type: none"> Develop a Sufficient and Resilient Infrastructure Capable of Supporting the Anticipated Economic Growth Develop a Highly Skilled, Highly Productive Workforce 	

COMMUNITY

Driven by its core values (see page 11), ADIB is committed to creating a lasting positive impact in the communities it operates in. Throughout the years, ADIB has continued to work closely with community partners to support local initiatives. The Bank encouraged staff to go above and beyond their job responsibilities and engage in volunteer activities. The Bank collaborated with a variety of 'not for profit' and charity organisations to assist and solve the critical social, economic, and environmental concerns of our communities.

In 2022, total community investment amounted to AED 23.6 million, a 13.5% increase on the previous year.



See all performance data on page 60-64.

Comprised of diverse members of the company, the bank's Estidama Council oversees community-related activities. It convenes monthly and oversees six Committees covering: Mass Weddings; Senior Citizens; People of Determination; Labourers; Sports, and Local Economy. Highlights of philanthropic giving under these areas in 2022 included:

- Sponsorship of three Mass weddings for 191 couples in Al Ain, Al Hili, and Al Wathba.
- Strategic partner to Emirates Red Crescent, including sponsoring its Atalya Exhibition to promote art and design across the region.
- Launched the Workers Segment Initiative with 1,000 giveaways to workers in Riyadh City, Abu Dhabi, in partnership with the Ministry of Human Resource and Emiratization.
- Sponsorship of UAE League Cup, now branded the ADIB Cup.
- Sponsorship of a school classroom for 10 students.
- Support to Al Noor Training Centre for Persons with Disabilities.
- Sponsorship of Abu Dhabi Finance week.
- Sponsorship AAOIFI Annual conference in Bahrain.
- Sponsorship of Sheikh Zayed Festival.

Sponsorships are agreed according to the bank's Donations and Sponsorship policy, approved by the Board of Directors. All giving must be in line with the Code of Conduct, the bank's values and its Shari'a compliance.

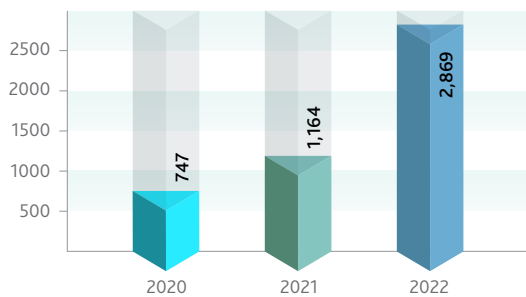
Mass Weddings

As an Emirati bank, ADIB takes pride in empowering our identity in different ways, one of which is to enable young people to come together under the union of God. ADIB understands that marriage can be financially exhaustive for young people, therefore, the Bank supports them by planning mass weddings.

Couples	
2020	139
2021	110
2022	191

Employee involvement

ADIB employees are actively involved in the bank's community engagement and investment. In 2022, more colleagues got involved, with 2,869 employees volunteering in their community – an increase of 284% in just three years



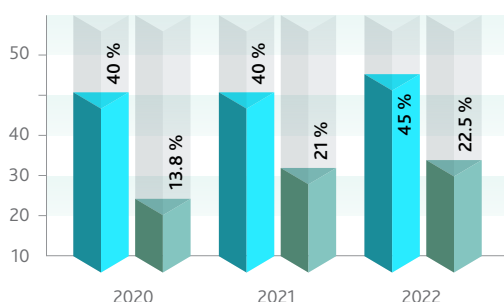
Employees participating in volunteering programs

See all performance data on page 60-64.

Volunteering highlights included distributing food to needy families for Ramadan Iftar; marking Emirati Women's Day alongside non-governmental and governmental organisations namely: Abu Dhabi Women Police, General Women Union, Emirates Red Crescent, and Emirates Heritage Club; blood donation drives across the UAE; and celebrating UAE's 51st national day at ADIB's headquarters.

EMIRATISATION

The recruitment, development, and promotion of local talent in the UAE has been at the core of ADIB's HR strategy. In 2022, the bank welcomed 345 Emirati nationals into its workforce, bringing the balance to 45% - among the highest in the banking industry. Women make up 71.5% of Emiratis at ADIB (up 4.6%), while 22.5% of senior management positions are held by Emiratis (up 1.5%).



■ Nationals full-time equivalent (FTE) %
■ Nationals in senior management %

See all performance data on page 60-64.



A dedicated Emiratisation Strategy is testament to the bank's commitment to absorb more local talent into the workforce. It also helps ensure that we are transparent and accountable for our commitments. It includes targeted recruitment approaches, such as participation in career fairs, as well as partnerships with the Ministry of Human Resources and Emiratisation and non-governmental charities championing local skills and talent.

It also includes structured development programmes designed in partnership with Harvard University – Qiyadat is tailored to high-performing individuals at managerial level; and Tamkeen is for those who have completed two years at the bank. In turn, these programmes enable the redeployment of UAE high-potential talent into critical roles within the business, supporting succession planning and our future pipeline of skilled people.

ENVIRONMENTAL MANAGEMENT

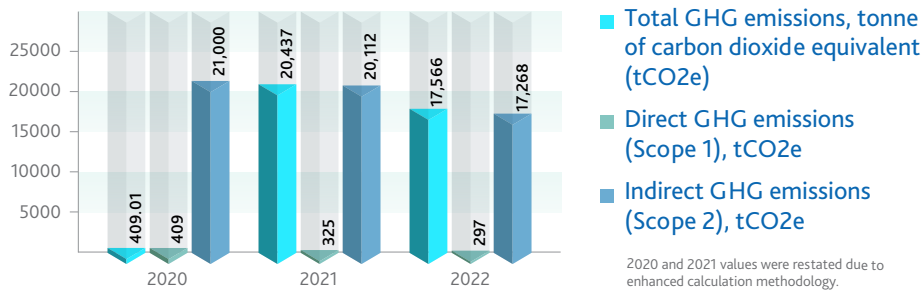
While enabling customers to harness opportunities of a green economy through its Shari'a compliance products and services (see pages 31, 36 and 38), ADIB strives to minimise its own impact on the environment and climate system. This is particularly significant due to the UAE being a region markedly exposed to climate and water risk. The bank is proud to maintain zero incidents of non-compliance with environmental laws or regulations over the past three years. It has also made significant reductions across energy and associated greenhouse gas (GHG) emissions, waste generation and water consumption, as shown in the following pages. ADIB will also develop and publish a dedicated Environmental policy in 2023.

Climate change and energy

(GRI 2-4)

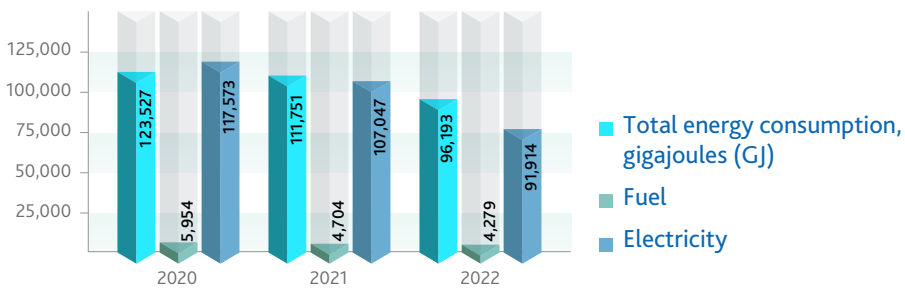
ADIB is strongly committed to aligning with UAE national plans and visions, including UAE's Net Zero 2050 roadmap, Principles of the 50 and Climate Change National Plan, and the National Green Economy for Sustainable Development to ensure net zero emissions by 2050 is achieved.

In 2022, the bank's total GHG emissions fell by 14.0% compared to 2021, with reductions in both direct and indirect emissions (8.5% and 14.1% respectively). When measured per employee, GHG emissions intensity is now 8.15, versus 11.04 in 2021.



See all performance data on page 60-64.

The downward trend in GHG emissions is also reflected in energy consumption, which has fallen on an absolute basis since 2020 across both fuel use (direct consumption) and electricity use (indirect consumption). In 2022, fuel consumption (petrol and diesel) fell by 9.0% and electricity by 14.1%.



See all performance data on page 60-64.

A number of internal eco-efficiency initiatives support progress on GHG and energy management. These include:

- LEED Gold¹ parameters applied at all new branches and branch redesign;
- Optimising office locations to minimise employee transportation needs;
- Reducing total office space by 15% and total branch area by 22% in 2022 through improving space efficiency;
- Lightbulb replacement programme to adopt high-efficiency LEDs, with 1,400 replacements across 16 sites achieving 39% reduction in electricity consumption; and
- Improving e-banking services to reduce customer transportation.



IN ACTION SMARTER, GREENER OFFICES AND COMMUTING

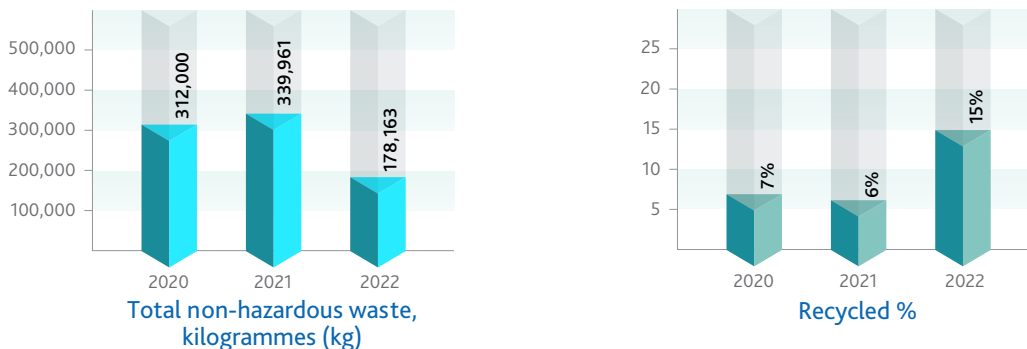
In 2022, the smart Building Management System at ADIB's headquarters reduced energy consumption by 16.4% through optimising lighting and heating throughout the building. What's more, a new electrical vehicle charging station for customers and employees – the third fastest in the UAE – was utilised 2,446 times, saving 18,504 kilowatt hours of electricity or approximately 13tCO2e – that's the equivalent of 32,000 petrol miles or more than 30 barrels of oil².

Alongside e-vehicle charging, ADIB has reduced its overall fleet of company cars from 49 to 19, while adding nine shuttle bus services to and from ADIB premises. These efforts by ADIB Fleet Management services have made a significant contribution to smarter, greener travel at ADIB.

¹ Leadership in Energy and Environmental Design (LEED) is a green building certification program used worldwide developed by U.S. Green Building Council that aims to help building owners and operators be environmentally responsible and use resources efficiently

Waste management

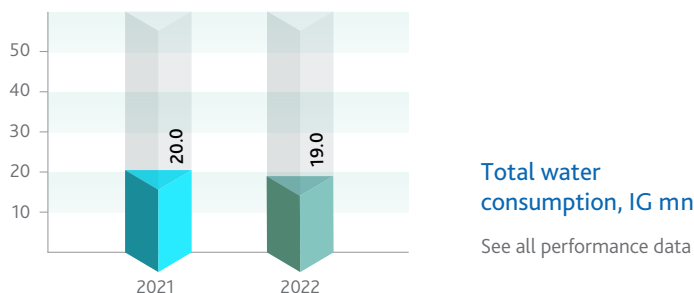
The bank's Sustainable Waste Management programme monitors, reports and seeks to reduce waste production, while increasing recycling rates across the three main ADIB offices. Thanks to this programme, the volume of general waste dropped significantly in 2022 (47%), with almost a third more waste being recycled.



See all performance data on page 60-64.

Water conservation

In 2022, total water consumption decreased by five percent, compared to the previous year. Per employee, water consumption was 8,801 IG.



See all performance data on page 60-64.



IN ACTION AL GHAF PROGRAMME

ADIB has saved five million sheets of paper in 2022 through its ongoing Al Ghaf paperless programme. This initiative supported the Bank in eliminating paper usage significantly at branches through digital banking solutions. With the goal to eliminate paper usage at branches through cutting-edge digital banking solutions, ADIB was able to reach the target without additional budget by focusing on improving the Bank's operations, such as ADIB's unique private banking feature that allows customers to instantly open a personal bank account. Al Ghaf initiative is an ongoing process to optimise the Bank's operations and make branches paperless. A vital component of this project is implementing the necessary technology to enable paper-free transactions by emphasising on services such as teller cash transactions and e-statements, among others. The key pillars of the ongoing initiative include:

- Process Improvement by redesigning and simplifying process workflows;
- Automation of sales and service processes by digitising document management; and
- Migration of traditional processes to mobile or chat banking services.

*Calculated using U.S. Environmental Protection Agency conversion factors

AN ORGANISATION THAT IS PEOPLE-CENTRIC



The ADIB family of employees are the bank’s greatest asset. Enabling diverse talent to grow with the company means investing in excellent training opportunities, equal opportunity and inclusive, healthy workplaces. This is the ADIB commitment to be an employer of choice.

Material Topic	Abu Dhabi Economic Vision 2030	SDG
Training and Development Equal Opportunity Employee Wellbeing	<ul style="list-style-type: none"> Develop a Sufficient and Resilient Infrastructure Capable of Supporting the Anticipated Economic Growth Develop a Highly Skilled, Highly Productive Workforce 	  

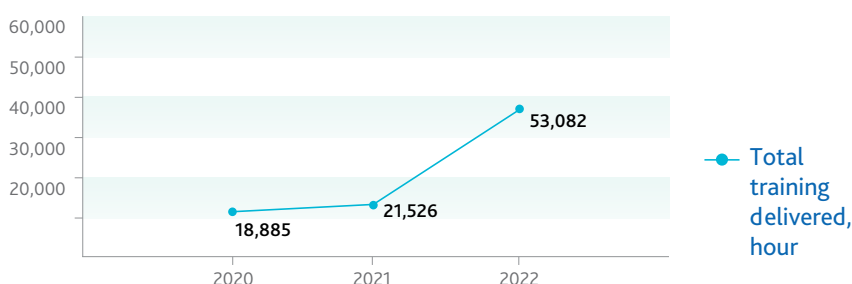
See all performance data on page 60-64.

TRAINING AND DEVELOPMENT

At ADIB, we are committed to building a culture of continuous learning, empowering employees to grow, follow their aspirations and embrace the skills needed for the future. To enable this, we have been investing in virtual training programmes through which colleagues can learn new skills at their own time. Work is underway to develop a standalone Learning and Development Policy which will be made publicly available next year.

In 2022, more training was delivered than ever before, with a total of 53,082 hours, representing more than double the amount delivered in 2021. A key driver of this increase was the investment in e-learning, enabling employees to access courses on an ‘anytime, anywhere’ basis. The Learning Management system enabled over 90% of e-learning to be customised to the user, with gamified content, videos and other engaging approaches from Oracle and LinkedIn.

Meanwhile, partnerships with world-renowned academic institutions such as the Emirates Institute for Banking and Financial Studies and Harvard Business Publishing continued to support the highest standard of leadership development. In addition, employees were able to build up their professional accreditations and charterships from the Chartered Institute of Personnel and Development, the Chartered Financial Analyst programme and the Chartered Institute for Securities and Investment, among others.



See all performance data on page 60-64.

Performance management

The bank's Performance Management System is designed to enable employees to achieve their performance potential and make positive contributions to the achievement of ADIB's vision and mission. It comprises three cycles: goals setting; mid-year evaluation; and year-end evaluation. All employees who joined ADIB before 1 July of the respective performance year must complete a performance evaluation.



IN ACTION LINKEDIN LEARNING PROGRAMME

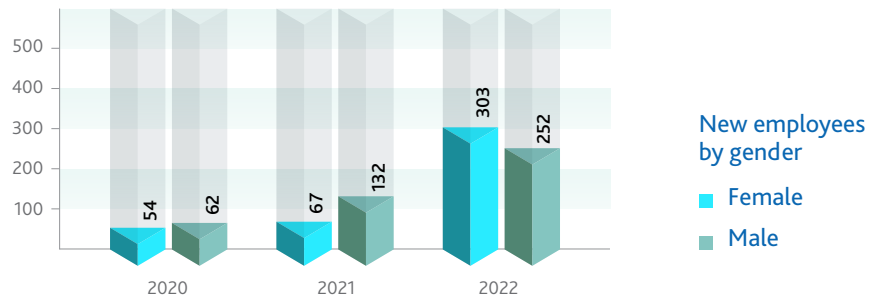
ADIB partnered with LinkedIn, the world's largest professional network, to bring the LinkedIn Learning platform to its employees in support of their learning and development journey. With LinkedIn Learning, ADIB employees have access to custom-curated content from the comprehensive library of more than 16,000 courses across three main categories: Business — which includes business analysis and strategy transformation, leadership and management, professional development, customer service and financial knowledge; Technology— which includes cloud computing, web and mobile development, and database management; and Certification programmes in project management, human resource management, and other technology certifications.

EQUAL OPPORTUNITY

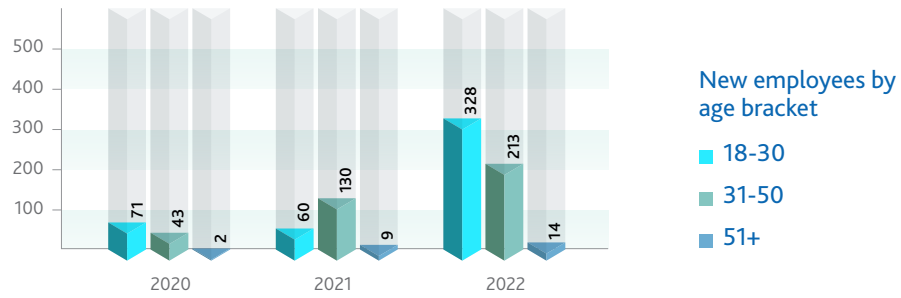
Guided by its values and Shari'a compliance, the Bank's HR approach is rooted in equality and principles of non-discrimination. The Bank makes a conscious effort to establish a workforce that represents the communities in which it operates and provides equality of opportunity for all, while protecting the dignity of employees and promoting respect at work. ADIB's diverse staff includes 2,155 employees from 53 different countries. The Bank considers all qualified applicants for employment, regardless of gender, age, race, disability, religion, or marital status. ADIB's codes and policies, such as our Employee Code of Conduct, Directors Code of Conduct, and other related rules such as the Anti Bullying and Harassment Policy, are built around diversity and inclusion. All individuals are entitled to be treated with dignity and respect, and to be free from harassment, bullying, discrimination and victimisation. This helps to support productive working conditions, decrease staff attrition, build positive employee morale and engagement, maintain employee wellbeing and reduce people-related risks.

All employees and contractors are required to take personal responsibility to comply with the rules, including conducting themselves in a manner that demonstrates appropriate, non-discriminatory behaviours. The Bank strives for recruitment, appraisals, pay and conditions, training, development, succession planning, promotion, grievance/ disciplinary procedures and employment termination practices that are inclusive and accessible; and that do not directly or indirectly discriminate. Recruitment, employment, training, development and promotion decisions are based on the skills, knowledge and behaviour required to perform the role. The Bank will also make reasonable workplace adjustments (including during the hiring process) to ensure all individuals feel supported and are able to participate fully and reach their potential.

All policies and employment contracts meet or exceed UAE Labour Law and are carefully designed to attract and nurture diverse talent. This begins at recruitment and ADIB was delighted to welcome 303 additional female employees in 2022, more than five times the number in 2021. There was also a significant increase in new recruits in the 18-30 age bracket, with 328 joining the Bank in 2022, up from 60 the previous year.



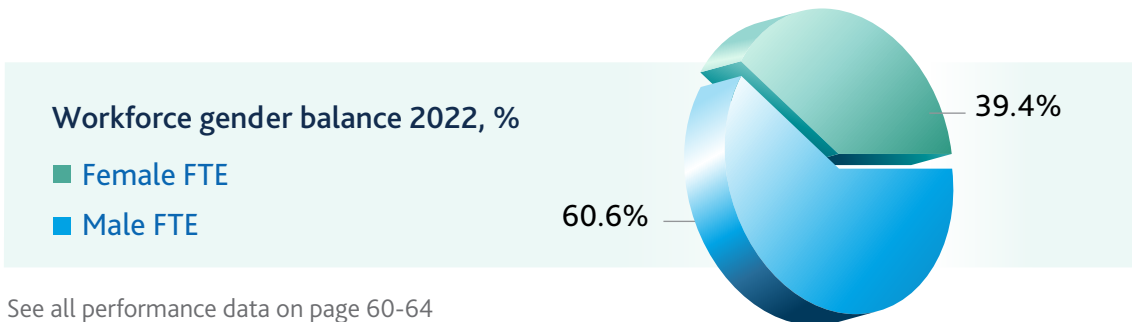
See all performance data on page 60-64.



See all performance data on page 60-64.

Improving gender diversity

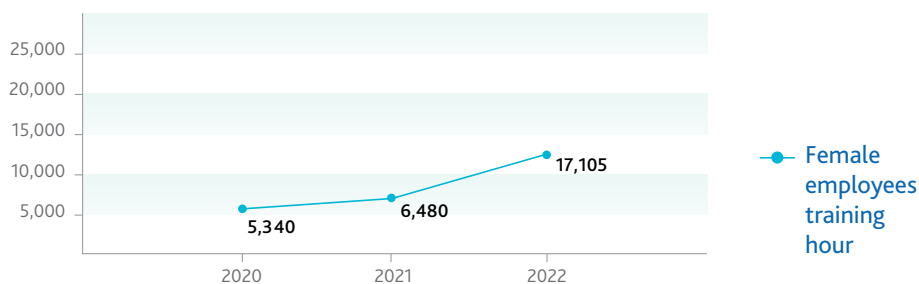
Gender diversity is a particular focus in the finance industry, due to the historic legacy of roles being occupied primarily by men. It is also a priority within the UAE Emiratization Strategy (see page 48). In 2022, women made up 39.4% of the workforce and ADIB is determined to achieve a complete balance through its proactive recruitment and engagement programmes.



See all performance data on page 60-64

Proactive measures include ensuring hiring processes remove any unconscious biases and recruit from diverse pools – open days conducted in partnership with inclusive organisations such as Higher Colleges of Technology are one such example. Additional benefits are made available to women*, such as household expenses, education, dependent children air ticket allowances and medical insurance; maternity leave; and targeted development programmes including Qiyadat and Tamkeen are specifically designed to empower female employees to advance into management positions. Indeed, training hours taken up by women nearly tripled in 2022, to a total of 17,105 hours.

*Evidence must be demonstrated that the woman is the head of her household



See all performance data on page 60-64.

While the bank practices equal pay for men and women in the same roles, with salary scales built on managerial level and not gender, due to the legacy of more senior management positions being held by men, the bank continued to report a gender pay gap in 2022.

Grievance procedures

In line with the Bank’s values, any employee should be able to report any concern relating to discrimination or any other issue without fear of retribution. A Grievance Committee oversees how employee complaints are addressed in an unbiased way. It considers cases that have been formally submitted in writing by the employee, via the confidential Grievance Committee email address or as referred from the CEO or HR. All procedures are outlined in the Employee Handbook.

The Handbook provides a formal framework to deal with concerns that employees have in relation to their employment or another colleague, which affects them directly. Employees can raise grievances to their People Leader or a Human Resources (HR) Representative.

The global process to address grievances involves an HR representative and a member of the business reviewing the grievance, conducting fact finding into the grievance and providing a written outcome to the aggrieved employee. If a grievance is upheld, the next steps might include remedying a policy or process, or initiating a disciplinary review of the conduct of the subject of the grievance.

The Group Grievance Standard and accompanying process is reviewed on a periodic basis in consultation with stakeholders across HR, Legal, and Compliance. Grievance trends are reviewed frequently, and action plans are developed to address any concerning trends. In 2022, 36 grievances were filed (versus 40 in 2021), with a 95% resolution rate.

See all performance data on page 60-64.

EMPLOYEE WELLBEING

Safeguarding the health and wellbeing of the workforce is unequivocal to business success. The bank has a number of policies, programmes and initiatives in place to support physical, emotional and financial wellbeing.

Examples include:

- Webinars with medical practitioners – in 2022, doctors visited teams to share insight around breast cancer and family health;
- Being the first UAE Bank to provide an on-site nursery, which will welcome children from 45 days to 4 years and be open 8am-5pm Sunday to Thursday;
- Work/life balance support to boost morale, improve productivity and attract top talent;
- Maternity leave of 90 calendar days at full pay for employees employed for over a year, or 50% at half pay for those employed under a year;
- Paternity provided at 5 days;
- Upgraded Takaful insurance policies for staff to include more benefits including:
 - Increase in dental and optical allowances across categories A, B, C, and D;
 - Removal of maternity delivery charge;
 - Wider network of health centres/hospitals, and without co-payment for any service for all categories covered by the health insurance scheme;
 - Doctor's consultations covered at 100%, including maternity consultations, without any deductible amounts. 0% co-payment from the patient across all categories covered by the health insurance scheme; and
 - Out of network reimbursement increased from 80% to 90%.
- New staff finance policy where staff can access banking products and services at a highly competitive rates and in some cases at no cost;
- Weekly football at the Armed Forces Officers Club, attracting 960 ADIB employees, with indoor and outdoor football at various locations offered during Ramadan, attracting 574 employees;
- Sponsorship of the ADIB cricket team; and
- Thamarat Draw Programme for employee wellbeing, which provides prizes for employees as follows:
 - AED 5,000: monthly draws provided for 5 winners.
 - AED 50,000: twice a year for one winner.

Winners of the
Cricket CCL Tournament
and Dubai Super League



IN ACTION MAKING LIFE EASIER FOR NEW PARENTS

Women at ADIB who have been with the bank for at least a year can access maternity leave of up to 90 calendar days at full pay. Those who have worked for less than a year can access 45 days at full pay and 45 days at half pay*. During the first six months, mothers are given one hour break each day to nurse their baby (also applies through Ramadan). Fathers can access five paternity days at full pay, which can be taken on consecutive or non-consecutive days at any time within six months of the child's birth. The return-to-work rate following maternity and paternity leave was 82% in 2022, with an overall 94.5% retention rate of employees following parental leave

See all performance data on page 60-64.

*The same applies in the event of the delivery of a stillborn baby or in the event that the baby dies after birth (with the only adjustment being 15 days at half pay instead of 45 for those who have been employed for less than a year). An additional 30 calendar days of maternity leave (with full pay) will be granted to employees who give birth to a child of determination or sick child whose health conditions require a 'constant companion', which can be further extended for an additional 30 days unpaid leave. The eligible female employee shall provide a medical certificate, birth certificate or certificate from the hospital stating a birth through the HR system.

Health and Safety

As a service-based industry, health and safety is not a material issue at ADIB. That said, the bank is resolute in its determination for zero accidents and injuries. Its ISO 45001 Occupational Health and Safety accreditation is reflective of preventative and corrective actions taken. In 2022, two internal audits were conducted (increasing the rigour of 2021 when one was conducted), with 568 premises checks overall. In 2022, 134 employees received health, safety and wellbeing training (an increase of 6.3% on 2021). These were personnel who are exposed to health and safety risks, with First Aid, emergency preparedness and fire drills among topics covered. Ongoing awareness is raised by email and intranet campaigns.

See all performance data on page 60-64.



DATA AND DISCLOSURES



In line with the bank's commitment to transparency and integrity, the following chapter includes detailed and specialist disclosures for ESG technical requirements. It also gives a comprehensive stakeholder engagement map and list of awards and memberships in 2022.

PERFORMANCE AGAINST STRATEGIC KPIS

(GRI 2-4)

Governance Excellence KPIS	2020	2021	2022
Total number of board members	7	6	7
Total number of independent members	4	4	5
Total number of non-independent members	2	2	2
Total number of executive members	1	0	0
Total number of non-executive members	6	6	7
Total board seats occupied by men	7	6	6
Total board seats occupied by women	0	0	1
Total incidents of non-compliance with laws and regulations	0	5	5
Monetary value of large fines for non-compliance, AED	0	5,305	6,668
Legal and regulatory fines and settlements that regulations	0	0	0
Number of inquiries, complaints, or issues received by the legal and compliance office through an internal monitoring or reporting system	9	8	12
Inquiries, complaints, or issues received by the legal and compliance office through an internal monitoring or reporting system that were substantiated %	44	12.5	25
Amount of fraudulent transaction activity (total value of account holder transactions refunded to account holders due to fraud), AED mn	8.89	8.76	4.3*
Activity from card-not-present fraud, %	98.8	99.5	99.6
Activity from card-present and other fraud, %	1.2	0.5	0.4
Number of business units analysed for risks related to AML and CTF	12	12	12
Business units analysed for risks related to AML and CTF, %	100	100	100
Transactions screened for money laundering, %	67	90	79

*Fraud losses controlled and reduced after implementing robust Antifraud Controls across ADIB. Fraud prevention and detection Rules/Scenarios/parameters enhanced by schemes (VISA / Master Cards) as well. Implemented 24/7 fraud monitoring mechanism. Further Enterprises Fraud Monitoring system also implemented by ADIB to control frauds in real time.

Strong Economic Impact KPIs	2020	2021	2022
Revenues, AED mn	5,358	5,560	6,835
Operating costs, AED mn	2,450	2,260	2,387
Earnings per Share ratio	0.36	0.57	0.91
Zakat and tax payment, AED mn	10	15	60
Number of retail banking customers	946,535	995,940	1,101,000
Value of retail banking portfolio, AED bn	49	51	56
Number of corporate and institutional banking customers	291	270	265
Corporate and institutional banking, AED bn	40.5	41.7	46.8
Total number of suppliers engaged	425	437	383
Total number of local suppliers engaged	349	376	305
Total number of SME suppliers engaged	188	207	171
Total number of women-owned suppliers engaged	20	20	19
Total procurement spending, AED	530,300,201.92	780,000,330.02	578,667,952.75
Procurement spending on local suppliers, AED	357,276,444.34	622,368,851.78	510,446,926.90
Spending on local suppliers, %	67.37	79.79	88.21
Number of suppliers assessed against sourcing code of conduct	425	437	383

Maximising Positive Impacts KPIs	2020	2021	2022
Average training per employee in alignment with Islamic principles, hours	3	3	3
Total training delivered in alignment with Islamic principles, hours	98	100	104
Total number of Shari'a-related awareness campaigns conducted	2	5	3
Shari'a financing total, AED bn	87.4	93.1	113.4
Murabaha, AED bn	38	44.5	64.9
Al Khair Financing, AED bn	5.4	5.8	6.6
Ijarah, AED bn	49.4	47.6	48.5
Digitally active customers, %	63	71	76
New customers onboarded digitally, %	43.6	37.6	40
Covered cards sold digitally, %	1.0	4.6	5.9
Number of products offered digitally, %	6	7	8
Number of branch transactions, mn	1.4	1.5	1.2
Number of online/mobile transactions, mn	46	61	80

Lifelong Partner for our Customers KPIs	2020	2021	2022
Overall customer satisfaction, %	N/A	82%	83%
Net Promoter Score, %	N/A	58%	55%
Mystery Shopper, %	95%	95%	95%
Number of complaints received	10,362	6,538	4,412
Number of complaints resolved	10,072	6,411	4,305
Number of First Call Resolution	Nil	Nil	84,457
Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	1,001	6,375	4,595
SME customers	27,900	25,600	30,880
SME value of transactions, AED mn	446	502	1000
All new youth accounts opened	27,483	46,941	60,424
Sheikh Zayed Housing Programme, AED mn	N/A	N/A	52
Number of Branches in low populated and economically disadvantaged areas*	9	9	9
Number of ATMs in low populated and economically disadvantaged areas*	14	16	16

* Low populated and economically disadvantaged areas include: Dibba, Ghayathi, Hayer, Hisn, Liwa, Madam, Mirfaa, Ruwais, Qidfaa, Silaa, Sweihan, Wagan, Yahar

Lifelong Partner for our Communities KPIs	2020	2021	2022
Community investment, AED mn	42.9	20.8	23.6
Community investment as a proportion of pre-tax profit, %	2.7	0.9	0.64
Employees participating in volunteering programs	747	1,164	2,869
Nationals FTE, %	40	40	45
Female national FTE	519	507	698
Male national FTE	268	251	278
Nationalisation among the total workforce, %	40	40	45
Nationalisation in senior management, %	13.8	21	22.5
Total number of nationalities	53	53	53
Direct GHG emissions (Scope 1), tCO ₂ e*	409.01	325.80	297.93
Indirect GHG emissions (Scope 2), tCO ₂ e*	21,000	20,112.14	17,268.88
Total GHG emissions, tCO ₂ e*	409.01	20,437.94	17,566.80
GHG emissions intensity, tCO ₂ e / employee*	11.02	11.04	8.15
Energy from petrol consumption, GJ*	4,386.62	2,506.64	1,700.93
Energy from diesel consumption, GJ*	1,567.87	2,198.03	2,578.12
Energy consumption from fuel consumption, GJ*	5,954.49	4,704.67	4,279.05
Electricity consumption (office, storage, facilities, etc.), kWh*	32,659,238	29,735,411	25,531,700
Energy from electricity consumption, GJ*	117,573.25	107,047.48	91,914.12
Energy consumption intensity, GJ/employees*	60.5	57.8	42.7
General Waste, kg	312,000.00	339,961.00	178,162.87
Non-hazardous waste recycled, kg	22,990	20,574	26,759
Total water consumption, IG mn	N/A	20.0	19.0
Water consumption intensity, IG/employees	N/A	10788.1	8801.2

*2020 and 2021 values were restated due to enhanced calculation methodology.

People-Centric Organisation KPIs	2020	2021	2022
Senior management training, hours	643	674	382
Middle management training, hours	3,587	3,945	5,036
Non-management employees training hours	16,067	17,473	47,772
Total number of employees who left the bank	233	277	253
FTE turnover	233	277	253
Percentage of employee turnover (voluntary and involuntary), %	11.9%	15%	11%
Percentage of employee turnover (Voluntary only), %	5.3%	8.6%	9%
New female employees	54	67	303
New male employees	62	132	252
New employees age 18-30	71	60	328
New employees age 31-50	43	130	213
New employees age 51+	2	9	14
Total number of employees	1,943	1,852	2,155
◦ FTE employees	1,943	1,852	2,155
FTE in senior management	65	66	62
◦ Female	2	4	4
◦ Male	63	62	58
FTE employees in middle management	1,751	1,681	1,985
◦ Female	557	559	769
◦ Male	1,194	1,122	1,216
FTE employee staff (other levels)	127	105	108
◦ Female	100	82	77
◦ Male	27	23	31
Female FTE	659	645	850
Male FTE	1,284	1,207	1,305
Age 18-30 FTE	325	314	402
Age 31-50 FTE	1440	1384	1506
Age 51+ FTE	178	154	247
Basic remuneration of women to men, %	23	25	29
Male employees training hours	13,515	15,046	35,977
Female employees training hours	5,340	6,480	17,105
Number of grievances filed in the reporting period	N/A	40	36
Number of these grievance addressed or resolved	N/A	22 closed with no action. 16 out of scope. 1 closed with action. 1 rejected.	20 closed with no action. 8 out of scope. 6 closed with action. 2 under review-
Number of employees that took parental leave	126	103	150
Number of employees who returned to work after parental leave ended (return to work)	126	103	123
Number of employees returned from parental leave who were still employed twelve months after return to work (retention)	125	92	121
Return to work rate, %	100	100	82
Retention rate, %	99.2	89.3	98.4
Employee satisfaction score, %	78	Covid, no survey	85
Employee absentee rate, %	1.5	1.6	1.4
Number of employees who completed health, safety, and wellbeing training	51	126	134

GRI CONTENT INDEX

Reporting Principles for Defining Report Quality	ADIB response
Accuracy	This Report's qualitative and quantitative data have been reviewed and approved by ADIB's dedicated internal stakeholders.
Balance	To provide a complete picture of our performance, both positive and negative impacts were observed during the reporting period.
Clarity	All of our internal and external stakeholders will find the information published to be simple to understand. We have clearly described our data collection and calculation methodology. We have provided the GRI content index on pages 66-69, and defined the abbreviations used on page 73 to ensure the clarity of disclosures.
Comparability	This report presents the material topics and impact of our activities during the year 2022 in the United Arab Emirates only. For the Financial Performance and Economic Impact figures, the reporting scope includes the entirety of ADIB Group. All monetary values in this report are expressed in AED, unless otherwise stated.
Completeness	ADIB presented activities, events, and impacts for the year 2022. This includes activities that have an impact in the short-term and long-term. No information necessary for understanding our impacts was omitted.
Sustainability context	This report provides a clear description about initiatives and partnerships that aim to uplift sustainability in the UAE and Abu Dhabi in particular.
Timeliness	This report provides an overview of our performance from January 1, 2022, to December 31, 2022 and allows stakeholders to assess the company's sustainability performance.
Verifiability	We have followed an internal assurance process for our non-financial data. Our internal stakeholders were involved to revise and approve the content relating to their department. Our financial statements have been independently audited by Deloitte.



For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the appropriate sections in the body of the report. The service was performed on the English version of the report.

GRI content index					
Statement of use		ADIB has reported in accordance with the GRI Standards for the period 1/1/2022 till 31/12/2022.			
GRI 1 used		GRI 1: Foundation 2021			
Applicable GRI Sector Standard(s)		None			
GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION AND / OR DIRECT ANSWER	OMISSION REQUIREMENT(S)		GRI SECTOR STANDARD REF. NO.
			REASON	EXPLANATION	
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	5	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.		
	2-2 Entities included in the organization's sustainability reporting	5, 11			
	2-3 Reporting period, frequency and contact point	5			
	2-4 Restatements of information	50, 63			
	2-5 External assurance	No external assurance			
	2-6 Activities, value chain and other business relationships	11			
	2-7 Employees	55, 63			
	2-8 Workers who are not employees	None			
	2-9 Governance structure and composition	19, 20			
	2-10 Nomination and selection of the highest governance body	P. 71 ADIB Annual Report 2022			
	2-11 Chair of the highest governance body	20			
	2-12 Role of the highest governance body in overseeing the management of impacts	19, 20			
	2-13 Delegation of responsibility for managing impacts	P. 61, 68 ADIB Annual Report 2022			
	2-14 Role of the highest governance body in sustainability reporting	15			
	2-15 Conflicts of interest	20			
	2-16 Communication of critical concerns	23			
	2-17 Collective knowledge of the highest governance body	P. 66 ADIB Annual Report 2022			
	2-18 Evaluation of the performance of the highest governance body	20			
	2-19 Remuneration policies	P. 197-199 ADIB Annual Report 2022			

General disclosures						
GRI 2: General Disclosures 2021	2-20 Process to determine remuneration	P. 197-199 ADIB Annual Report 2022				
	2-21 Annual total compensation ratio			Confidentiality constraints		
	2-22 Statement on sustainable development strategy	7				
	2-23 Policy commitments	22				
	2-24 Embedding policy commitments	21, 22, 29				
	2-25 Processes to remediate negative impacts	56				
	2-26 Mechanisms for seeking advice and raising concerns	23				
	2-27 Compliance with laws and regulations	22				
	2-28 Membership associations	72				
	2-29 Approach to stakeholder engagement	70				
	2-30 Collective bargaining agreements		Omitted	Legal prohibitions	Prohibited in the UAE	
Material topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topic	15	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.			
	3-2 List of material topics	16				
Economic Impact						
GRI 3: Material Topics 2021	3-3 Management of material topics	27, 28				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	27, 28				
Emiratisation						
GRI 3: Material Topics 2021	3-3 Management of material topics	48, 49				
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	48				
Responsible Procurement						
GRI 3: Material Topics 2021	3-3 Management of material topics	29				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	29				
Governance, Business Ethics and Compliance						
GRI 3: Material Topics 2021	3-3 Management of material topics	19, 24				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	21				
	205-2 Communication and training about anti-corruption policies and procedures	21				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	56				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	19, 20, 55				

Environmental Management						
GRI 3: Material Topics 2021	3-3 Management of material topics	49 - 51				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	50, 62				
	302-2 Energy consumption outside of the organization	50, 62				
	302-3 Energy intensity	62				
	302-4 Reduction of energy consumption	50				
GRI 303: Water and Effluents 2018	303-5 Water consumption	51				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	50				
	305-2 Energy indirect (Scope 2) GHG emissions	50				
	305-4 GHG emissions intensity	49				
	305-5 Reduction of GHG emissions	50				
GRI 306: Waste 2020	306-3 Waste generated	51				
	306-4 Waste diverted from disposal	51				
Equal Opportunity						
GRI 3: Material Topics 2021	3-3 Management of material topics	54, 56				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	55, 63				
	401-3 Parental leave	63				
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	63				
Employee Wellbeing						
GRI 3: Material Topics 2021	3-3 Management of material topics	57, 58				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	58				
	403-3 Occupational health services	57, 58				
	403-5 Worker training on occupational health and safety	58				
	403-6 Promotion of worker health	57				

Training and Development						
GRI 3: Material Topics 2021	3-3 Management of material topics	53, 54				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	53				
	404-2 Programs for upgrading employee skills and transition assistance programs	53, 54				
Community						
GRI 3: Material Topics 2021	3-3 Management of material topics	47, 48				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	47, 48				
Data Privacy						
GRI 3: Material Topics 2021	3-3 Management of material topics	24 - 25				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	25				
We also report on topics that are not covered by the GRI standards						
Responsible Banking						
GRI 3: Material Topics 2021	3-3 Management of material topics	31, 37				
Innovation						
GRI 3: Material Topics 2021	3-3 Management of material topics	38 - 39				
Customer Experience						
GRI 3: Material Topics 2021	3-3 Management of material topics	41 - 43				
Access to Finance						
GRI 3: Material Topics 2021	3-3 Management of material topics	44 - 45				



STAKEHOLDER ENGAGEMENT

















The following Stakeholder Engagement Map outlines how we engage key stakeholder groups on issues of material importance. This engagement occurs regularly and modes of engagement are tailored to the stakeholder.



Stakeholder Group	Expectations	Modes of Engagement
Customers	<ul style="list-style-type: none"> ○ User-friendly customer service channels ○ Easy and effective complaint and communication systems ○ High-quality products and innovative solutions ○ Competitive value for money ratio ○ Accessible and available branches and ATMs ○ Responsible marketing and advertisement ○ Data privacy and security 	<ul style="list-style-type: none"> ○ Daily face-to-face interactions when customers visit the bank's branches ○ Call centres ○ Press releases ○ Social Media ○ Brand activations ○ Account relationship management ○ Customer satisfaction surveys ○ Other service channels (phone banking, internet banking, SMS, emails)
Suppliers	<ul style="list-style-type: none"> ○ On-time payments ○ Open and fair competitive bidding process ○ Simple and effective communication channels 	<ul style="list-style-type: none"> ○ Pre-tendering meetings ○ Quarterly town hall meetings for approved vendors ○ Project-based satisfaction surveys ○ Debriefing reports after each tendering stage ○ Tailored communication plan for critical suppliers
Environment	<ul style="list-style-type: none"> ○ Integration of ESG aspects into financing and investment activities ○ Green screening of suppliers ○ Carbon footprint reduction ○ Materials and resources reduced consumption 	<ul style="list-style-type: none"> ○ Compliance with LEED certificate ○ Press releases ○ Project partnerships to benefit the local community
The Local Community	<ul style="list-style-type: none"> ○ Community development initiatives ○ Financial education programmes ○ Youth engagement and employment 	<ul style="list-style-type: none"> ○ Partnerships with non-profit organisations and civil society groups ○ Roll out social investment programmes and initiatives ○ Cultural and social events ○ Sponsorships and donations



AWARDS, CERTIFICATIONS AND MEMBERSHIPS

Evidencing our ESG achievements through certification or external recognition helps drive forward our focus to deliver on our material issues. Below is a non-exhaustive list of 2022 recognitions.

Overall Awards	Issuing body	
Best Bank in the UAE	Banker Financial Times	
Safest Islamic Bank Globally	Global Finance	
Most Innovative Islamic Bank	IFN	
Islamic Bank of The Year	Banker Financial Times	
2022 Innovator of The Year	Global Finance	
Best Islamic Bank	World Union of Arab banks	
Digital and innovation Awards	Issuing body	
Best Digital Platform	Asian Banker	
Best Islamic Digital Bank in the UAE	Global Finance	
Best Digital Bank in the UAE	Asiamoney	
Best Transaction Banking Implementation Fintech Innovation Awards.	The IBS Intelligence Global	
Customer Service Award	Issuing body	
Customer Experience Certificate	ICXS	
Islamic Banking	Issuing body	
Best Islamic Bank in the UAE	Asiamoney	
Best Islamic Bank In UAE	Islamic Finance News	
Best Islamic Private Bank	Islamic Finance News	
Best Islamic Bank for Treasury Management	Islamic Finance News	
Product awards	Issuing body	
Best Sovereign Sukuk-Government of Sharjah	The Asset Triple A Islamic Finance Award	

Sustainability awards	Issuing body	
ESG Certificates	Proshed and Envirosrve	
Gold LEED Award	US Green building Council	
Certifications		
<ul style="list-style-type: none"> LEED GOLD Certificate for Interior Design & Construction: ADIB HQ, Shell & Core, ADIB JAFZA, ADIB Delma Mall Branch, ADIB Bawadi Mall Branch, ADIB Rahmania Branch, ADIB Deira Branch 		
<ul style="list-style-type: none"> ADIB Delma Branch is the first Islamic bank branch to earn LEED Gold V4 globally 		
<ul style="list-style-type: none"> ISO 45001 for Occupational Health and Safety 		
<ul style="list-style-type: none"> ISO 9001 Quality Management System Certification 		
<ul style="list-style-type: none"> ICXS - Customer experience certificate 		
<ul style="list-style-type: none"> ISO 22301: 2019 Standard organisational continuity and resilience certification 		
Memberships		
<ul style="list-style-type: none"> International Financial Islamic Market 		
<ul style="list-style-type: none"> Accounting and Auditing Organisation for Islamic Financial Institutions 		
<ul style="list-style-type: none"> Islamic Financial Services Board 		
<ul style="list-style-type: none"> General Council for Islamic Banks and Financial Institutions 		
<ul style="list-style-type: none"> Union of Arab Banks 		
<ul style="list-style-type: none"> UAE Banks Federation 		
<ul style="list-style-type: none"> Securities and Commodities Authority 		
<ul style="list-style-type: none"> ADX 		
<ul style="list-style-type: none"> International Islamic Centre for Reconciliation and Arbitration 		

Acronym	Definition
AAOIFI	Accounting and Auditing Organization for Islamic Financial Institutions
AB&C	Anti-Bribery and Corruption
ADIB	Abu Dhabi Islamic Bank
ADX	Abu Dhabi Stock Exchange
AED	Arab Emirates Dirhams
AGM	Annual General Meeting
AI	Artificial Intelligence
AML	Anti-Money Laundering
ATM	Automated Teller Machine
bn	Billion
CBUAE	Central Bank of the United Arab Emirates
CCC	Compliance and Control Committee
CCL	Celebrity Cricket League
CEO	Chief Executive Officer
COP	Conference of the Parties
CTF	Counter Terrorist Financing
EP	Equator Principles
ESG	Environment, Social, and Governance
FTE	Full-time Equivalent
GHG	Greenhouse Gas
GJ	Gigajoules
GRI	Global Reporting Initiative
HQ	Headquarters
HR	Human Resources
ICMA	International Capital Markets Association
ICXS	International Customer Experience Standard
IFN	Islamic Finance News
IG	Imperial Gallon
IPO	Initial Public Offering

Acronym	Definition
ISO	International Organization for Standardization
ITM	Interactive Teller Machine
ISSC	Internal Shari'a Supervisory Committee
JAFZA	Jebel Ali Free Zone
kg	Kilogram
KPI	Key Performance Indicator
kWh	Kilowatt-hour
LED	Light-emitting Diode
LEED	Leadership in Energy and Environmental Design
MIS	Management Information System
mn	Million
MSCI	Morgan Stanley Capital International
NZBA	Net Zero Banking Alliance
OTP	One Time Password
PRB	Principles for Responsible Banking
QA	Quality Assurance
QC	Quality Control
RCA	Root Cause Analysis
ROE	Return on Equity
SASB	Sustainability Accounting Standards Board
SDGs	Sustainable Development Goals
SMEs	Small and Medium-sized Enterprises
SMS	Short Message Service
tCO ₂ e	Tonnes of Carbon Dioxide (CO ₂) Equivalent
UAE	United Arab Emirates
UK	United Kingdom
UN	United Nations
US	United States
USD	United States Dollar





