

بنك أبوظبي الأول

FAB

First Abu Dhabi Bank

ESG REPORT 2024



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Message from Group CEO

As we reflect on 2024, I am proud to share First Abu Dhabi Bank P.J.S.C's (FAB's) continued progress in advancing our sustainability journey. Our commitment to creating long-term value for our stakeholders, while supporting the UAE's clean energy transition and empowering communities for a sustainable future, has never been stronger.

In line with the UAE's vision for long-term economic resilience, FAB advanced its sustainable finance agenda, achieving AED 267 billion in cumulative sustainable and transition financing. This milestone represents 53% of our AED 500 billion target for 2030, firmly underpinned by the integration of Environmental, Social and Governance (ESG) principles across our operations, strategy and governance.

This progress reflects our broader leadership role in sustainable finance, reinforced by our appointment as Chair of the Net-Zero Banking Alliance Steering Group and Co-Chair of PCAF's MENA chapter. We also became the first bank in MENA to publish a TNFD-aligned report, further underlining our determination to lead rather than follow on matters of environmental risk management.

We strengthened our climate strategy by implementing a Group Climate Risk Policy and Climate Risk Framework, assessing the transition maturity of our corporate loan book and developing tools to engage clients in net-zero planning.

Beyond environmental leadership, FAB continues to drive positive societal impact. We focused on supporting national priorities, including the UAE's National Agenda for Entrepreneurship and SMEs and the advancement of national talent. Our people-first approach was underpinned by our Emiratisation efforts, reaching 47% of our 50% target, driven by tailored programmes designed to nurture future leaders. We also advanced gender equity by adopting the UN Women's Empowerment Principles, resulting in an increase in female representation in senior leadership to 16%, up from 9% in 2021.

Beyond the workplace, FAB made tangible contributions to communities across the UAE. A total of 9,223 volunteers, including our employees and their families, contributed over 25,000 hours to environmental and social initiatives. These covered 60 unique programmes in collaboration with 45 organisations, from education and well-being to climate action. Our partnership with Archireef and the Environment Agency – Abu Dhabi to restore coral ecosystems highlights how we're integrating environmental guardianship into the fabric of our institutional identity.

We are honoured by the recognition we have received, especially our inclusion in TIME and Statista's list of the World's 500 Most Sustainable Companies. Such accolades affirm our sustainability commitment while encouraging us to deepen our impact for stakeholders and communities.

Looking ahead, we remain focused on enabling growth that is sustainable, inclusive and future-oriented. With the unwavering trust of our stakeholders and the dedication of our teams, FAB is well positioned to continue to lead the region's sustainability journey.

Hana Al Rostamani

Group Chief Executive Officer



Message from Group CSO

I am delighted to share with you our 2024 ESG Report, which highlights the measurable progress we have made in deploying our forward-looking and impactful ESG strategy across the organisation. This focuses on two core ambitions: accelerating the transition to a net-zero future and creating tangible impact across the environmental and social pillars of sustainability.

Supporting the UAE's ambition to achieve net zero by 2050, FAB is harnessing sustainable finance as a powerful driver of progress. In 2024 alone, we facilitated AED 140.4 billion (USD 38.2 billion) to support sustainability and transition-focused projects, including financing 19 renewable energy assets across UAE, KSA, Oman, Uzbekistan, and Azerbaijan. Our green bond issuances stand at AED 13.4 billion, with an additional AED 1.3 billion in outstanding green sukuk. We have also issued social bonds valued at AED 301 million.

As part of our 2030 financed emissions reduction target, we are building a comprehensive transition strategy that places client engagement at its core – evaluating progress and readiness for decarbonisation. In 2024, we assessed transition maturity across the highest emitting clients, accounting for 95% of financed emissions across our eight priority sectors. This work directly informs our client engagement model, ensuring our approach to decarbonisation is tailored, sector-specific, and grounded in transparency. We also introduced a Group Climate Risk Framework and Policy in line with the UAE Central Bank's ESG guidance.

Building on our environmental data capabilities, FAB became the first bank in MENA to publish a TNFD-aligned report, quantifying nature-related financial risks. At COP16 in Riyadh, we presented our analysis of water sustainability pathways in MENA, supported by metrics that highlight both challenges and opportunities in addressing water scarcity.

We continue to make strides in areas central to our clients and communities. Financial inclusion

is crucial to FAB's social agenda, demonstrated by our SME financing reaching AED 4.3 bn in 2024, a 30% increase from 2023. Furthermore, we assessed the transition maturity of FAB's corporate loan book, covering over 95% of financed emissions across eight priority sectors, to shape a focused client engagement framework for driving net zero action.

Developing national talent and supporting the country's progress towards a knowledge-based economy remains a strategic priority. In 2024, we proudly achieved 47% Emiratisation across our workforce, reflecting our unwavering commitment to nurturing national talent.

These achievements have earned FAB widespread recognition. Our AA MSCI rating positions us among the highest ESG-rated banks in the MENA region, and we hold the top Refinitiv score among banks in the MEA region, underscoring our leadership and vision.

As we move forward, our focus remains clear: to deliver innovative, impactful solutions that empower our clients and communities, while reinforcing our legacy as the UAE's global and most forward-thinking bank.

Shargiil Bashir
Group Chief Sustainability Officer

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About FAB

The UAE's Global Bank

FAB's global footprint across 20 markets is a key enabler of cross-border liquidity, trade, and investment flows.



FAB is the UAE's largest bank by asset size and one of the world's top-tier financial institutions, with a diverse range of tailor-made products and solutions. FAB's total assets reached AED 1.21 trillion (tn), diversified across business segments and geographies. Our operations span five continents, with the UAE as our primary hub and representing 77% of our Group revenue. With

over 7,500 professionals representing 95 nationalities and a network of 63 conventional and eight Islamic branches in the UAE, alongside a global customer base exceeding four million, we continuously invest in our workforce and technology to enhance customer experience and foster stakeholders' growth ambitions.

With an extensive global network, unparalleled regional expertise, and solid financial strength, FAB has become a driving force in the region's economic growth. Below is an overview of our operational footprint:

Global presence

Europe and the Americas

United States • Brazil • Switzerland • France • United Kingdom

Middle East and Africa

UAE • Saudi Arabia • Kuwait • Oman • Bahrain • Iraq • Egypt • Libya

Asia Pacific

India • China (Shanghai) • China (Hong Kong) • South Korea • Singapore • Malaysia (Labuan) • Indonesia

5

continents

20

markets

> 7,500

first-party employees from 95 nationalities

> 4 mn

total customers (including Ratibi)

63

conventional FAB branches in the UAE

8

Islamic branches in the UAE

15

digital branches in the UAE

397

ATMs/CDMs in the UAE

More detail on the bank's geographical presence, business model and financial performance, can be found in the [FAB's Annual Report 2024](#).

Reporting and disclosures

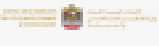
This ESG report describes our success and achievements across 2024 and highlights the ambitious future targets we have set for ourselves on addressing climate change, scaling sustainable finance, enhancing social responsibility alongside our aspirations to enhance our governance model.

The information presented in this report reflects FAB Group’s activities for the calendar year 2024 (1 January to 31 December). Reporting and performance data are limited to FAB Group’s owned and operated facilities and its subsidiaries, unless otherwise stated.

As a leader in sustainability in the region, we recognise our important role in driving meaningful change at scale. We are committed to aligning our initiatives with both local and global frameworks, ensuring that our ESG strategy is fully leveraged to maximise social and environmental impact.

FAB’s sustainability agenda is developed and consistently reviewed against the following sustainability frameworks and aims to support the delivery of the following international and national goals and commitments:

International and National Commitments:

	Net Zero Banking Alliance (NZBA)
	United Nations Global Compact (UNGC)
	COP28 Net Zero Transition Charter: Accountability Mobilisation for the Private Sector
	UAE Vision 2021
	UAE Net Zero by 2050
	United Nations Sustainable Development Goals (UN SDGs)
	United Nations Women's Empowerment Principles
	Abu Dhabi Economic Vision 2030
	UAE Green Agenda 2015-2030
	UAE Private Sector Pledge to Accelerate Gender Balance

Frameworks and Standards:

	Global Reporting Initiative (GRI)
	Principles for Responsible Banking (PRB)
	Equator Principles (EP)
	Taskforce on Climate-Reporting Financial Disclosures (TCFD)
	Taskforce on Nature-Reporting Financial Disclosures (TNFD)
	Abu Dhabi Securities Exchange (ADX) ESG Guide for Listed Companies
	Partnership for Carbon Accounting Financials (PCAF)

By adhering to leading global sustainability disclosure frameworks, we align our reporting with best practices, striving to provide clear, credible, and data-driven insights into our ESG performance.

As a signatory to the Principles for Responsible Banking (PRB), FAB continuously works to advance initiatives that contribute to the bank’s further alignment with PRB’s provisions. FAB is working on several key sustainability initiatives and commitments to further support our PRB alignment, over the next 12 month-reporting period.

The bank recognises the severity of climate risk outlook globally, and specifically for this region, the Bank will prioritise the implementation and integration of its climate risk framework, developed in 2024, among other initiatives, including:

- Continuing to implement climate scoring and stress-testing frameworks.
- Continuing to align with local regulatory expectations, such as Central Bank of the United Arab Emirates (CBUAE) Principles for

Sustainability-Related Disclosures and the Principles for the Effective Management of Climate-related Risks.

- Expanding our emission reduction targets for all sectors.
- Continuing to roll out mitigation activities as part of the Net Zero Carbon Roadmap.
- Refining the measurement of greenhouse gas emissions across sectors and target coverage.
- Continue expanding FAB’s SME client base and targeted engagement.

As the global regulatory landscape evolves and advances, FAB strives to continuously monitor and enhance the readiness of its reporting practices in line with our commitment to transparency. With the International Financial Reporting Standards (IFRS) S1 and S2 standards introduced by the International Sustainability Standards Board (ISSB) gaining momentum across markets, we will continue to monitor these requirements and enhance internal capabilities to assess IFRS S1 and S2 full disclosures in future reporting cycles.

Assurance

We have obtained independent limited assurance on the preparation of selected metrics disclosed in accordance with the calculation methodologies detailed in this report. For more details on the scope of assurance and the assurance report refer to Appendix D.

Our approach to sustainability

A recognised leader in sustainability, FAB is committed to spearheading a sustainable future for the UAE, the region, and the planet. In line with the UAE's vision to promote sustainable economic growth, FAB recognises the banking industry's critical role in enabling the transition to a low-carbon and equitable economy. FAB aims to integrate sustainability as part of its corporate

strategy priorities to reflect its importance for the overall resilience of our business model. 'Sustainability Leadership' is one of the four pillars of FAB's corporate strategy, reflecting FAB's stance on continuously embedding ESG factors across our culture and operations.

FAB's corporate strategy:

Significantly accelerate FAB's growth and diversify the business mix to build new revenue streams and unlock future growth potential.

Growth & Diversification



Sustainability Leadership



Lead by example by embedding environmental, social and governance factors in FAB's culture, business strategies, governance and risk management framework.

Digitisation to Drive Customer Centricity



Enhance Connectivity



Accelerate client value by offering a full suite of world-class financial solutions through innovative platforms, enabling digitisation, simplification and automation of critical customer journeys and processes. While simultaneously leveraging FAB's regional expertise and strategic footprint to enable strong connectivity for clients.

Accelerate trade and investment flows to-and-from the UAE and MENA through FAB's strategic presence in 20 markets across five continents, enabling strong connectivity for our clients, enhancing regional economic growth and bolstering multilateral cooperation.

To deliver on our Sustainability Leadership, FAB Group has a dedicated ESG Strategy set around three focus areas: (1) Transitioning to a low-carbon future, (2) Capitalising on our social responsibility and (3) Transforming our governance model. The priorities and Key Performance Indicators (KPIs) defined under these areas are in line with national and international sustainability agendas, serving as a guidepost for FAB's execution of initiatives aimed at enhancing transition and resilience.

FAB's ESG Strategy:



Transitioning to a Low-Carbon Future



To become the model sustainable financial institution in MENA.

To act in partnership with our key stakeholders to accelerate the transition to a net zero society and economy.

This pillar outlines FAB's approach to net zero transition, climate resilience and a circular economy

- Regional leader in sustainable finance
- Embedding ESG in our products and services
- Carbon intensity reduction
- Support our stakeholders in their transition towards a low carbon future



Capitalising on Our Social Responsibility



To expand access to financial services for all, including underbanked groups, to foster a diverse, inclusive and equitable organisation.

This pillar outlines FAB's approach to social responsibility, including diversity, women's empowerment, education and financial inclusion

- Diversity, Equity & Inclusion (DEI) across the Bank
- Gender diversity embedment
- Emiratization focus
- Strategic focus on financial inclusion
- Drive social responsibility efforts



Transforming Our Governance Model



We will commit to the highest standards for ESG accountability, transparency and risk management.

This pillar outlines FAB's approach to a governance model, including identifying incentives linked to ESG and responsible use of data

- ESG KPIs and performance disclosure
- Whistleblower policies and processes
- ESG-driven governance structures
- Embed E&S and climate frameworks

Our ESG strategy is aligned with international, regional and national ambitions and goals, including the UN Sustainable Development Goals (SDGs), Net-Zero Banking Alliance (NZBA), PRB and national ambitions such as UAE Centennial 2071, UAE 2031 Vision and the UAE's Net Zero by 2050 initiative. These ambitions and goals inform the Group's ESG strategic directions and serve to drive ESG-aligned high performance and engagement with stakeholders across our business lines.

We remain steadfast in executing our ESG strategy and delivering progress in line with our long-term sustainability objectives, which have been recognised by our clients and globally. The ESG strategy has been supported with a robust governance framework, clear targets for a low-carbon future and a strong commitment to social responsibility and community engagement.



Highlights in numbers

In 2024, FAB’s ESG achievements were recognised with a range of awards:

Transitioning to a Low-Carbon Future

Sustainable financing and sustainable finance products	Facilitated AED 266.6 bn in sustainable and transition finance by 2024, reaching 53% of the AED 500 bn target set for 2030.	Facilitated AED 140.4 bn (USD 38.3 bn) of sustainable finance in 2024.
	Outstanding sustainable bonds with a value of AED 15 bn (USD 4.1 bn) spanning six different currencies (USD, CHF, CNH, HKD, EUR, AED).	Total green bond outstanding at AED 13.4 bn (USD 3.64 bn) and green sukuk outstanding at AED 1.3 bn (USD 354 mn).
Transition Planning	Joined PCAF MENA chapter as Co-Chair to promote the transition in the MENA region.	Hosted the Sectorial Summit 2024 on sustainability for the real estate and construction industries.
	Assessed the transition maturity of our corporate loan book, accounting for > 95% of financed emissions across our eight priority sectors. We are developing a client engagement framework for transition planning for net zero transition planning.	
Nature	FAB partnered with Archireef to support coral reef restoration and conservation in Abu Dhabi waters. The first deployment was conducted in October 2024, placing 227 reef tiles in a location identified by the Environment Agency Abu Dhabi.	Participated in the COP16 Convention to Combat Desertification in Riyadh and launched a whitepaper on water titled “Nature-positive pathways in MENA: Enhancing water sustainability and resilience”. FAB also represented the UAE’s transition journey at COP29.

Capitalising on Our Social Responsibility

Financial inclusion	Supported SMEs with AED 4.3 bn, a 30% increase from 2023.	Co-hosted SME Day at the World Future Energy Summit and was a gold sponsor of Make it in the Emirates.
	FAB has issued three social bonds worth AED 301 mn (USD 82 mn).	
Empowering an Inclusive Workplace	Emiratisation rate of 47%, progressing towards our target of 50% by 2026.	16% of senior leadership positions held by women, up from 9% in 2021.
Social Responsibility	Reduced working hours from 40 to 32 per week.	Total volunteering hours: 25,177.
	Signatory to the UN Women Empowerment Principles.	

Transforming Our Governance Model

ESG risk and ratings	Best Refinitiv ESG score Top 5% worldwide.	Among the highest rated in MENA banks by MSCI with an AA ESG rating, placing FAB within the ESG leader category.
	A constituent of the FTSE4Good Index Series.	
ESG and Climate Risk Policy	Implemented a Climate, Risk Framework and a Climate Risk Policy.	
Recognition	Elected Chair of the NZBA Steering Group.	Ranked as the most sustainable company in the Middle East and Africa and among the World’s 500 most Sustainable Companies by TIME Magazine and Statista.



Stakeholder engagement

Inclusive engagement for a real economy transition

At FAB, we recognise that meaningful engagement and strategic collaboration are essential to addressing the complex and interconnected challenges of sustainability. By fostering open dialogue and partnerships, we aim to unlock opportunities that drive positive impact.

As part of this commitment, we maintain an ongoing and dynamic stakeholder engagement

process, working closely with investors, clients, government entities, international organisations, NGOs and the communities in which we operate. These interactions leverage modes of engagement that are tailored to each stakeholder group and provide critical insights that shape our sustainability strategies, ensuring they are both responsive and impactful.

An overview of FAB’s engagement approach across stakeholder groups:

FAB’s stakeholder group	Mode of engagement
 Employees	Our colleagues' feedback and inputs are derived from annual employee surveys, townhalls and engagement initiatives, including the Engagement Ambassador programme and the whistleblowing platform.
 Clients	Regular client engagement takes place through participation in industry forums, bespoke FAB-hosted events, surveys and client feedback, including complaints.
 Communities	We engage with the communities in which we operate through donations and sponsorships of targeted events aligned with our CSR policy. We also focus on raising awareness and encouraging action on priority ESG issues within the community, such as climate awareness and action and initiatives like Climate Action Awards and Future Business Leaders.
 Suppliers	Our supplier code of conduct outlines our ambitions and commitments regarding environmental, economic and human rights impacts, and sets clear standards for our suppliers. We also host events to support responsible procurement for Small and Medium Enterprises (SMEs) and in key sectors such as real estate.
 Regulators	We engage proactively with regulators and governments, building and maintaining strong relationships through meetings, consultations and industry events and through active participation in government led councils, such as the MoCCA UAE Climate Change Private Sector Council and the UAE Gender Balance Council..
 ESG rating agencies	We engage with ESG rating agencies through workshops, presentations and regular interactions to stay informed on their matrices for ESG topics.
 Investors	We engage with our investors via our annual general meetings (AGMs), virtual and in-person meetings, investor roadshows, conferences and surveys.

Materiality assessment

Stakeholders play a critical role in our materiality assessment by helping identify and evaluate sustainability impacts. Their diverse inputs and perspectives are reflected in how FAB shapes its sustainability strategy and disclosures. FAB's materiality assessment enables the Bank to focus on the most significant ESG topics where we have the potential to make a difference, with regular reviews ensuring that these areas align with industry best practices, standards, regulatory requirements and stakeholder expectations.

In 2024, we completed a comprehensive materiality assessment aimed at assessing how various stakeholders of the bank perceive its impact across 23 shortlisted ESG topics (an increase from 19 topics in 2023). Stakeholders consulted in this year's exercise included FAB's senior management colleagues and select Corporate and Consumer Banking clients, as captured in the outputs of the engagement with the investor community informing FAB's list of topics.

FAB's materiality assessment process consists of:

- ↳ Defining the bank's context to identify and inform on key ESG impacts.
- ↳ Identifying ESG topics through desk research (including best practice benchmarking, review of ESG regulations and topics raised by ESG rating agencies).
- ↳ Prioritising the identified ESG topics based on current, potential and positive and negative impacts through a combination of research findings and stakeholder engagement surveys that use scoring to determine topics as critical, important and minimal.
- ↳ Obtaining validation from senior management and the ESG-SFC on the material topics and approval from the Board Risk and ESG Committee to ensure alignment.

FAB's assessment is informed by the impact assessment and topic coverage guidelines of reporting frameworks, such as GRI and SASB.

In 2024, our impact materiality assessment pointed to seven critical, 15 important, and one minimally important area.

Among the critical topics are areas that reflect our mission as a sustainability pace-setting financial institution that customers can trust. **Green finance and facilitation** focuses on FAB's financing of projects and activities that have positive

environmental outcomes, reflecting the bank's commitment to scaling sustainable finance to foster impact. **Responsible banking** relates to upholding the highest standards of ethical financial practices, including sustainable financing, and safeguarding customers' interests. This topic is crucial for FAB as a proud PRB signatory, committed to continuous improvement. **Consumer protection** refers to FAB's policies and practices that safeguard consumers from unfair, deceptive or abusive practices in financial services, ensuring transparency, correct marketing and labelling, and ethical treatment.

It underscores FAB's commitment to empower customers through choice and convenience, while protecting their rights in line with regulatory requirements. Similarly, topics such as **Economic and financial performance, Ethics, compliance and integrity, Privacy, data protection and cybersecurity**, and **Anti-bribery and corruption** are critical enablers to our mission as one of the world's largest and safest financial institutions.

FAB works to advance its efforts across all 23 ESG topics. In areas identified as critical by

our stakeholders, we strengthen our efforts through continuous monitoring and targeted initiatives. This year, FAB also conducted a preliminary review of its most material sustainability risks and opportunities, in addition to the assessment of impacts. As the bank's approach continuously advances in line with emerging best practice standards and regulatory guidance, we will further enhance this assessment to deliver comprehensive insights for FAB's upcoming disclosures

FAB's material topics:

Pillar	Topic	Materiality
Environmental 	Green finance and facilitation	critical
	Climate action	important
	Net zero & financed emissions	important
	Nature	minimal
Social 	Consumer protection	critical
	Access to finance	important
	Learning and development	important
	Workforce	important
	Customer satisfaction	important
	Diversity, equity and inclusion	important
	Emiratisation	important
	Employee engagement and Well-being	important
	Financial health and inclusion	important
	Community support and engagement	important
Governance 	Economic and financial performance	critical
	Responsible banking	critical
	Ethics, compliance and integrity	critical
	Privacy, data protection & cybersecurity	critical
	Anti-bribery and corruption	critical
	ESG integration	important
	Corporate governance	important
	Business resilience & risk management	important
	Responsible procurement and supply chain	important
	Innovation & digitalisation	important

Transitioning to a low-carbon future

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FAB has implemented a range of key initiatives and commitments to deliver on its decarbonisation ambitions, including supporting renewable energy, energy efficiency and other environmentally and socially conscious projects.

To ensure accountability, we have set and published net zero emissions targets for both our operations and portfolio. We continuously monitor and measure our progress towards achieving these targets.

As a signatory to the NZBA and PCAF, we are committed to industry collaboration. To support our transition journey, we are actively engaging with our clients and use insights from outreach efforts, along with guidance from the Glasgow Finance Alliance for Net Zero (GFANZ), NZBA, climate-related

regulatory and best practice frameworks to enhance our bank-wide Climate Transition Plan. Our commitments and actions are aligned with the UAE's Net Zero by 2050 strategic initiative and the Paris Agreement.

To promote the low carbon agenda, we actively engage with regional stakeholders to support the green economy transition. We also play an active role in initiatives that advance sustainability within the financial services sector, such as the PRB.

In 2024, we expanded our commitment to help FAB clients transition to a low-carbon and nature-conscious future. These commitments are detailed in FAB's inaugural report on nature, aligned with recommendations from the Taskforce on Nature-related Financial Disclosures (TNFD).

Our key impact highlights in 2024 included:



Signed **AED 5.8 bn** in transition finance transactions, **supporting our clients** to decarbonise their operations and finance low-carbon energy sources.



Directed **AED 3.3 bn** in renewable energy financing, supporting the energy transition (make energy transition bold & blue like in others).



Reduction of **28%** of absolute **Scope 1 emissions** relative to the 2019 baseline. Refer to 'Enhancing resilience in own operations' section for information on our decarbonisation levers.



The Platinum LEED certification awarded to FAB's building in Dubai, recognising its excellent operational and environmental performance, resulting in significant reductions in utility costs and emissions in line with peer benchmarks.



ISO 41001 certification awarded in 2024 demonstrating the bank's improvements in facility management practices, aligning with leading international standards for operational efficiency, sustainability, and resource optimisation.

Overview of FAB's net zero commitment

FAB is committed to net zero emissions by 2050, continuously supporting the UAE's national net zero agenda through a range of targeted initiatives within our portfolio and own operations. Our sustainability journey is defined by a steadfast commitment to fostering a resilient and inclusive transition. The chart on the next page outlines our journey to date, highlighting key milestones across the years.

Our existing sustainable finance target serves a guidepost to accelerate the transition to

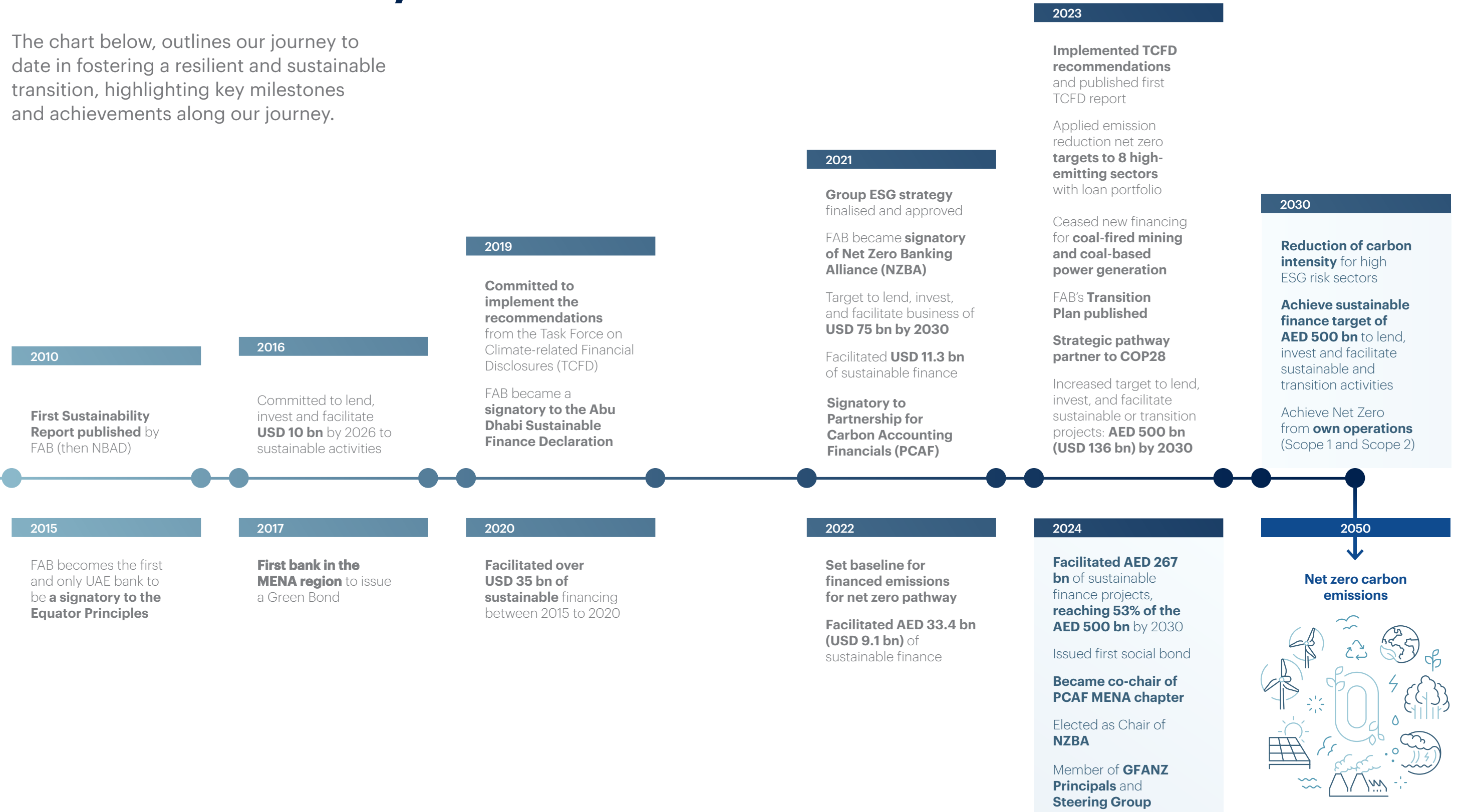
a low-carbon economy and drives lending, investments and the facilitation of funds towards green and transition initiatives. In 2024 alone, we facilitated AED 140.4 bn in sustainable finance, reaching AED 267 Bn (53%) of our AED 500 bn target for 2030. In addition, we made progress on our net-zero commitment and efforts to reduce climate-related risks through both our internal initiatives and strategic partnerships across FAB's industry network.



In 2024 alone, we facilitated **AED 140.4 bn** in sustainable finance, reaching **AED 267 bn (53%)** of our **AED 500 bn** target for 2030. In addition, we made progress on our net-zero commitment and efforts to reduce climate-related risks through both our internal initiatives and strategic partnerships across FAB's industry network.

Our Sustainable Transition Journey

The chart below, outlines our journey to date in fostering a resilient and sustainable transition, highlighting key milestones and achievements along our journey.



Financing the transition to a low carbon economy

In line with our commitment to sustainable finance and our pledge to accelerate the UAE's transition into a green finance hub, we have identified two key material topics: green finance and facilitation, and responsible banking. Through these focus areas, we enable financing, lending and facilitation that generate positive lasting climate and social impacts for the communities we serve.

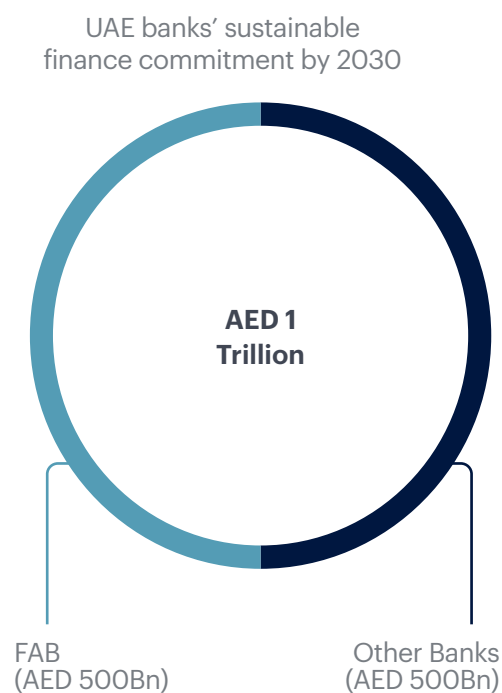
To operationalise our sustainable finance commitment and relevant material topics, our [Sustainable Finance Framework](#) (the framework) establishes a structured approach for classifying and allocating FAB's sustainable finance products and services—including those across debt and equity capital markets, corporate and consumer

lending and Islamic finance—into categories such as sustainable, transition and general purpose financing (e.g. sustainability linked loans). This ensures alignment with E&S objectives while maintaining transparency in financing decisions.

The framework is the foundation for tracking our strategic commitment to deploy AED 500 bn (USD 136 bn) in sustainable financing, investing and facilitation by 2030. Oversight and accountability for its implementation lie with FAB's ESG Committees.

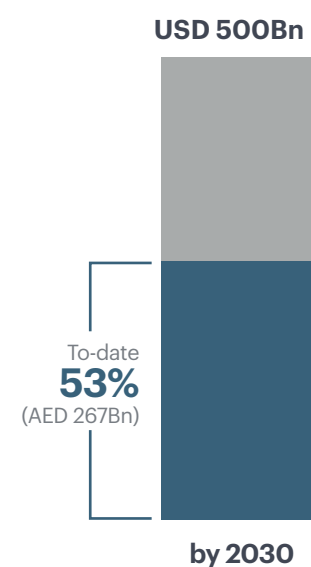
FAB also acknowledges the importance of directing financing towards transition initiatives in sectors where climate mitigation efforts are critical. In 2024 alone, we signed USD 1.6 bn in transition finance transactions.

Highlights of our sustainable finance target and progress:



We have increased our 2030 target from AED 275Bn (USD 75Bn) in 2021 to **AED 500Bn (USD 136Bn)**

Progress towards FAB sustainable finance target of AED 500Bn by 2030



Sustainable Finance facilitated from 2022 to December 2025 is AED 267Bn (**USD 77Bn**)

Highlights of our sustainable finance impact in 2024

FAB's financing and facilitation drives measurable environmental and social impact, mobilising the transition to a sustainable, low-carbon economy as well as creating social value for our clients' beneficiaries. Through our Sustainable Finance Framework, we ensure that capital is directed toward projects that contribute positively to climate action, environmental protection, and societal development.

Below are some of the key impacts achieved through our financing. For more, please see the FAB Sustainable Finance Impact Report 2024.



3,160,723 tCO₂e
Avoided emissions equivalent to 670,000 cars removed from the road. Doubling in performance achieved due to increased renewable and nuclear energy generation



4,147,924 MWh
Renewable energy generated equivalent to 5% of Abu Dhabi's annual electricity consumption¹



1,703,406 MWh
Zero-carbon (nuclear) energy generated equivalent to 2% of Abu Dhabi's annual electricity consumption



17,744,704 m³
Wastewater treated equivalent to 6% of Abu Dhabi's annual wastewater treatment performance



4,218,820 m³
Fresh water supplied equivalent to 32,200 people's annual water consumption needs in Cairo

Note: Percentage changes reflect a comparison with the previous reporting period for the consistent metrics.

¹ TAQA Transmission reported 93,000,000 MWh electricity transmitted in 2023. This figure is the latest updated figures as per 25 April 2025.

Collaborating with clients to drive the transition to net zero

As we continue to scale our sustainable finance activities, we recognise that our impact extends beyond the capital we deploy—it also shapes the environmental footprint of the industries and communities we support. In alignment with our commitment to responsible banking, we are actively working to measure, manage and reduce the emissions associated with our financing portfolio. FAB's net zero commitment is backed by emissions intensity targets for 2030 across eight high-emitting sectors which collectively account for approximately 86% of FAB's financed emissions and 62% of FAB's corporate exposure.

The sectoral targets set in 2023 mark a significant step both for the bank and the wider banking sector in the region. The targets were informed by a baselining assessment of our portfolio's highest emitting sectors in our portfolio, allowing us to prioritise areas where the bank can have the most tangible impact on decarbonisation. The first wave of targets covered three sectors, capturing 80% of our financed emissions, while the second wave spanned five additional sectors, increasing total coverage to 90% (based on the 2021 baseline).

Our target-setting processes are aligned with industry best practices and follow science-based and sector-specific methodologies. By formulating our climate-related targets, we have strategically incorporated a range of national and international priorities and frameworks:

- Goals of the Paris Agreement to achieve net zero emissions by 2050, complemented by interim decarbonisation targets by 2030.
- UAE's strategic commitment to reach net zero and the country's specific decarbonisation trajectory are outlined for specific industry sectors.
- PCAF standards, the imperatives of the NZBA, and the International Energy Agency's recommendations for sector-specific decarbonisation targets.
- Guidance of the Carbon Disclosure Project, the TCFD and the PRB.

Due to the timeline of the financed emission targets and baselining, FAB's current disclosure pertains to 2023.

Our total portfolio emissions for 2023 were 29 mn tCO₂e, representing an increase from 2022 and 2021. This increase is primarily due to the use of updated emissions factors based on a revised PCAF database. Emissions for 2021 and 2022 have been restated accordingly and now stand at 25 million mn tCO₂e and 24 mn tCO₂e, respectively.

Emissions for non-net zero sectors (primarily financial institutions, services, and government) were calculated using PCAF's updated emission factor database, which was enhanced in 2024 to include greater sectoral and regional granularity for the MENA region. As a result, we have restated emissions for 2021 (25 mn tCO₂e) and 2022 (24 mn tCO₂e) using these revised factors, which incorporate improved physical and economic activity data aligned with PCAF's September 2024 database updates and sub-sector refinements.

We closely track and monitor FAB's performance against the set sector-level targets, reflecting on where we stand, why changes in emission intensities occur and how the bank can work towards continuous improvement within our strategic approach to each sector.

Our emission reduction targets for our eight high-emitting sectors in our portfolio cover approximately 86% of our portfolio emissions (as of 2023). We will address the remaining non-high-emitting sectors if they become material and the relevant standardised methodologies arise.

More information on FAB's financed emission targets and the bank's progress towards achieving them will be provided in FAB's 2024 Climate Report.

Sector	Sector value chain coverage	Exposure in scope	Baseline intensity	2023 Intensity	Target by 2030	Unit	Change v/s baseline	Data quality score
Oil and Gas	• Upstream • Downstream • Consumption • Integrated players	83%	63	62	-7% to -15% (53 to 59)	MtCO ₂ /EJ	-2%	2
Power	• Power generation • Integrated players	83%	460	216	-64% (165)	gCO ₂ /kWh	-53%	2.8
Aviation	• Lessors • Airline operators	100%	83	81	-15% (71)	gCO ₂ /pkm	-2%	1.8
Commercial Real Estate	• Real estate developers • Real estate companies and investors	100%	138	121	-45% to -55% (62 to 76)	kgCO ₂ e/sqm	-12%	4.9
Aluminium	• Bauxite mining • Primary and secondary aluminium manufacturing	100%	8.10	9.26	-32% (5.5)	t/t	14%	2
Cement	• Clinker production • Cement production	85%	0.75	0.56	-25% (0.57)	t/t	-25%	1
Steel	• Steel manufacturing	71%	2.01	2.16	-26% to -32% (1.36 to 1.47)	t/t	8%	1
Agriculture	• Upstream (seeds, fertilisers, feeds, transport) • Downstream (transformation, retail, transport) • Production	100%	1.64	2.04	-35% to -45% (0.92 to 1.09)	ktCO ₂ e/m\$	24%	1.7

FAB's financed emissions approach covers the following asset classes, as per PCAF's classification:



Targets are just the initial piece of the puzzle: at the heart of our strategy, FAB actively engages with clients to facilitate investment in low-carbon technologies and activities. FAB is also focused on advancing its work to support clients with their transition plans. Recognising that achieving net zero is a collective effort, we aim to adopt a tailored approach to each client through a continuous dialogue on their decarbonisation maturity, plans and needs. This not only enables FAB to better tailor our financial solutions to client requirements but also provide meaningful advisory support to help businesses navigate their transition while ensuring long-term resilience.

In 2024, we initiated the development of a formalised transition strategy focused on supporting clients in their decarbonisation journeys through tailored client engagements. This strategy builds on the transition plan published in 2023 as part of our TCFD-aligned report, and provides a more detailed view of our net-zero targets against the baseline, metrics and scenarios under consideration, as well as key levers and strategies to enable the implementation of an effective transition.

The disclosure framework we have adopted is aligned with the recommendations of the Transition Plan Taskforce guidance for the banking sector. We expect to publish the transition plan by the end of 2025.

Due to the nature of our business, client engagement forms a fundamental part of FAB's transition plan, as sector-specific insights inform our approach to assessing each client's decarbonisation readiness. In 2024, we conducted a thorough review of sustainability disclosures and public decarbonisation commitments for our highest-emitting clients, representing 95% of our financed emissions across the eight priority sectors.

The activities undertaken as part of the transition planning review included:



Formalising the assessment framework

FAB defined 20+ parameters encompassing the client's ambition, governance and actions taken for climate mitigation.



Review of client information

FAB analysed the client's publicly available information, including emission levels, net zero commitments and interim targets as disclosed, to determine their maturity level.

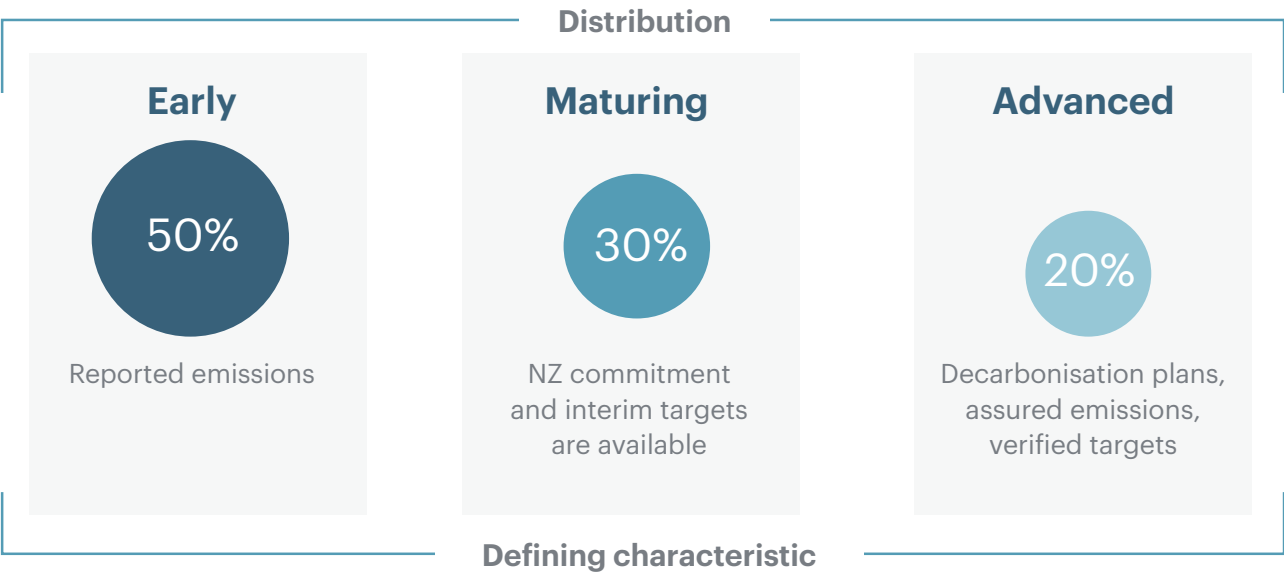


Maturity classification

FAB compared its clients' decarbonisation trajectory against our reference pathway and made a reasonable estimation of their overall maturity at a specific point in time, classifying them across three categories: early, maturing and advanced.

Based on their maturity, we classified them across three maturity buckets. The proportion of clients in each bucket are provided below along with the high-level characteristics that define each bucket.

Transition maturity assessments results:



The results of this assessment will enable us to further tailor our approach to each client as we advance our financing and advisory solutions, ensuring that the efforts to accelerate the decarbonisation of FAB's portfolio are informed by the varying levels of maturity across sectors. Our client engagement framework is informed by our transition maturity assessment exercise, which was initiated in 2024 and is being developed with feedback from relevant internal stakeholders.

As we progress through 2025, our key aim is to utilise the outputs of the assessment to conduct one-on-one engagements with select high-emitting clients across sectors. These conversations will focus on their transition activities, progress and challenges, helping identify where FAB can provide the most effective support as we collectively work towards decarbonisation milestones.

Aside from planned engagements with clients to support their transition, we place emphasis on driving impact through financing low-carbon energy technologies, such as solar, wind, green hydrogen, and nuclear energy. We have also committed to phase out all coal activities by 2030 and have halted all new financing (including trade financing) for thermal coal mining and coal-fired power plants globally as of 2023, reflecting the pledge embedded in our ESG risk approach. As of 2024, our current coal exposure is minimal at 0.15% and we plan to maintain our existing commitments to clients to support a smooth transition away from coal.

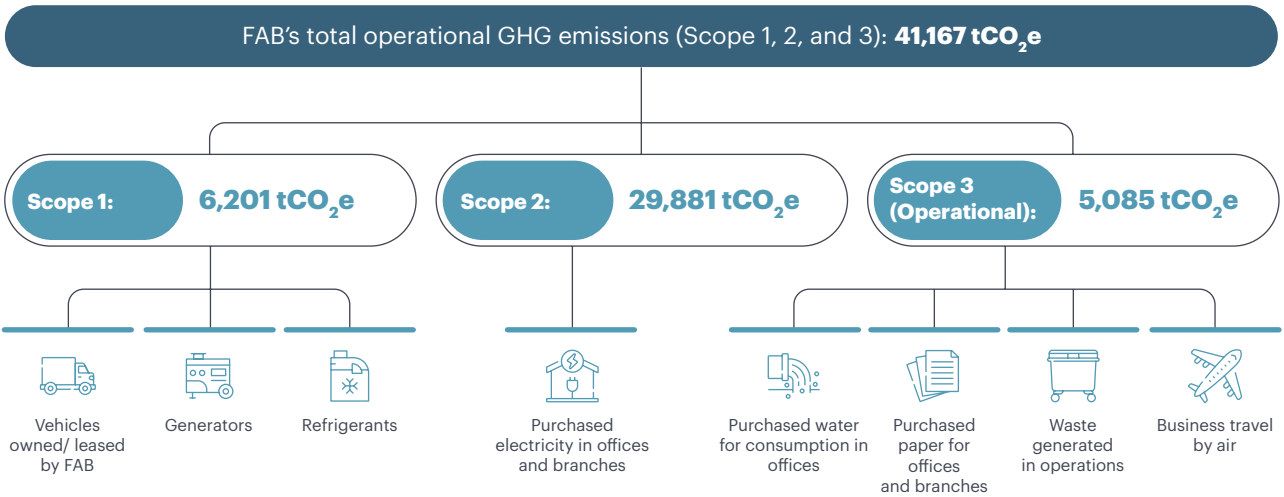
Commitment to continuous improvement

We have embarked on a transformative journey toward net-zero emissions, driven by a vision to lead by example and contribute to the UAE's decarbonisation ambitions. As we navigate this path, we recognise that the transition is dynamic, requiring continuous adaptation and refinement. We remain committed to evolving our approach in line with emerging global standards, enhanced data quality and the latest climate scenarios set by international organisations. Moreover, as our clients disclose their transition plans, we will work alongside them to foster sustainable progress and ensure that our strategies remain ambitious and impactful.

Enhancing resilience in own operations

FAB's operational emissions span a range of categories across Scope 1, 2, and 3

Below is an overview of the bank's operational emissions profile, with the overview of our footprint for 2024:



While we acknowledge that our primary contribution to the climate and nature transition is through our financing activities, FAB is also committed to addressing its operational emissions through a comprehensive roadmap to reach net zero across Scope 1 and Scope 2 operational emissions by 2030:

Levers for achieving net zero operations by 2030:

Energy efficiency

Adopting efficient solutions for data centre cooling systems will be key to reducing our refrigerant fugitive emissions.

Renewable energy

We will source re-nearable electricity through clean energy certificates once they become available in our main markets of operation (UAE and Egypt). At our UAE sites, we are targeting 100% renewable electricity by 2030.

Fleet electrification

We plan to launch a fleet electrification initiative, transitioning up to 100% of our leased and owned company cars in the UAE and Egypt to electric vehicles.

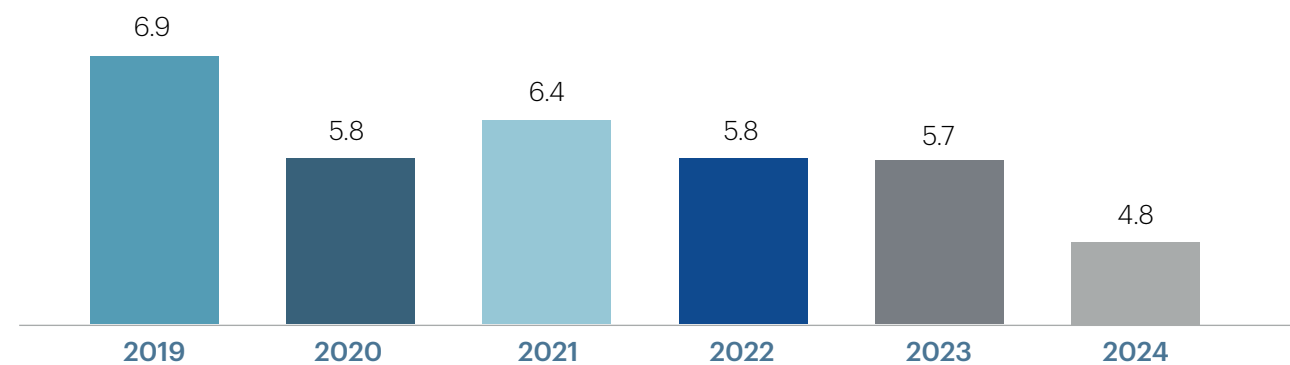
Carbon offsetting

To address emissions that are not abatable, we will source carbon credits from reliable organisations to support high-integrity sustainable projects.

More information on our pathway to net zero within operational emissions will be available in FAB's 2024 Climate Report.

We closely monitor our Scope 1 and 2 emissions, which include fuel combustion, refrigerant emissions and purchased electricity, as well as operational Scope 3 emissions, which span business travel, purchased goods and services, and waste generated in operations.

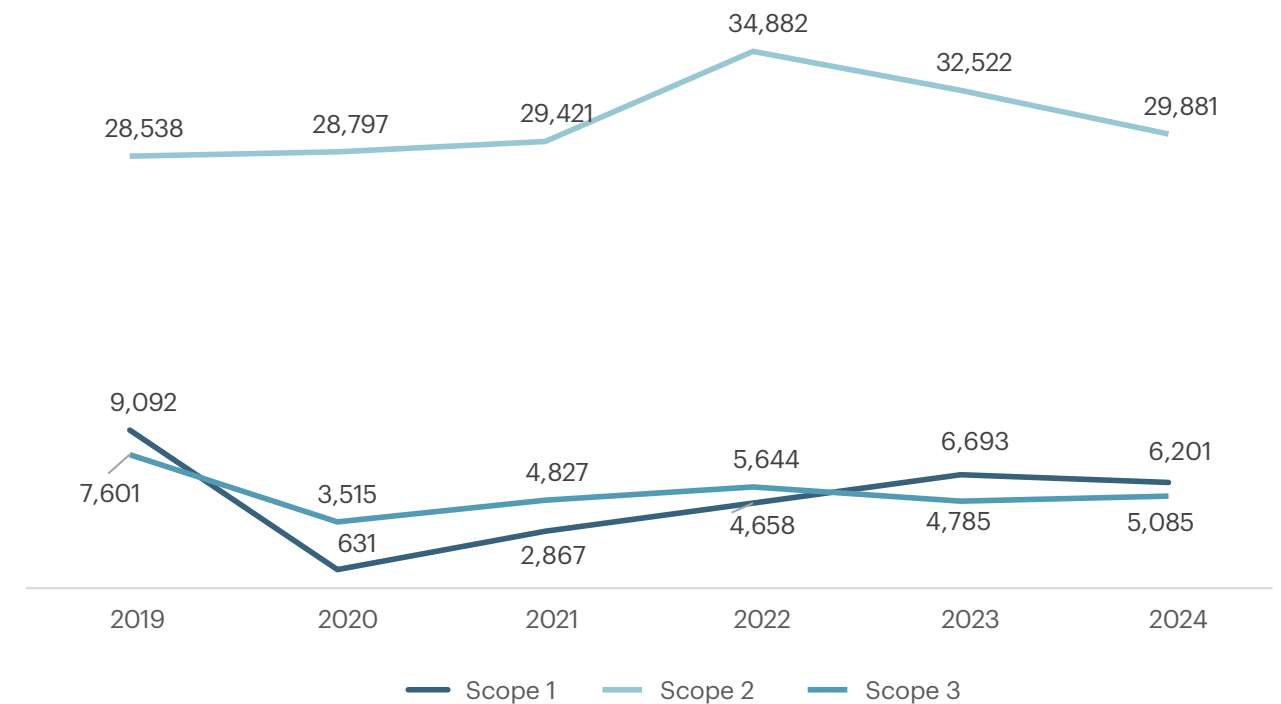
Intensity (Scope 1 & 2) - tCO₂e/FTE



We diligently observe evolving international guidelines and emissions calculation methodologies, continuously working to refine our data collection processes and GHG accounting practices to improve the accuracy of our emission factors, as well as ensuring the comprehensive coverage of emission sources within our organisational boundaries. Accordingly, we have

updated our emissions inventory using the latest available emissions factors and newly accessible data. Although our methodology remains the same, these updates enable FAB to be better aligned with the GHG Protocol and supports a more accurate performance measurement.

FAB's operational emissions 2019-2024:



Our absolute Scope 1 emissions have decreased by 32% compared to our 2019 baseline, totalling 6,201 tCO₂e in 2024, as a result of efficiency measures introduced and followed. In comparison to 2023, our Scope 1 emissions for 2024 were 7% lower due to reduced refrigerant usage, as leaks occurred during the previous year, but offset by increased consumption of fuel. As part of our ongoing energy saving efforts, Scope 2 emissions decreased by 8% in 2024, relative to 2023. In terms of GHG emissions intensity (Scope 1 & 2 per FTE), a metric we use to assess emissions relative to the scale of our operations, we have achieved a 30% reduction

compared to our 2019 baseline and a 14% decrease relative to 2023.

Our Scope 3 emissions² (excluding financed emissions) increased by 6% in 2024 compared to 2023. This change was primarily driven by increased business travel among our staff and highlights an area for improvement that the bank will consider in future endeavours.

For documented methodology on the computation of our GHG inventory, please refer to Appendix C: GHG Reporting Criteria for more information.

2. Due to the unavailability of accurate meter readings in Egypt, the 2024 water consumption was estimated using UAE average consumption per area, considering the similarity of operations. The estimations for 2023 are aligned with this methodology. However, the 2022 water consumption figure is not subject to revision as the underlying data is not available under the revised methodology and the figure does not capture FAB Misr's integration of Bank Audi in Egypt, hence the resulting reduction in water consumption emissions from 2022 to 2023.

These results were achieved through a series of initiatives that were implemented across our UAE and Egypt offices in 2024 to reduce our impact:

Decarbonisation lever	FAB's initiatives in 2024
Contributing to scaling energy efficiency	LEED certification: FAB's building on Sheikh Zayed Road in Dubai has been awarded platinum LEED certification rating, recognising best practices in energy and water efficiency, indoor air quality, and other sustainability features of the built environment.
Fostering energy efficiency and optimising resource management	ISO 41001 certification: FAB was awarded the ISO 41001 certification which serves as the global best practice standard for facilities management, encompassing energy efficiency initiatives, waste reduction and recycling strategies and other operational efficiency advancements achieved through stakeholder collaboration.
Fostering energy efficiency	Enhancing the efficiency of heating, ventilation and air conditioning (HVAC) systems: FAB's Facilities Management team worked to optimise the operating hours of HVAC systems across seven FAB locations, while also adjusting temperatures and fan speeds to reduce energy consumption. Additionally, enzyme cleaning of select HVAC units was completed to further drive energy savings. Together, these actions have contributed to a reduction in GHG emissions.
Fostering the reduction of environmental pollution	Reducing the environmental impact of refrigerants: At two FAB locations, four chillers were replaced with a refrigerant that offers higher energy efficiency, reduced leakage concerns, as well as lower environmental impact if leakages occur.
Encouraging vehicle electrification	Installing EV charging infrastructure: Electric vehicle (EV) chargers were installed across key FAB's locations for employee use, serving as an incentive to FAB staff to choose EVs in their commutes.
Fostering energy efficiency	Shifting to cloud data hosting: FAB has taken steps towards data centre consolidation and increased use of cloud architecture to foster energy efficiency in data processing and storage. Refer to the case study presented in this section for more information.

Case study

Embedding Cloud Adoption to Support the Transition to Low-Carbon Operations

In an increasingly digitalised and data-driven world, we recognise the importance of ensuring operational efficiency associated with the technology we use to process and store data, while also driving business innovation and growth. As part of the contribution to our operational net-zero goal, FAB has been investing in the consolidation of its data centres and cloud hosting for its business applications.

Cloud infrastructure is around four times more energy efficient than on-site data centres and enables greater renewable energy utilisation in line with cloud providers' net zero commitments. To

leverage these benefits in support of our net zero agenda, FAB has partnered with Amazon Web Services, Microsoft Azure and G42 to host its applications on the cloud. While the reduction in carbon emissions is attributed to multiple factors, all FAB service providers have pledged to, and are working towards, using renewable energy to power their cloud facilities.

Additionally, seven data centres are set to be consolidated into two, while FAB pursues a 'Cloud First' strategy, where all new software deployments are hosted in the cloud rather than on-premises.

Impact highlights:

238 apps

deployed in cloud as of FY'24 in line with the target. By the end of FY'25, the total number of apps deployed on cloud will reach 270.



Current cloud adoption stands at **24%** compared to on-premises servers.

~498 tonnes of CO₂e emissions were reduced in 2024 by optimising workloads in legacy data centres. This brings the cumulative carbon footprint reduction to 1,675 tonnes of CO₂e from the FY'19 baseline.

An additional **1,300 tonnes** of CO₂e emission reduction is planned to be achieved by H1'25 with the decommissioning of two Legacy data centres (Khubeirah, Khalifa).

AED 5.7 Mn in annual monetary savings realised from data centre decommissioning, with an additional AED 14 mn savings projected for FY'25.



Driving collaboration to support transition

The transition toward a low-carbon, nature-positive economy demands coordinated action across stakeholders. As a regional leader in sustainable finance, we are committed to playing a role in this transformation by actively engaging with our clients to help them integrate E&S considerations into their financial strategies. FAB is dedicated to driving engagement not only with our clients but also through thought leadership, industry and sustainability advocacy forums.

FAB at COP29

Following FAB's role as a Strategic Pathway Partner at COP28 in 2023, the bank continued building on critical conversations. By representing the UAE's transition journey at COP29 in Baku, FAB participated in this key international forum for climate stakeholder engagement.

With this year's conference focusing significantly on climate finance, and global carbon markets, FAB actively participated in critical conversations on sustainable finance and net zero:

FAB opened its participation at the Conference in a panel hosted by the UAE COP28 delegation on "UAE as a Climate Finance Hub." During this event, FAB reaffirmed its commitment announced at COP28, pledging over AED 500 bn (USD 136 bn) in green financing by 2030, contributing half of the total AED 1 tn pledged from all UAE banks. The new target, an 80% increase over FAB's 2021 commitment of AED 275.4 bn (USD 75 bn), represents the largest sustainable finance commitment made by any MENA bank to date. In addition to this, FAB highlighted its achievements in Islamic Sustainable Finance and showcased its diversified portfolio of sustainable finance projects across geographies, including the UAE, KSA, Singapore, Bahrain, Europe, the Americas and South Asia.

FAB participated in a panel discussion hosted by Abu Dhabi Future Energy Company (Masdar), on Green Bonds, titled "Financing the future of renewable energy". FAB has issued a total of 19 green and social bonds and sukuks across six different currencies, including two green bonds that have already matured.

Furthermore, and in line with FAB's sectoral approach to decarbonisation, FAB co-hosted a panel with KPMG on the "Real economy transition to net-zero: Progress, challenges and opportunities for high-emitting sectors." This panel brought together industry experts from EMSTEEL, the Industrial Transition Accelerator and TAQA to discuss the state of sustainable finance, the economic and environmental impact to date and perspectives on where additional resources are critical to aligning finance with decarbonisation targets.

FAB participated in a roundtable hosted by the COP29 UN Climate Change High-Level Champion on the topic of *SME Climate Finance* and the imperative to support SMEs in the transition to net zero. SME decarbonisation continues to be a priority for FAB, with the bank acting as a supporter of the SME Climate Hub for MENA alongside partners Masdar and Abu Dhabi Chambers of Commerce and Industries.

Our engagement in COP29 has reinforced FAB's commitment to climate action and enabled engagement with various stakeholder groups on critical topics to foster continuous advancement of the collective ambition towards net zero.

Leading engagement in industry forums

In October 2021, FAB became the first bank in the UAE and the GCC to join the global Net-Zero Banking Alliance (NZBA), an industry-led alliance that brings together global banks for climate action and accountability. Building on our active participation, in 2024, FAB was appointed by the member banks to be the new Chair of the NZBA Steering Group, the governance entity that oversees the Alliance's decision-making and strategy.

As of 2024, 80% of NZBA's members have voluntarily disclosed their targets and over half have published individual transition plans. Under FAB's chairmanship, NZBA published technical papers to help finance professionals set decarbonisation targets, delivered webinars and workshops to support banks and held the first-ever NZBA Global Member Conference, which enabled knowledge-sharing among members, academics, regulators and representatives of the real economy. The significance stems from the unified and collective efforts of the global banking industry to align their business strategies with transition objectives and encourage sustainable business practices. Additionally, FAB's active membership offered insight into the transition pathway for the MENA region into the Alliance's guidance and created an example for regional banks to reference when embarking on their respective transition journeys.

In 2024, FAB also reinforced its active positioning as the signatory of the Partnership for Carbon Accounting Financials (PCAF) by being selected

as co-chair of the inaugural MENA chapter of the industry alliance. The regional launch focuses on tailoring PCAF's methodologies to align with MENA's distinct economic and environmental landscape. This approach aims to enhance data quality and accessibility while ensuring consistency with evolving national and regional sustainable finance frameworks, including the UAE Sustainable Finance Framework. We expect that the regional chapter for PCAF will encourage greater knowledge sharing among MENA banks as well as improvement in the availability and regional granularity of emissions factors. FAB is working closely with PCAF and other member banks towards both objectives.

Supporting industry engagement and collaboration

FAB remains steadfast in its commitment to fostering the sustainable growth of national industries. Our engagement with key stakeholders through targeted industry forums is one of the avenues for knowledge-sharing and opportunity creation.

In 2024, FAB served as a Gold Sponsor for the "Make it in the Emirates" Forum, held on May 27th and 28th at the Abu Dhabi Energy Centre. Organised by the Ministry of Industry and Advanced Technology (MoIAT) in collaboration with the Abu Dhabi Department of Economic Development and the Abu Dhabi National Oil Company, the forum aimed to showcase investment opportunities in the UAE's industrial sector. FAB's sponsorship underscored its commitment to supporting national industries and fostering an attractive business environment for investors and entrepreneurs.

In the continuation of the Sectorial Summit initiated last year, a key initiative to engage net zero priority sector clients, we hosted the Real

Estate and Construction Sectorial Summit in September 2024 in collaboration with Boston Consulting Group (BCG).

The real estate and construction sector is among the eight prioritised sectors in our portfolio for which we have set emission reduction targets. The purpose of Sectorial Summit was to facilitate conversations among the value chain on the challenges and opportunities of integrating sustainability into the development of the UAE built environment. The agenda convened over 170 people from across the industry's value chain including policy makers, regulators, NGOs and supply chain.

The summit saw discussions on topics such as the nexus between climate change and developing cities, envisioning a sustainable UAE built environment by 2050, urban planning for climate change, making UAE's tourism industry sustainable, among other topics. The speakers included partners and clients from EGBC, BCG, Danube Properties, Select Group, Tecnicas Reunidas, EGA, ADNEC, and more.

The day concluded with two roundtables - the first on "UAE carbon lifecycle measurement of the real estate sector" in collaboration with SouthPole and the second on "supply chain decarbonisation" with BCG, MASDAR and ADSW. The discussions from the first roundtable were consolidated in an outcome paper titled "A View on the Challenges and Opportunities in Carbon Life Cycle Management of the Real Estate and Construction Sector in the UAE" and published earlier this year.

Catalysing growth in carbon markets for global impact

FAB is committed to supporting the development of carbon markets in the UAE, undertaking several initiatives from both voluntary and compliance market perspectives locally and globally. We are the first regional bank to have trading capabilities in both compliance markets, including the EU Allowances (EUA) and UK Allowances (UKA) as well as voluntary carbon

markets such as Gold Standard and Verra. We are also the first regional bank to offer EUA cash-and-carry notes and provide forward carbon credit purchase-structured solutions to local and international clients.

As we continue on our journey to support the carbon market in the region and act as a central carbon trading hub in the UAE, we will keep offering tailored carbon solutions and source, originate and trade high-quality carbon credits through FAB's Carbon Desk. The operation of FAB's Carbon desk is aimed at supporting the development of transparent carbon markets, ensuring credibility, trust and confidence in carbon credits as a valuable tool in reducing global greenhouse gas emissions.

To further support this commitment, FAB drives efforts through the UAE Carbon Alliance, a coalition of businesses dedicated to advancing a carbon market ecosystem in the UAE, where the bank is a founding member.



Sharing sustainability insights through thought leadership platforms

Reflecting our commitment to driving meaningful dialogue and fostering collective progress toward a more sustainable future, FAB actively shares insights to empower our stakeholders with the knowledge and ideas needed to navigate the evolving sustainability landscape. We aim to bridge information gaps, shape best practices and catalyse action across the financial sector and beyond. By consistently engaging in thought leadership, we reinforce our role as a trusted partner in sustainability, advancing both regional and global sustainability agendas.



Outcome Paper: Carbon life cycle management of the real estate and construction sector in the UAE

Highlights the key challenges and opportunities in the decarbonisation of the Real Estate and Construction Sector in UAE, emphasising the need for an industry decarbonisation plan, as well as broader awareness and incentives for end users to prioritise investment in more sustainable properties. Addressing these challenges will help align the sector with ambitious sustainability targets and drive the transformation of the construction industry into a global leader in climate action.



Nature-Positive Pathways in MENA: Enhancing Water Sustainability and Resilience

Highlights the urgent challenges faced by the MENA region regarding water scarcity and biodiversity loss, identifying key drivers behind their decline while also uncovering significant opportunities for investment and collaboration.



COP16 Roundtable in Riyadh

FAB hosted a roundtable at COP16 in collaboration with Boston Consulting Group titled “Advancing the Nature and Water Agenda,” which focused on the critical challenges behind nature decline and the business opportunities for including nature consideration in transition planning.



The Sustainable Finance Imperative

In collaboration with KPMG, FAB developed a thought leadership piece that highlights the significant strides being made in the GCC region, particularly the UAE, to mobilise finance towards sustainable projects. It recognises impact areas and opportunities aimed at economic diversification, as well as discusses regulatory and standardisation challenges that must be addressed to unlock further progress.



Harvesting Resilience: Leveraging finance for food security and climate resilience

In collaboration with KPMG and the International Islamic Trade Finance Corporation (ITFC), FAB developed a thought leadership paper discussing the intertwined challenges of food security and climate change. The paper focused on the importance of sustainable financial instruments and financial institutions in supporting the projects and technologies integral to preserving food systems and global value chains.



Fostering the transition towards nature-positive outcomes

FAB acknowledges that natural ecosystems form the backbone of economic activity and biodiversity has critical interdependencies with climate change. The state of nature is declining, and climate change is recognised as one of the five key drivers of nature loss. Sustaining biodiversity is vital to the sustainable growth, long-term prosperity and preservation of cultural identity in the UAE and beyond. As one of the largest banks in the region, we are determined to support the national agenda through nature-centric solutions such as financing, risk management and engagement in industry forums and partnerships. Building on our existing progress in ESG, climate risk management and sustainable finance, FAB has embarked on a journey to integrate nature considerations into both our financing and risk management approaches.

We recognise the importance of integrating nature-related considerations into our financial assessments, particularly for priority sectors. Building on our existing practices, we are committed to deepening our evaluation of nature-related risks—both within our portfolio and for our clients—through a targeted, impact-driven approach. This assessment will be guided by a comprehensive understanding of material dependencies and impacts, value chain dynamics and interactions with nature. To ensure a robust and industry-aligned methodology, we will leverage the widely adopted TNFD's LEAP (Locate, Evaluate, Assess, Prepare) approach. This framework will enable us to deepen our evaluation of how our portfolio and clients to pinpoint their most significant nature-related impacts and dependencies, transitioning FAB towards a nature-positive future. FAB aims to develop a nature-positive transition plan that emphasises

our commitment to nature-centred practices and enhance our disclosures in line with TNFD recommendations.

As global and regional markets for nature-related products and solutions continue to evolve, FAB is also committed to expanding its financing and investment in initiatives that support the transition towards a nature-positive economy. Going forward, we will monitor client maturity and impact on nature-focused metrics and include nature in broader client engagement initiatives related to sustainability.

To further contribute to the nature-positive agenda as a regional pacesetter in sustainability, FAB works to raise awareness and spark discussions on nature, bringing stakeholders together through industry forums, collaborations, events and thought leadership pieces to forge partnerships and spur action driven by collective ambition towards nature positive outcomes.



Restoring marine ecosystems

FAB and Archireef, in collaboration with the Environment Agency – Abu Dhabi, formed a three-year strategic partnership to deploy 100 sqm of reef tiles, engaging employees and educating youth on nature-based solutions to mitigate climate change and its impacts on marine life in our home waters of Abu Dhabi.



Engaging in global forums on nature

FAB participated as a co-lead in the PRB's Nature Target Setting Working Group in 2023. The working group was formed to develop guidance for setting progressive and practical targets for nature for PRB member banks. The guidance was released in November 2023. FAB continues to participate in the working group for nature convened by the PRB in 2024 to help develop sector-specific guidance for nature due diligence and impact metrics for nature.



Partnering with Mastercard's Priceless Planet Coalition

In 2024, we continued our membership in Mastercard's Priceless Planet Coalition, an international endeavour aimed at regenerating 100 million trees, which we joined in December 2023. In the UAE, the primary focus is to restore and regenerate mangroves and associated coastal ecosystems.

As we continue to increase our focus on integrating nature-related outcomes into our approach to supporting the UAE's agenda on nature, as well as the ambitions of the Global Biodiversity Framework, transparency and traceability remain key enablers. With this recognition, in 2025, FAB launched its inaugural disclosure in line with the Taskforce on Nature-related Financial Disclosures (TNFD) recommendations.

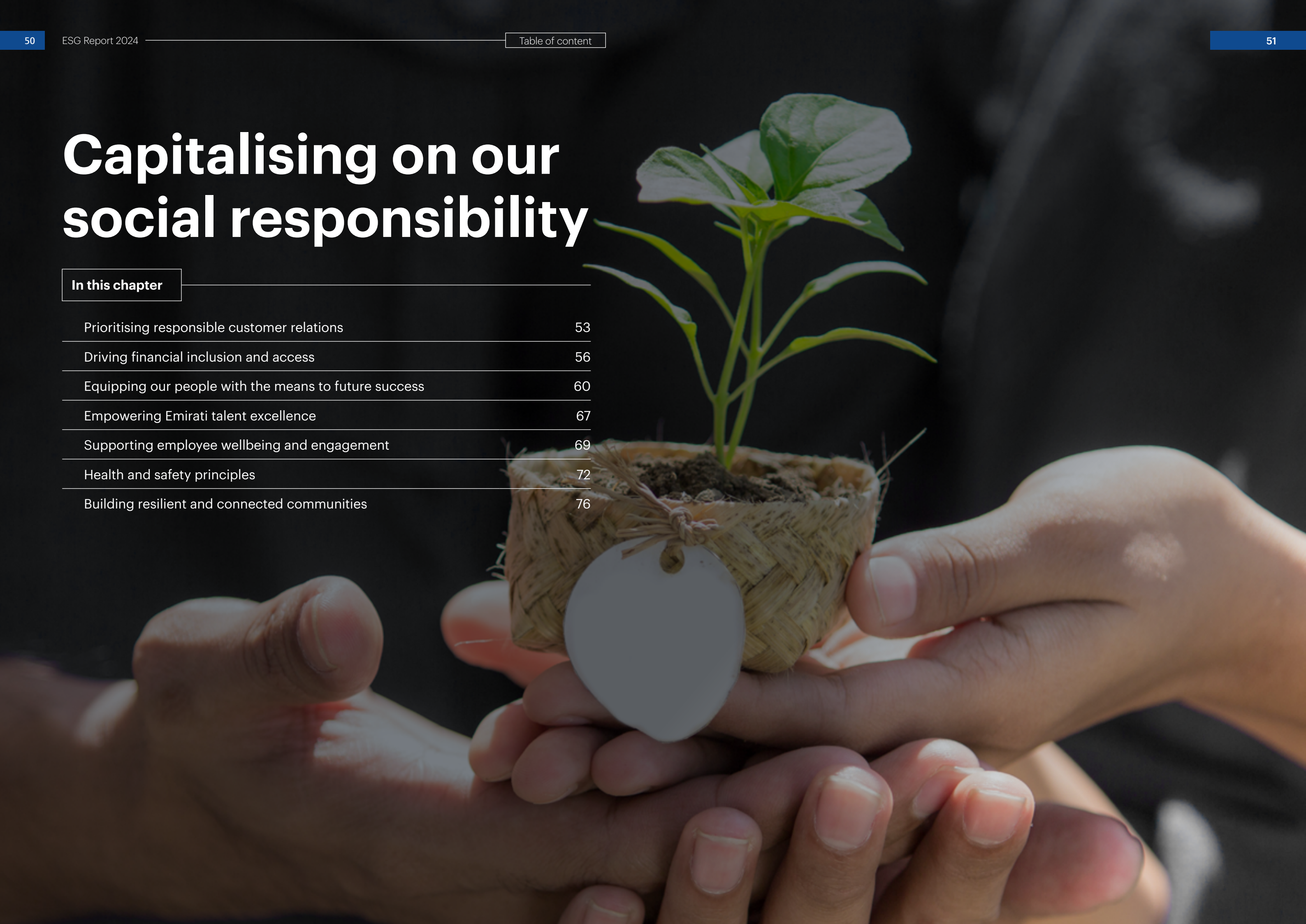
The report outlines FAB's approach to managing nature-related risks and opportunities through the lens of governance, strategy, risk management and metrics and targets. These four pillars of the TNFD framework will form the foundation for developing the necessary business capabilities to assess our nature-related risks, engage with clients and other stakeholders and steer our financing towards nature-positive activities.

In 2024, as part of our nature financing efforts, we supported the development of the UAE's first waste-to-energy facility in Sharjah, a joint project by Bee'ah and Masdar. The facility processes over 300,000 tonnes of municipal waste annually, diverting up to 75% from landfills and generating up to 30 MW of electricity. Our 17% financing share contributes to the treatment of over 57,000 tonnes of waste and the avoidance of 76,000 tCO₂e emissions. We will continue to disclose our progress in subsequent reports.

Capitalising on our social responsibility

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At FAB, enhancing the well-being of our customers, employees and the broader community is a core focus. For our clients and customers, we strive to support their transition to a sustainable future by offering accessible financial services to all segments of the population in a fair and transparent manner. Internally, we are committed to fostering a supportive, diverse and inclusive workplace for our employees. On a community level, we actively invest in programmes that contribute to societal development and environmental restoration to support building resilient communities.

Our key impact highlights included:



Extended **AED 4.3 bn** to SME lending, a **30%** increase from 2023



1,014 Ratibi camps hosted across the UAE, a **56%** increase from 2023. These camps are organised by Payit for Ratibi card activation on Payit and further educate on financial inclusion.



936,000+ Payit Wallet customers, with **500,000** representing underserved groups salaried below **AED 5,000**



AED 3,928 mn in financing to vulnerable groups (women, including youth and senior citizens)



Facilitated **247,883** bank-wide learning hours, contributing to the learning and development of our workforce



Advancing impact on our communities through **25,177 volunteering hours** for community projects, sport initiatives, among others.



Our customers

Prioritising responsible customer relations

Customer Protection

As we continuously enhance our services across the Bank, consumer protection remains a cornerstone of our commitment and a critical material topic that reflects our priority to deliver high-quality services, while safeguarding our clients' interests. Every product and offering undergoes a rigorous evaluation and approval process to ensure they meet our stringent standards.

We work to ensure fair customer practices and financial sector stability, adhering to the Consumer Protection Regulation (CPR) and accompanying standards set by the CBUAE. Compliance with the conduct defined by these regulatory provisions helps FAB ensure that consumer interests are respected in the design, promotion and sale of financial products.

CPR, alongside the Federal Law on the Protection of Personal Data, also guides our approach to safeguarding our consumers' rights through robust data privacy measures. At FAB, we proactively monitor emerging data privacy regulations in the UAE and other relevant regions, ensuring compliance with evolving legal frameworks. To uphold the highest standards of data protection, we conduct comprehensive gap assessments and rigorously track the implementation of necessary compliance actions.

Under no circumstances do we rent, sell, or disclose consumers' personal data to third parties, except as strictly necessary to complete transactions and services, ensuring personal information is handled with the utmost care and confidentiality. We also do not collect personal data from third parties, except when required by law. We are committed to deleting personal data within a defined time frame that allows us to fulfil all our legal obligations. To further strengthen our data privacy framework, FAB continues to invest in advanced technologies and resources, enhancing our capabilities to meet evolving stakeholder expectations.

As part of our regulatory obligations, we promptly report any significant personal data breaches to the Central Bank of the UAE (CBUAE) and other relevant international regulators. This includes compliance with global frameworks such as the General Data Protection Regulation (GDPR) and Singapore's Personal Data Protection Act (PDPA). To ensure full adherence, we have appointed dedicated Data Protection Officers for the relevant jurisdictions.

In 2024, there were no events that required reporting to the CBUAE nor any situations with reasonable potential to harm the personal security, financial and reputational well-being of FAB's customers.

Our 2024 customer protection performance highlights:

2024

0%

Instances requiring reporting to the CBUAE of significant personal data breaches

Instances requiring reporting to data subjects of personal data breaches

Concerns and warnings raised by regulators about data privacy

The trend has remained at zero across the outlined dimensions since the 2021 reporting year, reflecting FAB's ongoing efforts in the area.

FAB's cross-functional commitment to consumer protection is also supported by the dedicated

Consumer Education and Awareness Unit (CEAU), which empowers the bank to educate consumers and staff while making banking services accessible to all.

The CEAU focuses on three main areas to fulfil the Consumer Protection mandate from the CBUAE, with highlights of our 2024 accomplishments including the following:

Consumer Education and Awareness 	• Launched financial literacy notifications to mobile banking customers. • Developed financial literacy educational videos posted on FAB's 'Your Money Matters' educational platform. • Conducted an analysis of consumer complaints and social media reports to inform future education programmes.
Employee Training and Awareness 	• Collaborated with ADGM Academy and the London Institute of Banking & Finance to deliver financial literacy training for Relationship Management teams at FAB. • Rolled out two training programmes to increase employee awareness of underbanked groups. • Launched 'Banking for All: Deep Dive' training, a mandatory learning curriculum targeted to front-line staff to equip them with skills to identify, interact with and assist People of Determination (POD). • Initiated 'Banking for All: A Journey Toward Inclusive Banking' training for selected departments at FAB to enhance awareness of POD's banking needs. • All new joiners receive Consumer Protection training as part of the onboarding process.
Consumer Accessibility 	• Installed accessible ramps and railing across 43 FAB branches to enhance physical accessibility for all customers. • Opened a new POD-friendly branch at Ajman City Centre in November 2024. The branch incorporates accessibility features such as lowered service counters, tactile floor indicators and enhanced signage to ensure a seamless experience for all customers. In addition, work has commenced on upgrading 25 more branches across the UAE to align with POD accessibility standards. • Enhanced FAB website and mobile app to comply with the Web Content Accessibility Guidelines (WCAG) AA Level standards. • Implemented accessibility changes to the Contact Centre department to better serve customers with specific needs. • Activated priority queuing with voice announcements in all UAE branches.

Fair products and responsible marketing

We provide equitable products and implement responsible marketing strategies, ensuring that every consumer interaction is rooted in fairness and integrity.

Our interaction with consumers is in line with guidelines detailed in CPR provisions by the CBUAE. Such communication is respectful, timely (within regulated hours) and well-documented in clear language. FAB has a Debt Collection Policy that prioritises respect and fair treatment, thus fostering a long-term customer relationship. Our collection process is customer-centric, with staff proficient in debt counselling and empowered to offer solutions tailored to individual needs. It advocates transparency in dues communication and allows for assistance. We provide personalised repayment options and consider foreclosure only after all other avenues have been explored, in accordance with the UAE legal procedures. The bank engages recovery agents for dues collection in strict adherence to regulatory guidelines and internal policies, ensuring transparency and fairness with customers.

To further strengthen our continued commitment to support customers impacted we are increasing the number of staff trained in debt counselling.

In addition, all collection staff go through a detailed CPR refresher along with yearly mandatory trainings.

The bank notifies customers about dues through multiple channels and ensures no recovery steps, including repossession, are taken without written notice, taking into consideration any customer issues in line with responsible debt repayment policies. In conjunction with this approach, we also provide loan restructuring solutions to our client base, specifically targeting those who are employed but facing difficulties in meeting their payment obligations.

The debt counselling training covers the following:

	Defining the role of a debt counsellor.
	Specific skills to effectively counsel and work towards a win-win deal.
	Ethical debt collection principles.



Driving financial inclusion and access

FAB acknowledges the crucial role of financial institutions in fostering social and economic prosperity through inclusive practices. We place financial inclusion at the heart of our priorities within the social pillar, in alignment with the priorities of the national agenda. SMEs comprise up to 90% of all businesses in the MENA region, contributing to a significant part of the economy and, thus, have an integral role to play in accelerating the UAE’s transition to net zero and supporting economic diversification, contributing to as much as 63.5% of the nation’s non-oil GDP. The UAE National Agenda for Entrepreneurship and SMEs aims to position the UAE as an entrepreneurial nation by 2031, creating one million new start-ups. The financial services sector in the UAE is responding by launching programmes to help these businesses, while aligning with the UAE’s vision for a more diversified economy.

At FAB, we are committed to supporting SMEs in a way that resonates with the UAE’s strategic priorities, enabling the nation’s ambition to grow the SME market. We aim to deliver financial inclusion through suitable products and services and, where appropriate, provide support and advice that enables SMEs to thrive and continue benefiting in the future by building the necessary capacity to meet future goals.

In 2024, FAB drove impact by extending AED 4.3 bn in new SME lending, a 30% increase from the previous year. FAB aims to double SME client base in the UAE market by 2028, building on a baseline established in 2024. This target includes support for both micro and small SME segments to ensure scalability without imposing additional expenses on our clients.

Our impact is enabled through a range of products tailored to the unique context and needs of SMEs, along with the necessary support and advice that empowers them to achieve their long-term goals.

FAB’s SME products and offerings:

	Business Accounts (Different categories tailored to specific client needs)
	Point of Sale Loans
	E-commerce Loans
	Real Estate Loans
	Trade and Working Capital Loans
	Bancassurance
	Foreign Exchange and Trade Fee Products
	Cash Management Products



As we work towards our 2028 goal, we are taking steps to expand our SME offerings and enhance the client experience. In 2024, FAB Bank launched FAB Business, a one-stop, all-digital business banking platform designed to streamline financial management for SME clients. This platform offers seamless account onboarding, digital payment solutions, preferential rates and integrated financial tools, addressing some of the key barriers that SMEs often face in accessing traditional banking services. Similarly, FAB has introduced digital lending for quick loans to optimise the lending experience to better respond to SME needs. By leveraging digital innovation, the bank is enhancing convenience, efficiency and accessibility, empowering a broader segment of entrepreneurs to formalise and scale their businesses.

Recognising that SMEs play a significant role in the transition to a more diversified and sustainable economy, FAB is actively supporting SMEs in their sustainability journeys through targeted financial solutions and capacity-building initiatives.

As part of this commitment, the bank offers sustainability-linked supply chain finance programmes to SMEs in the UAE, designed to incentivise and enable meaningful ESG improvements. FAB works with partners to assess and assign ESG ratings to SMEs, providing them with detailed reports that highlight strengths and areas for sustainability performance enhancement. This not only underscores our commitment to financial inclusion but reinforces FAB’s strategic ambition to generate impact through sustainable finance.

Beyond financing, we advocate for initiatives aimed at empowering SMEs with the skills and knowledge needed to build resilient businesses for the future. FAB has been an active supporter of the SME Climate Hub, launched in 2020 by the We Mean Business Coalition. The Hub is the only UN-backed SME platform accrediting SMEs as

Race to Zero members. It is designed specifically to support SMEs in ramping up their climate action efforts, ensuring that their businesses remain resilient in the face of climate-related challenges and a net-zero future. The SME Climate Hub and its tools were promoted at various client gatherings, including the World Future Energy Summit’s SME Day and Make it in the Emirates Initiative, of which FAB was a gold sponsor. Moreover, technical discussions on decarbonisation were conducted as part of the Real Estate and Construction Summit.

FAB’s approach to SME empowerment spans beyond our lending portfolio – we are committed to strengthening local supply chains by actively prioritising our procurement of goods and services from local vendors whenever feasible. By investing in local businesses, we not only drive job creation but also enhance local capabilities, fostering a more resilient economy. Recognising that a robust supply chain is built on responsible business practices, we expect our vendors to uphold regulatory and ethical standards – please refer to this report’s ‘Supporting the shift to responsible procurement’ section for a more detailed outline of FAB’s approach to supplier due diligence.



In 2024, we contributed to strengthening the local business ecosystem in the UAE by allocating 83% of procurement spending to local suppliers.

As part of the commitment to financial inclusion, FAB also works to broaden the accessibility and effectiveness of financial solutions to those underserved by banking services. By empowering customers from diverse backgrounds and focusing on financial education initiatives aligned with CBUAE regulations, FAB fosters more equitable outcomes in our communities.

Some of our key products that enhance individuals’ access to finance include:

Small value loans

Leverages digital algorithms and consumer behaviour to provide a short-term small value loan facility, amongst other initiatives, to bridge financial gaps for clients by offering timely financial assistance as they await their regular monthly pay. This innovative service provides eligible customers the flexibility to access funds at their convenience.

In 2024, **197,695** loans were disbursed as FAB extended **AED 165 mn** in short-term small value loans to eligible customers, a **132%** increase from the previous year.

Ratibi

Issued for those employees who are salaried below AED 5,000, this product is targeted to benefit the underserved population by providing a secure salary card to receive, save and use their monthly wages without requiring a minimum balance.



2.1 mn
Ratibi consumers at the end of 2024



AED 7.1 bn
Incremental payroll load volume in 2024



1,014
Ratibi camps hosted across the UAE in 2024, a 56% increase from 2023

The Payit Wallet

The Payit Wallet enables users to receive salaries, undertake real-time cross-border transfers, domestic payments and utility payments, covering both domestic and international bills. Beyond that, it offers features such as small-value loans, merchant payments, settling bills, withdrawing cash, and simplifying tasks like bill splitting and instant payments to domestic help for added convenience.

As of 2024, the Payit Wallet boasts:



200+
countries and territories for money transfer



963,000+
customers, a 33% increase from 2023



1.48 mn
downloads



6.9 mn
transactions

Around **500,000** of Payit customers are salaried below AED 5,000, making it one of the largest instruments in the UAE for underserved groups, underscoring our commitment to drive financial access.

Further reinforcing FAB’s commitment to financial accessibility, we also extend financing to a range of other vulnerable groups that may be under-represented in the wider financial system, such as senior citizens, youth, and women, through our Consumer Banking (CBG) offerings.

An overview of FAB’s financing to vulnerable groups in 2024:

	2022			2023			2024		
	Total of vulnerable customers	% of total FAB CBG customers	Financing value (AED mn)	Total of vulnerable customers	% of total FAB CBG customers	Financing value (AED mn)	Total of vulnerable customers	% of total FAB CBG customers	Financing value (AED mn)
Youth (ages 15 – 35)	163,159.00	22%	AED 2,070.00 mn	214,604.00	25%	2,349.00	AED 345,095.00 mn	33%	AED 3,642.00 mn
Women (excluding Senior citizens & youth)	92,692.00	13%	AED 2,350.00 mn	106,852.00	13%	2,904.00	AED 126,173.00 mn	12%	AED 3,208.00 mn

FAB recognises that true financial inclusion goes beyond access—it requires knowledge and confidence in financial decision-making. Many individuals face challenges in navigating complex financial choices, which can limit their ability to build long-term stability and growth. As part of its financial inclusion strategy, FAB works to equip customers with the tools and insights needed to take control of their financial futures. To drive lasting impact, the bank has launched a dedicated financial literacy section on its website, ‘Your Money Matters,’ offering customers practical resources to navigate key financial decisions and reach financial goals.

‘Your Money Matters’ includes training resources, such as bite-sized videos, engaging written material, practical examples, tips and case studies, covering four key themes:

- **Financial awareness:** Money and Transactions – covers the concept of needs, wants and aspirations and the basics of financial planning tailored to the individual’s context.
- **Planning and managing money** – provides an overview of different financial products and their uses, as well as sources of financial help and advice.
- **The financial landscape** – addresses the topic of relationship with banks, credit scores, as well as rights and consumer protection available to consumers of financial products.

- **Risk and reward: making decisions about personal finance** – discusses aspects related to risk appetite about financial decision-making, as well as provides information on debt and how to obtain support in dealing with it.

Financial knowledge is a powerful tool for economic empowerment; we will continuously use our platform to enable individuals to seize opportunities and plan for the future.



Our people

Equipping our people with the means to future success

FAB is committed to fostering a dynamic workplace that empowers employees to grow both personally and professionally to confidently lead in the changing world while contributing to the bank's long-term success. Through carefully crafted learning and development pathways, internal mobility programmes and targeted programmes for young talent, FAB is fostering an environment where employees are encouraged to unlock their full potential.

Embracing internal mobility, talent retention and development

As we champion sustainability, we recognise that investing in our people is fundamental to building a future-ready workforce that drives innovation, strengthens our impact and upholds our commitment to responsible business practices. Internal mobility is a vital driver of our long-term success, enabling us to cultivate a resilient, skilled and engaged workforce. By nurturing a culture where employees can grow within the organisation, we not only enhance retention but also develop our talent, ensuring that institutional knowledge and expertise are continuously developed and leveraged.

FAB has a formal Succession Planning Policy aimed at ensuring business diversification and continuity, organisational capability enhancement and a positive impact on the career progression of our top talent. This policy guides FAB's approach to identifying senior employees with the potential to take on executive roles and accelerating their development in line with the necessary skills and qualifications. The Group's Talent Management function collaborates with HR Business Partners of respective units to identify and support the top talent through their succession planning journey.

FAB conducts thorough assessments, utilising three categories for plan completion:

- Contingency (backup cover for the role)
- Ready Now (internal talent who can take on the role today)
- Ready in 2 Years (internal talent demonstrating the potential to take over the role within 2 years)

To strengthen career growth opportunities within FAB, our HR team has introduced new internal hiring guidelines, lowering eligibility requirements to ensure that more employees can apply for open roles. This initiative is designed to unlock greater mobility across the organisation, empowering our people to explore new career paths while retaining valuable expertise within FAB.

Building on this commitment, in 2024, we launched an enhanced internal recruitment process, designed to put our employees first. Under the new framework, internal candidates have priority access to job openings, ensuring they are considered before external applicants. The process also introduces a more structured approach to feedback, guaranteeing that all eligible candidates receive meaningful insights to support their professional development. Additionally, hiring managers are encouraged to actively prioritise internal talent, reinforcing our commitment to fostering a dynamic, growth-oriented workplace where employees can build fulfilling, long-term careers.

As we prioritise the retention of top talent and contribute to the fulfilment and success of our employees' careers, our Risk Appetite Framework integrates Human Capital Risk, allowing FAB to monitor voluntary turnover in the UAE and take appropriate mitigation steps as needed.



Fostering leadership skills

Another aspect fundamental to FAB's approach to shaping a resilient, future-ready organisation that can navigate complexity and drive sustainable growth is targeted training for leadership. Strong leadership is not only about decision-making, it is about inspiring teams, encouraging innovation and embedding a culture of integrity and responsibility at every

level of the bank. By investing in comprehensive leadership development, we equip our leaders with the strategic vision, adaptability and ethical foundation needed to guide our organisation in an evolving financial landscape.

In 2024, FAB conducted a leadership training for the top 100 leaders across the bank that spanned two sessions:

Session 1 May 2024

The key objectives of this session, "Winning Formula for High-Performance Organisations," were to explore how culture drives high performance and the critical role leaders play in fostering a high-performing culture. The session began with an overview of health and safety research, highlighting how leaders can mobilise, execute and transform with agility to enhance performance. Participants also learned about the impact of culture on financial performance and the significant influence leaders have in shaping team culture. Following this, attendees engaged in creative activities and collaborative discussions to visualise and articulate their winning formulas, culminating in presentations and strategic dialogues aimed at enhancing leadership and collaboration across functions.

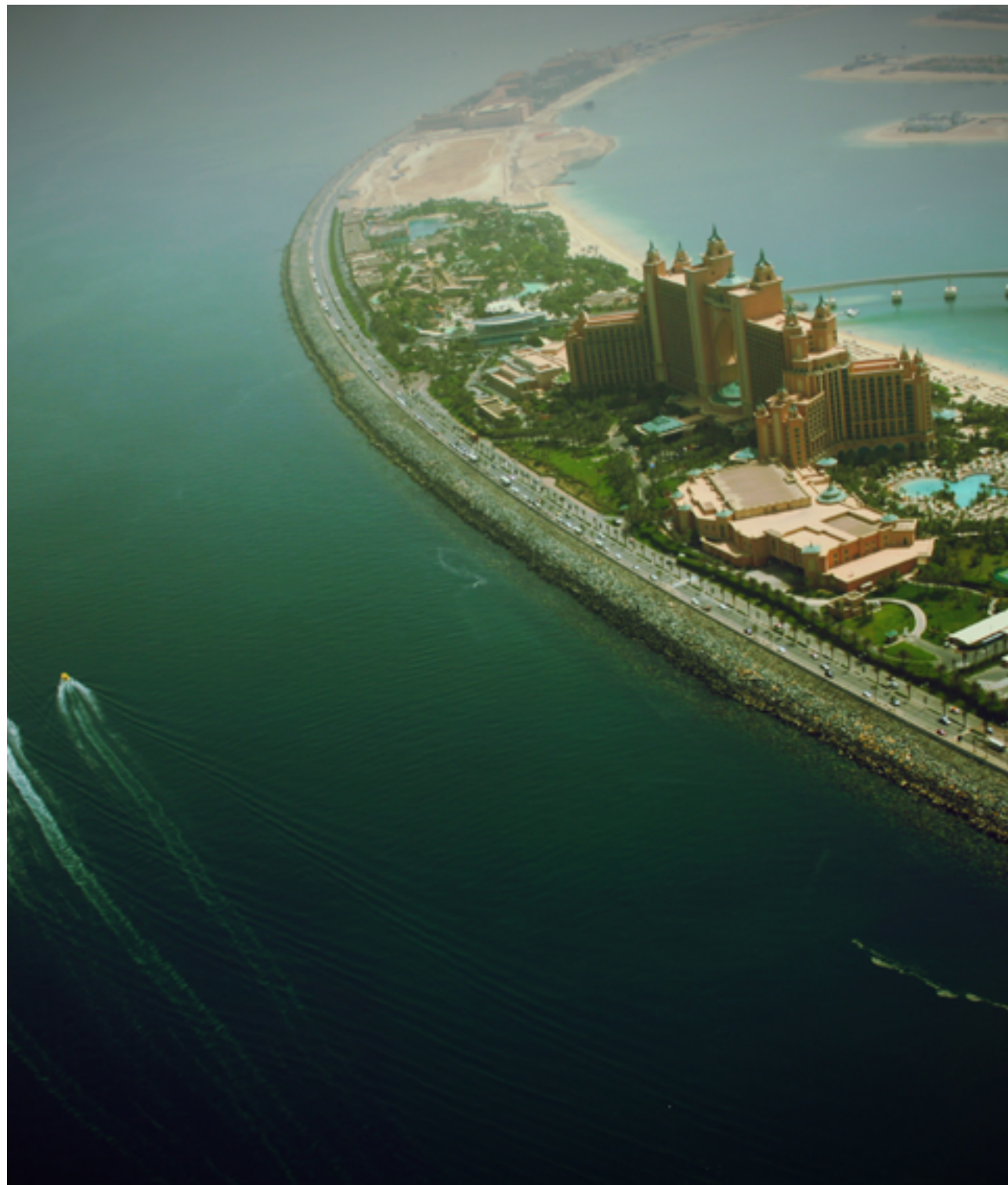
Session 2 October 2024

The key objectives of this session were to emphasise the importance of collaboration and new ways of working in achieving FAB's strategic objectives, and to explore how leadership collaboration drives a high-performance culture. The session began with an external speaker discussing the impact of leadership collaboration on an organisation. Participants then took part in a hands-on, experiential team-building activity that demonstrated the benefits of collaboration and helped them reflect on their leadership behaviours. The case study highlighted how successful global banks use collaboration and digital tools to drive transformation. In the afternoon, a customer video showcased FAB's customer service, followed by a panel discussion on delivering for customers in the digital era. The day concluded with a collaboration workshop, where participants reflected on the insights gained and connected them to the FAB context.

These sessions form part of our wider leadership development programme that seeks to enhance skills and competencies in the evolving landscape we operate in.

FAB empowers its leaders with future-ready skills to foster a high-performance culture and drive growth, ensuring the Bank's evolution into the 'UAE's Global Bank'. The Bank also collaborates with globally recognised institutions such as Duke CE, LIBF, IMD, Oxford University, EIF, and ADGM to deliver learning excellence.

In 2024, FAB's leadership attended a range of trainings targeted at competencies, ranging from capital markets, investment banking, technology, and transformational leadership. This included three bespoke iFAB executive education programs in Finance, Sustainability, Private Equity, and Data Analytics and Artificial Intelligence, with a total of 858 learning hours.



Encouraging learning and development across all levels of the organisation

Learning and development programmes at FAB span beyond management levels - they are at the heart of our commitment to empowering employees and driving long-term organisational success. In an ever-evolving financial and regulatory landscape, continuous upskilling is essential to maintaining a high-performing, future-ready workforce. Our investment in learning enables employees to expand their expertise, adapt to emerging trends and unlock new career opportunities within the bank.

32.18 average training hours per employee

To enable and promote continuous development, FAB Business School serves all employees in the Bank, offering diverse curriculums tailored to various roles and levels, in alignment with both our organisational and people strategy, as well as catering to the individual development needs of our employees.

With a focus on future skills such as Data & AI, ways of working, and innovation, alongside increased attention on advisory curriculums, service excellence, and sustainability, our learning calendars offer numerous bank-wide opportunities for employees to upskill and reaffirm their commitment to their roles. Professional and technical certifications enable employees to stay ahead in their respective fields.

Key offerings in 2024 included:

- ↳ **RM Certification Programme:** A bespoke certification initiative for Relationship Managers (RMs) certified 474 employees across the Bank in advisory skills, delivering immediate and long-term benefits, including increased sales, exemplary service standards, and strengthened customer relationships.
- ↳ **Curated Digital Learning Journeys on Emerging Skills:** Focused training on essential topics such as AI, innovation and technology to prepare employees for the evolving business landscape.
- ↳ **Customer-Centric Training:** Continuous prioritisation of customer service excellence through bank-wide and role-based training in "Customer First," ensuring exceptional service in every interaction.
- ↳ **Sustainability Leadership:** FAB is committed to integrating ESG topics into employee and leadership training. By equipping employees with the knowledge and skills to embed sustainability into decision-making, we position ourselves as a leader in the transition toward sustainable banking. (See the 'Responding to shifting skill requirements in a changing world' section for details.)
- ↳ **Mandatory Learning Curriculum:** Reinforcing FAB's commitment to compliance, security, and risk management, employees across the Bank complete essential training covering five key areas.

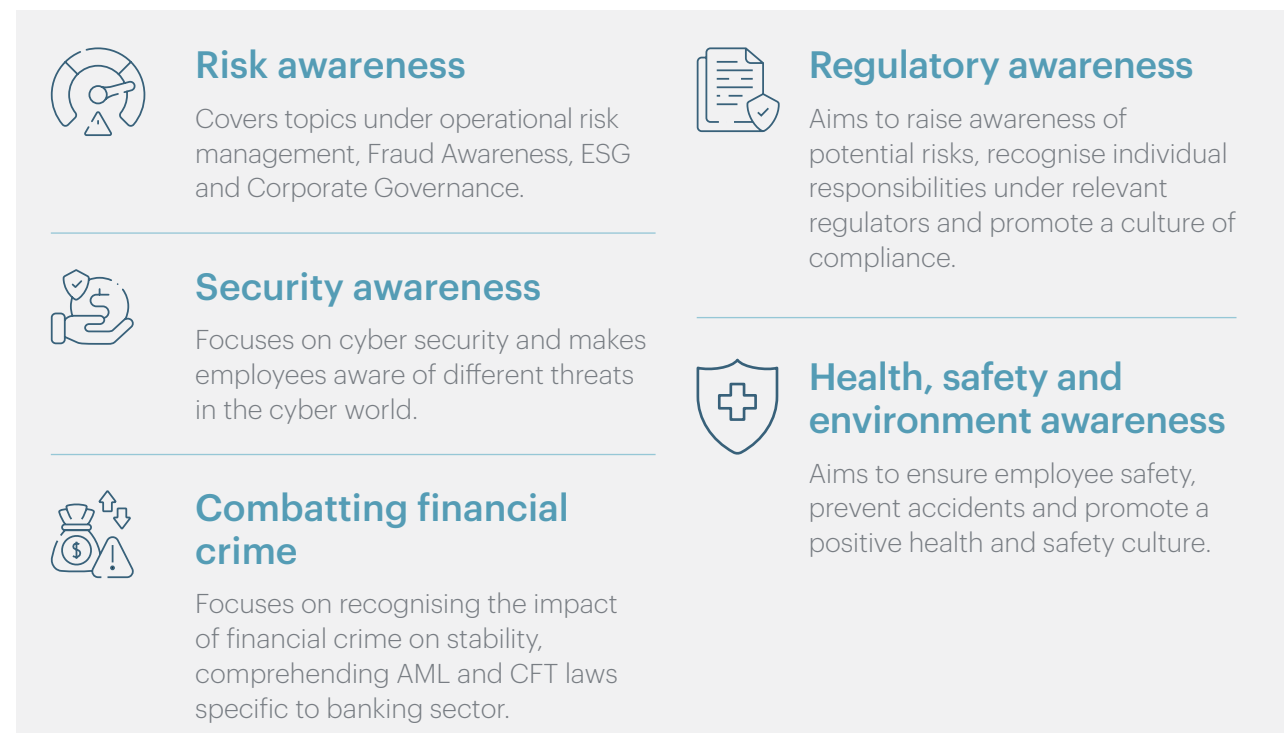


Through these initiatives, FAB Business School aims to remain at the forefront of talent development, ensuring employees are equipped with the right capabilities to thrive in a rapidly changing world.

FAB's approach is guided by the Group Learning Management Policy, ensuring that learning and development (L&D) programmes support employees in developing their capabilities across different learning channels. A variety of L&D channels at FAB provide flexibility and adaptability in terms of learning preferences and abilities, contributing to a varied and tailored training experience:



The mandatory learning curriculum extends across five key thematic areas, informed by regulatory requirements and working to ensure that our employees are continuously upholding FAB's commitment to excellence, integrity and responsible banking:



Beyond this, FAB offers a quarterly learning calendar through FAB Business School, featuring programmes designed to enhance competencies and skills that help individuals across teams excel in their roles.

The following chart is an overview of other thematic areas covered by FAB's bespoke sector-leading learning and development programmes, as

well as sponsored external certifications for full-time employees. Management is responsible for identifying specific training needs for their respective employees based on the business strategy, Learning Needs Analysis performed on the department level and individual development plans designed to support career progression.

Thematic areas of voluntary training programs offered to FAB's employees:



Reinforcing our commitment to sustainability leadership, FAB acknowledges the importance of integrating ESG topics into the training curriculum for employees and leadership. Equipping our employees with the knowledge and skills to integrate sustainability into their decision-making ensures that we remain at the forefront of this transition. See more information about how we foster ESG awareness and skills in the 'Responding to shifting skill requirements in a changing world' section of this report.

Creating a culture of respect and inclusion

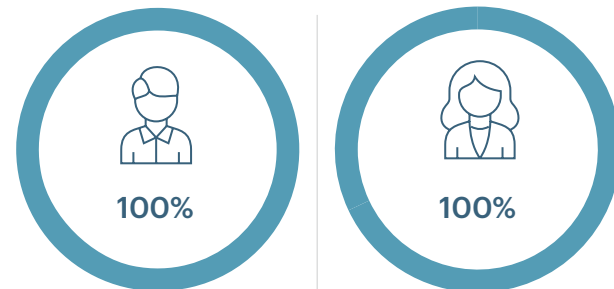
FAB takes pride in being a diverse and inclusive employer, fostering an environment where every staff member feels valued and empowered to thrive. Our employees represent 95 nationalities, and we are advancing our efforts towards the Gender Acceleration pledge made with the UAE's Gender Balance Council in 2022 and the UN Women Empowerment Principles in 2024, with the goal of increasing female representation in senior leadership to 40% by 2030. At a Group level, FAB female employees represent 43% of permanent employees, and since 2020, there has been an increase in the number of women in senior leadership positions; from 9% in 2021 to 16% in 2024. Our efforts towards Gender Balance encompass a holistic review of our policies and practices including but not limited to fair

recruitment practices and internal mobility, policy revisions for improved work-life balance and wellness initiatives.

Providing maternity and parental leave beyond regulatory requirements is one of the key drivers of our commitment to creating a more diverse, equitable and inclusive workplace. By offering enhanced leave benefits, we support employees in balancing their professional and personal responsibilities, ensuring that career growth is not compromised by family obligations. This policy is particularly critical in advancing gender equity, as it enables greater workforce participation, career continuity and leadership progression for working parents—especially women, who are often disproportionately affected by career interruptions. Beyond equity, inclusive parental leave policies contribute to employee well-being, retention and long-term engagement, reinforcing a culture where all employees feel valued and supported.

FAB offers an additional 60 days of maternity leave to female staff on top of the regulatory minimum requirement, bringing the total maternity leave to 120 days. In terms of parental leave, our policies provide 10 days of leave entitlement, including for adoption.

Retention rate of employees that took parental leave:



109

Total number of male employees that took parental leave

136

Total number of female employees that took parental leave

FAB is guided by Diversity, Equity and Inclusion (DEI) policies that drive our efforts to create a workplace free from discrimination. We are committed to being a diverse and inclusive place of work, promoting genuine equality of opportunity in employment, skill development and career enhancement, for all groups at all levels within the bank, irrespective of race, age, gender, disability and socioeconomic status. As part of this DEI approach, FAB regularly discloses its figures on pay parity. Transparency in pay equity

allows us to identify and address systemic gaps, ensuring that all employees are compensated fairly for their contributions, regardless of gender. By committing to regular reporting, we reinforce accountability, build trust with our employees and stakeholders and drive meaningful progress toward a more equitable workplace.

Some highlights from our pay parity disclosure in 2024 are presented below.

Median total compensation for female compared to median total compensation for male (Full Time Equivalent only)

1.27

Average pay per female relative to average pay per male for senior management employee category by significant location of operations

1.10

FAB has a zero-tolerance policy towards discrimination and harassment, guided by the Group-wide Anti-Bullying and Harassment Policy, which outlines the provisions the bank follows to protect our employees and take necessary action against any behaviour deemed bullying or harassment. FAB aims to create a working environment that reflects the bank's values, where colleagues feel confident to raise issues without fear of retaliation.

Empowering Emirati talent excellence

FAB continues to provide talented UAE nationals with various growth and development opportunities across the organisation, actively supporting the country's Emiratisation agenda.

In 2024, FAB achieved 47% Emiratisation and will continue driving representation throughout the bank as part of our Emiratisation strategy. A strong reflection of this commitment is evident in senior management, with UAE nationals holding 40% of FAB's Group Executive Management positions and 92% of management roles across our UAE branches. Female UAE national employees also constitute 74% of FAB's total Emirati workforce.

To ensure we are on track with our contribution to Emiratisation, this metric is integrated into our Risk Appetite Framework and is closely monitored on an annual basis.

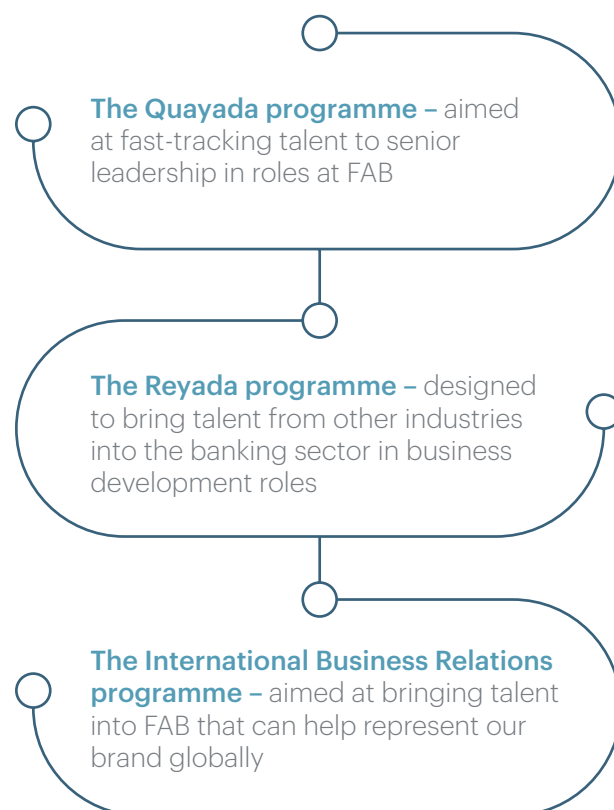
In support of the growth and development of UAE nationals, FAB sets and closely monitors training targets for local employees in line with CBUAE regulations. We also organise development centres to identify skills gaps and provide various development programmes uniquely tailored to the needs of the business and the role. Formalised within a dedicated learning calendar, these bespoke programmes are designed and launched in partnership with internationally recognised educational partners. This year's key topics focused on developing skills for tomorrow in the areas of disruption in technology, change management and analytical decision-making. Beyond this, FAB also provides sponsorship for UAE nationals to pursue higher education qualifications through our Education Assistance Scheme.

FAB supported UAE's Emiratisation ambitions by contributing almost 90,000 hours of training completed by UAE nationals at FAB in 2024.

FAB's Emirati Career Development Programmes are designed to support UAE nationals at all career levels, providing targeted learning and development opportunities to accelerate their professional growth within the Bank. These programmes are a strategic investment in both our people and our long-term business resilience.

The Al Masar and Future Leaders programmes empower UAE nationals with sustained development and structured learning pathways, ensuring progression to senior roles. As employees advance, they bring invaluable expertise, leadership potential, and institutional knowledge that contribute to FAB's success.

To further expand career opportunities, FAB has launched three new programmes for mid- and senior-level talent, featuring a 12-month development plan aimed at fast-tracking their careers while attracting UAE talent from outside the banking sector:



These initiatives reinforce FAB's commitment to developing Emirati talent and fostering a strong leadership pipeline for the future.

Our approach is supported by FAB's Global Mobility programme, which provides UAE nationals with exposure to international experiences across our 20 global locations. This helps us ensure that our talent leverages cutting-edge knowledge and experience, not only in the UAE market, but also beyond. The programme offers UAE nationals the opportunity to enhance their professional growth by broadening their skills and building relationships with colleagues from diverse backgrounds and cultures. This helps us ensure that our talent leverages cutting-edge knowledge and

experience available not only in the UAE market, but beyond and builds global exposure, aligning with FAB's goal to be the UAE's Global Bank.

As part of our strong commitment to the Emiratisation agenda, FAB equally resonates with the UAE's vision to empower young Emiratis.

We have launched the Ethraa Programme for young UAE nationals in partnership with the Emirates Institute of Finance (EIF) to attract and develop Emirati graduates by building their knowledge of banking products and services. Participants undergo a structured six-month learning journey designed around the technical and functional skills required in specialised learning streams. As of 2024, the programme has successfully prepared 256 active participants, creating a critical pipeline of talent for future leadership roles.

Bedaya is another new targeted programme launched by FAB, designed to provide UAE nationals in their second and third year of university studies with exposure to the banking sector, alongside an inside track for a job opportunity at FAB upon graduation. This programme nurtures young Emirati talent and cultivates a pool of bright candidates for the Bank, while also contributing to our Emiratisation strategy.

FAB also established the Youth Council, the bank's flagship programme aimed at empowering Emirati youth. This initiative reflects FAB's continuous commitment to integrating the needs of the youth into organisational culture, fostering young talent and enabling them to grow within the organisation and contribute meaningfully from the outset. The Youth Council, operating in line with the UAE's Federal Youth Authority guidelines, will represent FAB Group in external engagements with young professionals, empowering the voices of young employees within the bank's leadership.

These initiatives are the building blocks of a transformative journey in a work environment that fosters innovation, engagement and a sense of belonging, ensuring FAB continues to provide opportunities for growth and success to every member of our team.

Supporting employee wellbeing and engagement

FAB's commitment to growth and development is complemented by a strong focus on employee engagement and well-being, recognising that a motivated and fulfilled workforce is key to long-term success in a world full of novel challenges. By embedding employee engagement and well-being in our sustainability approach, the bank fosters a workplace where people thrive, contributing to both business performance and positive societal impact. FAB's initiatives focus on regularly gathering employee feedback, involving employees in decision-making, promoting flexible working arrangements and well-being initiatives to promote a positive working culture.

Regularly gathering employee feedback through surveys is essential to creating a workplace that is responsive, inclusive and continuously improving. The bank views these insights as a direct channel to understand employee needs, identify opportunities for growth and proactively address challenges through open dialogue. By actively listening to its workforce through the annual Employee Engagement Survey, the bank strengthens trust, enhances job satisfaction and ensures that its policies and initiatives align with employee expectations. In 2024, we achieved an 80% employee participation rate in the survey, demonstrating an increase from the previous year. Divisions across FAB use the feedback and ideas expressed in the survey to develop actionable plans based on identified opportunities. Being central to FAB's approach to employee engagement, this approach has created a sense of ownership and empowered employees to contribute to overall bank success.

To further encourage active employee participation in driving positive change, FAB established the **Engagement Ambassador Programme**. This programme brings together a community of engagement leaders from all divisions and organisational levels to champion initiatives in priority areas, aiming to improve employee experience and satisfaction. After a rigorous selection process and comprehensive training, the Ambassadors have stepped into their roles with determination. Eager to challenge the status quo and advocate

for an empowered workplace, they are now diving headfirst into key areas of opportunity within their respective divisions.

Our employee engagement index remains strong at 79, reflecting both workplace satisfaction and employees' willingness to recommend FAB as a great place to work. Consistent with 2023, this score outperforms both the financial services industry and global benchmarks by 3-5 points respectively, reflecting our continuous commitment to drive positive impact for our people.

While engagement fosters a sense of purpose, motivation and connection to the bank's mission, true sustainability in the workforce requires a strong foundation of well-being. By prioritising physical, mental and emotional health, the bank ensures that employees not only feel valued but are also equipped to perform at their best. One of the key pillars of our well-being³ approach is flexible work arrangements, including reduced hours on Fridays, flexible start times and allocated days for remote work. In addition to this, FAB has permanently reduced working hours from 40 to 32, both locally and internationally, further enhancing our work-life balance.

Enhancing employee experience begins with transforming HR systems and touchpoints to be more intuitive, responsive and people-centric. By leveraging technology, streamlining processes and personalising interactions, the bank creates a supportive workplace journey for its employees. In 2024, as part of its HR transformation journey, FAB introduced an AI-powered HR Digital Assistant chatbot capable of answering all administrative HR enquiries and delivering personalised support to streamline HR interactions. We also further enhanced our UFIRST Mobile App, the global HR app for managing HR needs, with a focus on self-service features that enable staff and managers to action HR requests instantly from anywhere.

3. FAB's approach to employee wellbeing, including flexible work arrangements, wellness initiatives and medical insurance apply to all employees at FAB.

Employee wellness

FAB invests in regular wellness initiatives aimed at building a strong culture and team spirit, while enhancing mental and physical wellbeing. In support of these initiatives, in 2024, FAB launched its new wellness portal, NUMEE. Accessible from any device, the portal enables employees to book fitness classes, access a wealth of wellness-related media and educational content, tune into podcasts on wellness topics and set personalised wellness goals.

Some highlights from our 2024 programmes are presented below:



FAB cycling festival

The inaugural FAB Cycling Festival was held on Al Hudeyriyat Island from April 26th to 28th, 2024, attracting 4,693 attendees ranging from competitive cyclists to casual riders.

Weekend highlights included:

- Spectator Events: Attendees enjoyed the excitement of BMX trick shows, cheered on racers in a thrilling Criterium race, participated in engaging bicycle workshops, met professional cyclists and attended enlightening Q&A sessions.
- Participant Events: Participants experienced the rush of cycling at the FAB Community Ride, discovered bike riding in fun Learn to Ride Taster Sessions for children and took part in cycling masterclasses. Other activities included mountain bike and e-bike tasters, MyWhoosh indoor racing, invigorating spin classes, yoga and friendly challenges for corporate teams and schools.
- Family Fun: Families delighted in a range of activities, including a kids' cycling obstacle course, lively performances from bands and singers, rooftop yoga sessions, tree planting and mouthwatering cuisine from food trucks.



Gov games

The FAB Team eagerly took part in the Gov Games 2024 in March, with around 80 enthusiastic employees stepping up for try-outs. From this talented group, the top 20 were selected, eventually narrowing down to an exciting final seven. As one of the proud sponsors of the Gov Games, FAB embraced the exhilarating and enjoyable competition, showcasing outstanding team spirit throughout the event.



Mindset coaching

From February to December 2024, FAB organised live and pre-recorded sessions on the Mindset Alignment Matrix with the renowned mindset coach, Dipak Bhadra. This programme provided a tailored roadmap for self-mastery, offering a systematic approach to address daily challenges within corporate teams. It equipped participants with tools to overcome obstacles, build resilience and thrive in adversity through 12 targeted modules covering self-limiting beliefs, fear, clarity and relationship building.



Al garhoud, dubai office Gym opening

As part of FAB's commitment to promoting health and wellness in the workplace, a new gym facility was opened at the company's Al Garhoud office in Dubai. The gym provides employees with a convenient and accessible space to stay active and features top-of-the-line exercise equipment, including cardio machines, weight training stations and exercise mats.



Breast cancer awareness month

In October, FAB participated in Breast Cancer Awareness Month, proudly supporting this important global initiative. Our Group HR and Employee Banking Team collaborated to host engaging activities aimed at raising awareness, promoting wellness and uplifting the FAB community. This included the Pink Caravan mobile examination clinics, yoga sessions and a live discussion with Diego Carrete, Chief Wellness Officer, and a special guest from Abu Dhabi National Insurance Company (ADNIC), focusing on the vital role of nutrition in preventing cancer and enhancing overall health.



Health and safety principles

Ensuring the health and safety of our employees is our top priority. Therefore, we implement thorough measures to safeguard their occupational health and well-being

We are proud to be ISO 45001:2018 Occupational Health and Safety (OHS) certified and one of the first companies globally to conform to this updated standard.

Maintaining alignment with international best practices allows FAB to positively impact the health and safety of our people.

Our OHS Management System is a comprehensive system established, implemented and maintained in accordance with the latest ISO 45001 requirements and is regularly audited by external certified auditors.

This system encompasses all activities conducted within the bank, structured around seven key dimensions:



Leadership



Planning



Support



Operations



Performance Evaluation



Improvement



Ensuring a safe workplace requires identifying and assessing work-related hazards and implementing effective control measures to promote a culture of safety and compliance. This approach protects employees, enhances operational efficiency and reduces costs associated with workplace incidents. In this context, FAB implements a safety inspection process carried out by our HSE team, HIRA, which conducts systematic examinations of the workplace to identify and address potential hazards. Furthermore, we actively consider employees' inputs in devising our emergency response strategy. Each business unit and branch

appoint representatives who undergo training sessions to effectively fulfil their assigned health and safety duties.

FAB's OHS Management System includes a range of functions aimed at identifying, mitigating and managing workplace hazards, ensuring a proactive approach to employee health and safety. By integrating these processes into our daily operations, FAB complies with regulatory standards and builds a culture of safety beyond just compliance requirements.

Key functions of FAB's OHS Management system include:



Some highlights from our 2024 OHS initiatives include:

Recertification of our Occupational Health & Safety Management System with ISO 45001:2018, ensuring compliance with all safety protocols and requirements.

Automation of key OHS processes, such as the issuance and closure of work permits and gate passes, has resulted in monthly savings of 956 hours of manual effort.

Conducted fire drills at 87 FAB locations across the UAE, with 2,905 employees participating. This allowed us to comply with regulations and assess the effectiveness of our emergency response preparedness.

To ensure the quality of these processes and the competency of responsible individuals, we conduct regular internal and external audits, training programmes and competency assessments. The results of these activities are utilised to elevate and continually improve our OHS Management System.

FAB is committed to ensuring that all staff are well-informed and have easy access to the OHS

system, promoting a safe and transparent working environment. All FAB employees receive health and safety awareness training. Moreover, FAB upholds a strong stance against any form of reprisal by implementing robust measures, including a Whistleblower Protection Policy, confidential reporting channels, legal protection and training programmes designed to safeguard employees who voice their concerns or report hazards.

Through open communication and collaboration, the following processes help create a workplace where health and safety concerns are addressed collectively, and all employees remain informed about the measures in place to protect their well-being:



In 2024, FAB recorded zero fatalities from work-related injuries.

Our Communities

Building resilient and connected communities

In addition to creating a positive impact for our employees and through our financing, FAB contributes to social and environmental outcomes through our Corporate Social Responsibility (CSR) programmes. FAB believes that resilient communities are connected communities – we are committed to building connections, promoting wellness and inspiring future generations.

FAB invests in diverse CSR programmes to address pressing social challenges, promote

education and opportunity and champion environmental stewardship. By collaborating with partners and stakeholders, we amplify our impact, creating long-term value for both people and planet. In 2024, FAB continued to drive positive change by gathering volunteers, fostering meaningful partnerships and supporting communities in need, both locally and internationally.

Throughout the year, more than
9,000 FAB
volunteers and their families
dedicated

25,177 hours
to a variety of E&S
programmes across the UAE,
collaborating with

45 organisations
and participating in 60 unique
initiatives.



In 2024, some of our key CSR activities included:



Supporting biodiversity and climate action

In alignment with the UAE's second 'Year of Sustainability' and legacy as the host of COP28, FAB implemented a range of environmental initiatives throughout 2024, including the deployment of artificial reef tiles and hosting community gardening workshops, to reinforce our commitment to biodiversity and climate action.

The Green Journey

The Green Journey initiative at First Abu Dhabi Bank (FAB) aligns with the UAE's overarching theme of sustainability, aiming to educate communities on the importance of planting seeds and growing their own food. This initiative emphasises environmental consciousness and encourages practical skills for self-sustenance, contributing to a greener future for generations to come. FAB's CSR team has successfully conducted five gardening and sustainability sessions, engaging a diverse range of community members. These sessions have been held across three separate emirates and included collaborations with POD centers, schools, and women's clubs. By focusing on hands-on learning and community involvement, the program has made a tangible impact, fostering awareness and inspiring sustainable living practices across the UAE.

Archireef: Helping marine ecosystems recover

First Abu Dhabi Bank (FAB), the Environment Agency–Abu Dhabi (EAD), the Middle East's largest environmental regulator, and Archireef, a global leader in nature-tech solutions for marine ecosystem restoration, successfully deployed 100 square meters of Nature-based Reef Tiles in Abu Dhabi waters.

To drive this ambition through action, we involved FAB employees in the deployment, learning firsthand the positive impact on marine biodiversity in our local waters.

Second deployment will be open for FAB's retail banking customers, further engaging the community. Additionally, two workshops will be held with POD centers to foster a deeper appreciation and understanding of the UAE's marine environments.



Education and Community Awareness

Corporate education and community awareness initiatives remain at the heart of FAB's mission to foster a more knowledgeable, engaged and resilient society.

Darb Al Salama – Road Safety

FAB and Abu Dhabi Police collaborated on a road safety conference and awareness campaign.

Sheikha Fatima Fund for Women Refugees’

FAB sponsored the Sheikha Fatima Fund for Women Refugees initiative’s ‘Resilience and Renewal: Women Refugee Health in a Changing Climate’ conference in October 2024. The conference, held at Abu Dhabi University, focused on the impact of climate change, conflict and healthcare gaps on refugee women and their families, as well as solutions to these challenges.

FAB Future Business Leaders Competition and Roadshow

Launched in 2022, this flagship ESG competition bridges the gap between academic theories on climate change and practical business realities. FAB recognises the crucial role of youth in sustainability and aims to empower future leaders through this initiative.

Initially targeted to business schools to introduce students to ESG challenges from a corporate lens, in 2024, the initiative was expanded to include themes of sustainability in AI, decarbonisation, biodiversity and SMEs, widening its impact across disciplines. Students submitted 1000-word essays on selected topics, assessed by FAB sustainability specialists. Finalists engaged in face-to-face interviews with senior Bank leaders and external expert judges, and were evaluated on depth of knowledge, innovative thinking, sustainability awareness and presentation skills.

The programme saw the participation of 10 UAE universities with 70 applications. To expand university engagement and create a stronger pre-competition experience, the Future Business Leaders competition introduced a dynamic three-part roadshow series ahead of its official launch. These interactive roadshows featured expert-led panel discussions, offering students firsthand insights into real-world sustainability challenges and industry trends.



Social Impact

FAB implemented a range of social initiatives during the year to foster solidarity, compassion and support for those in need. By promoting inclusion and kindness, our aim is to strengthen the social fabric of local communities.

Pre-Ramadan Campaign: Minutes of Giving

More than 300 FAB employees dedicated 1,500 hours to packing and distributing essential items to families in need through the Zayed Charitable and Humanitarian Foundation in Abu Dhabi.

Ramadan campaign: Aftir

Throughout the Holy Month, 7,000 volunteers dedicated 10,500 hours to prepare and distribute over 55,500 meals to families in need, reaching more than 200,000 individuals across all seven emirates. FAB's flagship Ramadan campaign was organised in collaboration with multiple charities, including Al Itihad Charity Foundation, Beit Al Khair and the Zayed Charitable and Humanitarian Foundation.

Orphan Care

FAB sponsored the Kiswat Yatim Eid initiative, bringing joy to 50 orphans by gifting them with new Eid clothes and shoes. In collaboration with the Watani Al Emarat Foundation, 25 FAB volunteers dedicated over 75 hours to accompany the children.

FAB also provided 150 orphans with school supplies to help them start the school year with renewed confidence.

Celebrating Elders

To mark International Day for Older Persons, more than 55 FAB volunteers travelled across the UAE to celebrate the nation's elders, partnering with Abu Dhabi Police, Sharjah's Home for the Elderly and its Social Services Department, Dubai Police, Dubai Municipality and the Emirates Society for Parents' Care and Relief.

For UAE Flag Day, FAB visited the homes of 100 senior Emiratis across Dubai to install new flags and help them celebrate the nation.

UAE Nationals group wedding

FAB sponsored an Emirati group wedding in collaboration with Parents Care.

UAE stands with Lebanon

In October 2024, more than 90 FAB volunteers contributed 450 hours to pack aid supplies for more than 10,000 individuals affected by the crisis in Lebanon as part of the national 'UAE Stands with Lebanon' relief campaign.



Sports

Aligned with the National Sports Strategy, FAB is advancing the UAE’s vision of increased participation in sports and physical activity. Our efforts focus on expanding access to diverse sports, developing skilled professionals, nurturing young talent and enhancing the UAE’s presence regionally and internationally.

Baniyas Fun Run

In partnership with the Abu Dhabi Sports Council and Abu Dhabi Municipality, FAB sponsored the Baniyas Fun Run in 2024. The event drew 1,000 participants from the community, with FAB volunteers rewarding the winners.

Cycle for a Cause

More than 160 amateur cyclists contributed 192,293 km to raise funds for various charity organisations across the UAE.

UAE Jiu-Jitsu Federation

Through FAB’s sponsorship and active involvement, the FAB Jiu-Jitsu Academy at Zayed Sports City has become a thriving hub for youth development, providing over 1,000 students aged 4 to 16 with daily, high-quality jiu-jitsu training.



Transforming our governance model

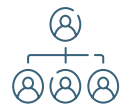
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It is widely recognised that financial institutions have an important role to play in effectively addressing ESG challenges – for their businesses, customers, the wider industry and society at large.

Our key impact highlights included:



Enhanced the **ESG governance structure** to reflect the increasing focus and efforts on climate risk management



Delivered **27,184 hours, roughly over 3.6 hours per full-time employee, of ESG training to our employees**, representing an ongoing commitment to ESG upskilling



Developed the Group's **Climate Risk Framework and Policy**



99% of our employees received anti-corruption training

Enhancing governance to enable transition activities

FAB's strong governance enables the Bank to continuously deliver business excellence and impactful outcomes for our stakeholders. Therefore, FAB is committed to maintaining a governance model that reflects changing stakeholder expectations and enables us to effectively deliver on our ESG objectives.

Overview of ESG governance

At FAB, ESG principles are fully integrated into our core governance framework, with dedicated committees overseeing the development and implementation of the Group's ESG strategy, frameworks and policies. The mandates, roles

and responsibilities of the involved governing bodies are clearly delineated in FAB's E&S Risk and Climate Risk Frameworks, as well as the associated Committee-specific charters.



Structural overview of FAB's ESG governance:



The Board of Directors has ultimate responsibility for FAB's overarching ESG strategy and associated targets, and delegates the management of Environmental and Social (E&S) risks and opportunities to relevant communities.

As detailed in its Terms of Reference, **The Board Risk and ESG Committee (BRESGC)** has the highest authority over the Group's enterprise-wide Risk Strategy and Risk Profile, including risks and opportunities, risk appetite and further delegation of E&S risk management activities. The BRESGC ensures the robust E&S risk management culture within FAB by assigning decision-making responsibilities and controls to appropriate personnel, business units, or committees.

The BRESGC is supported by the **Group ESG Committee (G-ESGC)**, which serves as the senior management-level authority for all ESG-related matters at FAB, including the Net-Zero objectives and the ESG Strategy. As part of its defined mandate, the G-ESGC reviews FAB's performance against ESG targets, as well as E&S risk metrics relative to defined risk appetite levels. It also evaluates any updates to FAB's E&S Risk Policy, E&S Risk Framework and Climate Risk Policy and Framework, which guide FAB's management of E&S and climate risks.

The ESG and Sustainable Finance Committee (ESG-SFC) supports the G-ESGC in monitoring the implementation of the ESG strategy, net-zero emission pathways and E&S risk appetite metrics across FAB's operations and portfolios. ESG-SFC is also responsible for evaluating and endorsing all new dedicated use of proceeds for sustainable bond instruments and other sustainable finance transactions.

In 2024, FAB enhanced its ESG governance structure in response to the increasing focus and efforts on climate risk management. This enhancement aligns with strategic priorities and FAB's proactive approach to maintaining compliance with existing regulatory standards while preparing for upcoming local and global requirements, including CBUAE's increased focus on enhancing climate risk management = within the financial services landscape. As a testament to this, a standalone Climate Risk Framework and Policy was developed in 2024 to formalise FAB's approach, governance structure and methodology to effectively manage climate risks in line with regulatory guidance. Further information on this will be published in FAB's Climate Report 2024.

ESG-focused governance

FAB's ESG governance is supported by a clear flow of ESG-related information to the Board and management-level governing bodies. The Group ESG Committee and the Board Risk and ESG Committee receive updates on key ESG targets and E&S risk metrics, including climate risk, through dedicated reports at each management meeting. ESG topics are a regular part of the governing bodies' meeting agendas.

Highlights from key meetings in 2024 are presented below:

Governing Body

BRESGC



Number of meetings & meeting highlights

4 meetings in 2024, covering the following areas:

- FAB's ESG 2023 achievements and 2024 ambitions
- Performance of the bank against the ESG scorecard
- Update on FAB's ESG Risk profile 2023 and 2024 KRIs
- Updates on new regulations and guidelines, along with recommendations to address regulatory gaps
- Islamic ESG Growth Strategy in line with 'The Guiding Principles Regarding Islamic Sustainable Finance' by the Higher Shari'ah Authority
- CBUAE thematic review
- E&S Risk Framework & Policy, Climate Risk Framework & Policy, ESG Policy, Climate risk data management framework, Climate Risk Stress testing and Scoring frameworks
- ESG Reporting updates

Governing Body

G-ESGC



Number of meeting & meeting highlights

4 meetings in 2024:

- Reviewed the Group's progress against the ESG strategy and approved related improvement actions
- Reviewed the Group's ESG key performance indicators and risk metrics, including climate risk, against the approved targets and risk appetite
- Reviewed updates to the Group's E&S Risk Framework and Policy, Climate Risk Framework and Policy, endorsing them for BRESGC approval
- Actively supported initiatives to enhance ESG awareness and embed an ESG-aware culture within the organisation
- Reviewed and approved the ESG Report and ESG policies
- Reviewed the transition maturity assessment related to net zero targets

Governing Body

ESG-SFC



Number of meetings & meeting highlights

5 meetings in 2024:

- Reviewed and approved new sustainable, green and social assets eligible under FAB's Sustainable Finance Framework, ensuring they meet the eligibility criteria
- Reviewed and approved the updates made to the Sustainable Finance Framework and Second Party Opinion
- Reviewed the outcomes of the E&S and climate risk assessments and ratings for clients/vendors and portfolios, as well as reviewed the Group's ESG risk appetite and indicators covering portfolio performance and countries (in alignment with the E&S risk policy)
- Reviewed and approved ESG reports (e.g. Equator Principles Report, Principles for Responsible Banking Report, Sustainable Finance Impact Report, TNFD-aligned Nature Report and ESG Summary ADX Report)
- Reviewed and approved the Group Financed Emissions Framework and Guidelines
- Reviewed transition maturity assessment results for the highest emitting clients, accounting for 95% of financed emissions across our eight priority sectors
- Reviewed and endorsed FAB's nature statement

Alignment of incentives

FAB has implemented ESG-related KPIs for the Board and the senior leadership team, including the Group Chief Executive Officer (CEO) and Chief Revenue Officer (CRO). In addition, FAB continued to focus on strengthening the link between reward and ESG performance. Incentives and performance-driven variable pay have been incorporated into FAB Group's balance scorecard since 2022, ensuring the bank's holistic performance is aligned with stakeholder interests.

programmes for FAB employees on E&S aspects. This supports FAB in ensuring appropriate skills and competencies for managing E&S risks and opportunities across the Group. As formally outlined in its Terms of Reference, the G-ESGC is also entrusted with actively supporting ESG awareness and fostering an ESG-aware culture within the organisation.

See more information about the ESG skills and competencies of FAB's employees, senior leadership and the Board in the 'Responding to shifting skill requirements in a changing world' section.

Governance of ESG skills and competencies

Reflecting FAB's commitment to ensuring workforce readiness for evolving skill requirements, the BRESGC oversees the development of the training and awareness

For further details on our governance model, organisational structure and other Board and Governance matters, please refer to the 'Corporate Governance' section of [FAB's Annual Report 2024](#).

Building resilience to ESG-related risks

FAB's environmental and social (E&S) risks are embedded within its overall business resilience strategies and addressed through an integrated risk management framework. FAB's Group E&S Risk Policy and E&S Risk Framework provide insight into the bank's risk management processes, guiding FAB's appetite for E&S risk and setting criteria for ESG assessment requisites for obligors and deals. These frameworks also establish Key Risk Indicators (KRIs) and set out an E&S risk governance structure.

In 2024, we further strengthened our approach to identifying, assessing, measuring, mitigating and monitoring E&S risks, reinforcing our commitment to responsible risk management and ensuring long-term resilience. This approach is integrated into the bank's transaction processes, enabling the assessment of E&S risks at every stage of decision-making.

Group E&S risk framework and policy

Our Group's E&S Risk Policy (ESRP), previously known as the ESG Risk Policy, is designed to integrate E&S risks within the Enterprise Risk Management (ERM) framework while aligning with the Group's ESG targets and the strategic business objectives of the Group. The ESRP defines the core principles for the identification, assessment, measurement, monitoring, mitigation and reporting of E&S risks for all business units across the Group, assuring stakeholders that these risks are addressed within an effective, integrated risk management framework.

Objectives of the ESRP include:

- Establishing a reference guideline for identifying and assessing E&S risks across the Group
- Defining key E&S risk metrics and performance indicators for monitoring and reporting
- Developing E&S risk assessment tools and defining processes for onboarding new clients, transactions and vendors
- Setting FAB's sectoral position statements to address E&S risks in high-risk sectors
- Outlining our approach to ESG risk driver analysis to identify our unique exposure to ESG risks and incorporate it across our risk management efforts

In 2024, the key updates to the ESRP included the following:

	Focusing on environmental and social risks	The ESG Risk Policy was revised and renamed the Environmental and Social (E&S) Risk Policy to reflect the prioritisation of E&S aspects in our approach, in line with market best practice. Governance considerations remain central to our overall approach but are addressed outside the scope of the E&S Risk Policy.
	Introducing the ESG risk driver analysis	FAB established a comprehensive risk driver analysis approach to assess the holistic impact and materiality of ESG risks across our principal risk types, including Credit Risk, Market Risk, Liquidity Risk, Operational Risk, Reputational Risk, Compliance Risk and Strategic Risk. The analysis will be conducted every two years to enable consistent monitoring of the most relevant E&S risks and continuous improvement of the bank's overall E&S risk management approach and tools.
	Setting the E&S risk appetite statement	The updated ESRP defines the Group's appetite towards a negative screening list, E&S critical activities and high E&S risk areas. It also includes tailored E&S risk metrics to monitor alignment with the risk profile.
	Establishing sectoral position statements	FAB formulated position statements for sectors identified as high risk. These statements articulate the Group's understanding of E&S risks within specific sectoral activities and outline FAB's approach to addressing these risks through its financing activities.
	Updating the E&S risk assessment tool	In line with the ESG risk driver analysis results and the evolving ESG expectations, FAB updated its sector-specific ESG questionnaires to become more granular and comprehensive in coverage. Additionally, the scoring methodology was updated to reflect the significance of the most material topics.

Group E&S Risk Assessment Approach

The Group has adopted a holistic E&S risk framework to implement sound ESG risk governance structure and robust methods for identifying, assessing, managing and reporting on all types of ESG risks.

The framework outlines the ESG due diligence and risk escalation process within the bank.

FAB identifies, assesses, measures and mitigates E&S risks through a comprehensive approach documented in the ESRP and operationalised through the E&S Risk Framework. This section presents a concise overview of the approach – see [FAB's ESRP](#) and [E&S Risk Framework](#) for more information on each of the elements below.



ESG risk governance

ESG risks are integrated into our core governance framework through a dedicated ESG governance structure. Dedicated committees oversee the business linkage and implications of ESG strategy, the implementation of the E&S Risk Framework and policy, the Sustainable Finance Framework and net-zero transition plans. The governance also incorporates the Three Lines of Defence approach, which includes senior management, risk management and compliance functions, and independent audit, with detailed roles and responsibilities outlined in the E&S Risk Framework.



These assessments are considered during the onboarding decision-making process and are formally endorsed by the Group Credit Executive Committee (CEC) for new clients.

Clients with elevated ESG risk profiles or deals falling within the E&S critical activities require E&S risk mitigation measures.

E&S risk identification

FAB maintains a negative screening list of activities that the bank doesn't knowingly support. Similarly, FAB has a list of 'E&S Critical Activities' that we will not knowingly engage with unless specific revenue thresholds and/or E&S risk mitigation measures are met. In addition, in 2024, FAB introduced an ESG risk driver analysis, which enables the bank to identify the ESG risks most material to FAB's principal risk types and inform the E&S risk appetite and mitigation measures. The exercise involves identifying a shortlist of risk drivers from various sources, evaluating how these risks can affect principal risk types and analysing their materiality in terms of financial impact and probability across time horizons. This results in an ESG risk matrix that facilitates further ESG risk management measures.



E&S risk assessment and measurement

In addition to checks against the bank's negative screening and E&S critical activities list, FAB has a dedicated E&S risk assessment tool at the obligor and transaction level for investment banking and select corporate banking clients. It is used by RMs and business lines to collect data on risks material to the relevant sector. The tool includes internal qualitative assessments and quantitative input from reputable third-party providers, which collectively yield a combined E&S risk rating outcome of Acceptable, High and Severe Risk. Counterparties classified as High Risk are conditionally approved after undergoing enhanced due diligence and defined risk mitigation plans, monitored by ESG Risk or Credit functions. For clients with a severe E&S risk outcome, engagement with the counterparty is not permitted, unless overridden by a relevant committee. For its own investments, FAB relies on an E&S risk score, which is an average of scores sourced from several E&S rating agencies.

In 2024, we significantly expanded our ESG assessment coverage for Investment Banking and



Corporate and Commercial Banking clients⁴ by approximately 182%. This was achieved through a combination of measures: integrating the ESG assessments into the credit approval process systems, providing continuous awareness sessions to business lines, as well as conducting controls and checks around missing client assessments.

Risk mitigation

FAB's E&S risk mitigation approach aligns with the principles outlined in the Group's ERM:

- Monitoring vulnerable sectors, geographies and clients, and identifying negative screening and critical activities as per our defined E&S risk appetite
- Offering sustainable finance products
- Engaging with counterparties involved in high E&S risk and critical activities to develop risk mitigation plans
- Engaging with high-emitting clients on their transition plans

At the portfolio level, several ESG risk indicators are regularly monitored against defined tolerance thresholds. If ESG risk exposure, measured through these indicators, increases, appropriate actions are taken to reduce or mitigate such risks. Additionally, FAB conducts annual climate risk stress testing within the bank to assess financial resilience to climate-related risks and their potential impacts on various asset classes.



Risk reporting and monitoring

In addition to external annual disclosures prepared in line with international standards, FAB follows its ERM internal reporting and monitoring approach for E&S risks. This includes, but is not limited to, ESG Committee decks and monitoring reports on watch-listed accounts.

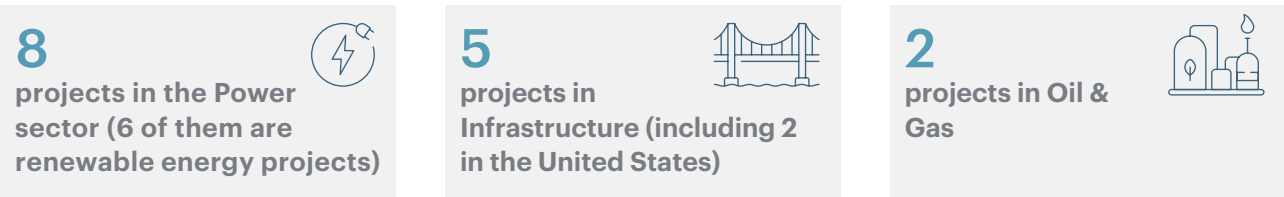


4. The clients that were covered in the assessment from Investment Banking included all coverage clients except for Non-banking Financial Institutes (NBFIs) and Financial Institutes (FIs). The Corporate and Commercial Banking clients that were covered in scope included clients belonging to medium and high ESG risk sectors with the greatest exposures and the vendors that were covered in scope were those with over AED 1 mn in purchase order values.

To manage E&S risks in project financing, FAB adheres to the Equator Principles (EP) for project financing due diligence. The EP is a core part of our credit processes and is embedded in our internal policies, procedures and practices for financing

We also conduct E&S risk assessments for our project financing deals in alignment with EP, which FAB is a proud signatory to⁵. In 2024, we conducted enhanced due diligence on 15 project finance or project-related corporate loan deals. For more information, please refer to the 2024 Equator Principles Report.

In 2024, we assessed 15 projects with a total signed volume of transactions of AED 7.8bn (USD 2.1bn), most of which located in the Europe, the Middle East and Africa (EMEA) region:



FAB remains committed to evolving its approach to ESG risk management, based on market best practices, our risk appetite and strategic priorities to ensure we effectively address ESG risks within our portfolio.

In 2024, as part of our advancing efforts to address climate change, FAB enhanced its governance structure by clearly defining roles and responsibilities for climate-related risks with a robust framework in place to identify, measure and monitor climate-related risks. The Group's new Climate Risk Framework is being integrated into the E&S Risk Framework and FAB's wider ERM. It outlines FAB's approach to climate risk management with consideration for local and global regulatory guidelines and expectations. A detailed overview of the bank's climate risk management approach and key highlights will be provided in FAB's Climate Report 2024.

Overview of FAB's ESG risk exposure

We have a structured approach to undertake ESG risk assessment across business lines, as outlined in FAB's ESRP and E&S Risk Framework. FAB has ongoing efforts to expand the scope of the E&S risk assessment to include our corporate and commercial banking clients along with all investment banking clients (apart from non-banking financial institutes and financial institutes). We continuously update our E&S risk assessments for deals including our negative-screening list and ESG critical activities. In 2024, we conducted 688 ESG risk assessments for Investment Banking and Corporate and Commercial Banking, a 182% increase from 2023. Of these assessments, 286 were high ESG risk sector clients, 207 medium ESG risk sector clients, and 150 low ESG risk sector clients. The ESG assessments covered 87% and 94%, of the total exposures, respectively for the Investment Banking and Corporate and Commercial Banking client segments in scope.

FAB's breakdown of lending by ESG risk sector exposure:

	Unit	Scope	2021	2022	2023	2024
% investments in low ESG risk portfolios	%	Group	17	10	10	11.1
Total amount invested, annually, in climate-related infrastructure, resilience and product development	AED	Group	NA	NA	16.8 bn	23.9 bn
ESG Risk sector ranking - % share of annual funded loans and advances						
High	%	Group	20%	16%	12%	13.5
Medium	%	Group	26%	27%	27%	11%
Low	%	Group	16%	10%	11%	26%
Not classified	%	Group	50%	47%	38%	49%

⁵. The EP is a risk management framework for project financing, that provides a common baseline to identify, assess and manage environmental and social risks. We have integrated the Principles into the Bank's E&S risk policies, frameworks, and operational protocols. For more details, please refer to the latest EP Report available via FAB's website.

Responding to shifting skill requirements in a changing world

The transition to a more sustainable world demands evolving capabilities. FAB provides training on ESG topics, including ESG-related risks, to raise awareness, strengthen internal capabilities and cultivate an ESG risk-aware culture across the organisation. Our comprehensive suite of initiatives and measures is aimed at building awareness, enhancing skills and embedding responsible banking principles into daily operations.

A key component of our commitment to fostering a culture of learning and responsible banking is providing ESG capacity-building opportunities for FAB's senior leadership. Empowering senior leadership with ESG knowledge is not just an investment in expertise—it is a catalyst for transformative impact. As stewards of strategy and decision-making, leaders equipped with deep ESG insights are positioned to embed sustainability at the core of business operations, ensuring resilience in a rapidly evolving financial landscape.

FAB also partnered with the Emirates Foundation and the International Institute for Management Development (IMD) to launch the Frontiers in Sustainability initiative, an executive education programme designed to deepen understanding

of sustainability issues among senior corporate leaders in the UAE. Commissioned by FAB, the programme supports overall business transformation in alignment with the UAE 2050 net zero ambition. In 2024, the third cohort completed the programme, equipping senior leaders across a range of organisations and sectors with a well-rounded understanding of the sustainability agenda to help drive tangible change. Across all three cohorts held in 2023 and 2024, 25 members of FAB's senior staff have participated.

Building ESG capacity across all levels of the organisation is fundamental to embedding sustainability into the bank's operations. FAB's wider employee base receives ESG training to support the evolving demands across the Three Lines of Defence, with ESG forming part of the annual mandatory training for all employees at FAB Group. In 2024, FAB successfully delivered 27,184 hours of ESG training to employees (averaging four hours per employee), marking a 102% increase from the previous year. The growth reflects the increasing importance of sustainability within our operations.

To complement its comprehensive Board induction program, FAB also provides continuous Board education/information to ensure directors are provided with a more granular understanding of the business and relevant regulatory developments. This year's Board education materials featured a strong risk focus, providing insight into the impact of interest rates, liquidity risk and climate risk. Board members were also provided with a monthly review and outlook on global economic indicators, geopolitical and regulatory developments, and FAB versus peer performance. Regular feedback from Board members on the education packs ensures the continuous refinement and development of Board education moving forward.



A highlight from our 2024 ESG programme were four sessions conducted on Sustainable Finance. The curriculum featured an in-depth exploration of the Equator Principles, to which FAB is signatory. These sessions attracted 466 attendees from across the bank, demonstrating our commitment to equipping our workforce with the knowledge to navigate the complexities of sustainable and project finance.

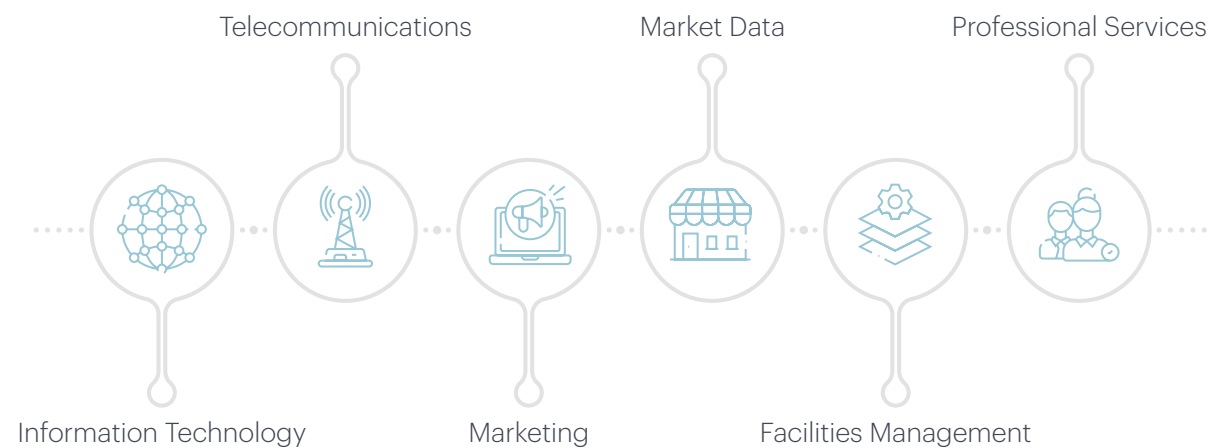
Beyond this, sessions on ESG Strategy and ESG Risk & Assessments were conducted throughout the year to ensure thorough understanding of and compliance with critical ESG topics.



Supporting a shift towards responsible procurement

At FAB, we are committed to responsible sourcing practices that uphold ethical business conduct, environmental stewardship and social responsibility.

We recognise the significant social and environmental impact of our procurement operations, particularly in areas such as:



Actively managing and mitigating the risks associated with our supply chain is a core priority. Our procurement activities are led by our Strategic Vendor Management (SVM) department, which oversees the E&S risk assessments when onboarding new vendors and during annual renewals. The SVM department serves as a centralised entity responsible for establishing policies and guidelines, managing significant purchases, negotiating contracts with suppliers and developing sourcing strategies.

As part of our risk assessment and due diligence process, FAB thoroughly evaluates suppliers' ESG risk score, which is determined by an internal questionnaire and external rating agencies to ensure alignment with ESG priorities and compliance with regulatory standards. Based on the results, potential vendors are classified as Acceptable, High or Severe in terms of E&S risk, with corresponding mitigation measures applied.

To strengthen this framework, we updated our ESG questionnaire for the SVM assessment in 2024 to cover additional key areas, such as climate commitments, GHG emissions and alignment with the Modern Slavery Act. This reflects our ongoing commitment to continuous improvement in responsible business practices.

At the same time, FAB continued to advance its local procurement efforts: In 2024, 83% of our procurement spending was allocated to local suppliers.

We also revised our Vendor Code of Conduct in 2024 to better reflect our commitment to upholding human rights and eradicating modern slavery across our supply chain. These updates ensure that our trusted partners understand our commitments and expectations on these critical issues, and are better positioned to support FAB in making a positive impact aligned with our values.

See the 'Setting high ethical and business standards' section for more information on our stance on modern slavery.

Furthermore, FAB's Vendor Code of Conduct reflects our aim to uphold environmental integrity by highlighting the bank's expectations for sustainable practices and standards. We encourage our vendors to adopt clear emissions reduction targets for 2030 and to implement environmental policies that address their operational impact, aligning with our ambition to drive progress towards a net zero future.

In 2024, we significantly expanded our ESG assessment coverage for vendors, with an approximate 218% increase.

ESG assessments completed per year:

Counterparty	2023	2024
Vendors		
High ESG risk sector	0	0
Medium ESG risk sector	2%	0
Low ESG risk sector	98%	100%



Setting high ethical and business standards

FAB is committed to upholding strong business ethics and regulatory compliance as the foundation for creating sustainable value. Approaching ethics, compliance, and integrity as a critical material area for FAB, we uphold a zero-tolerance policy towards unethical practices across our Group’s operations, as well as relationships with our stakeholders. Aligned with the G20/OECD Principles, we are dedicated to maintaining sound, effective and globally recognised corporate governance standards that reinforce strong performance, accountability and transparency.

Our comprehensive business and employee Code of Conduct sets clear and appropriate behavioural expectations for all FAB employees, encouraging a positive work atmosphere and a sense of professional integrity. The Code serves as a practical guide for employees to use in day-to-day interactions and decision-making, ensuring they are always consistent with FAB Group’s Mission, Vision and Values.

The Code of Conduct applies to all directors, both at the Group Board level and across all subsidiary Boards within the FAB Group, and addresses the following areas:



Compliance with laws and regulations



Loyalty, good faith and fiduciary duties



Conflicts of interest



Related parties



Anti-bribery and corruption



Confidentiality Disclosures



Consumer protection



Ethical behaviour



Gifts and hospitality

The Code of Conduct is covered as part of the Mandatory Learning Curriculum for all employees. For more information on the mandatory trainings covered by FAB, see the ‘Equipping our people with the means to future success’ section, as well as the sections below for details on business ethics-related trainings. Moreover, as part of FAB’s governance requirements, all employees are required to submit an annual confirmation of their compliance with the Code of Conduct.

Modern Slavery

FAB is dedicated to preventing and addressing modern slavery across its value chain. We strictly prohibit the use of involuntary labour and human trafficking in any form within our direct business and supply chain, as stipulated in our

Modern Slavery Policy and Statement and our Vendor Code of Conduct. FAB considers the risk of modern slavery within our direct business operations to be low. However, we recognise the potential for exposure through our supply chain, clients, customers and even employees. Therefore, at FAB, we align our operations and strategies with:

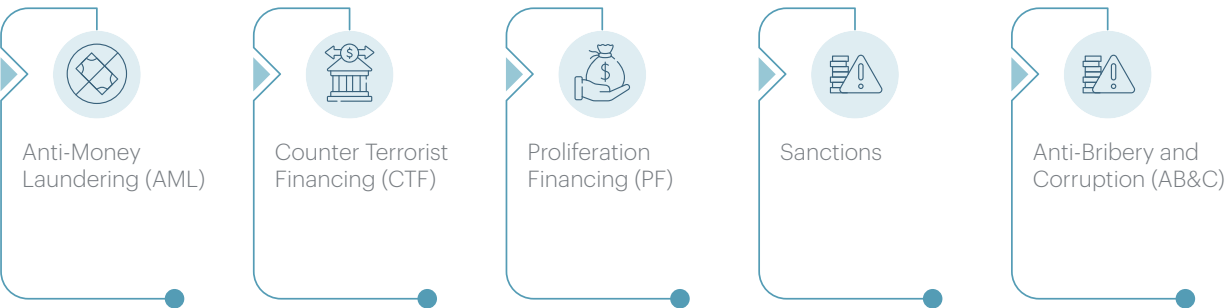
- The United Nations Global Compact (UNGC) and its 10 Principles on human rights, labour, the environment and anti-corruption.
- The UN Sustainability Development Goals (SDGs).
- The UN Resolution 55/15 (November 2000) – Prevention of Human Trafficking Act (1 March 2015) and the UN TIP Protocol.

FAB actively works to prevent exploitation and uphold human rights through due diligence across its stakeholder groups. This includes compliance with labour laws for employees, ESG assessments of suppliers prior to onboarding and appropriate monitoring and assessment processes for customers. For more information on our stance and approach to modern slavery and human trafficking, please refer to our [Modern Slavery and Human Trafficking Statement](#).

Financial crime

FAB takes action to prevent financial crime through the development and implementation of a comprehensive financial crime compliance programme, which aims to safeguard the bank, its clients, and affiliates from risks of money laundering, terrorist financing and other financial crimes. Our mission is to responsibly provide our clients with financial services, while upholding the highest standards of banking excellence.

We do not tolerate any actions that knowingly and/or intentionally breach laws and regulations pertaining to:



We adhere to the CBUAE regulations and are authorised by the Securities and Commodities Authority (SCA) as a securities service provider. As such, our branches, subsidiaries, and affiliates operate under the highest standards of compliance.

Annual Compliance Risk Assessments are conducted across all businesses within the Group (UAE and international), covering inherent risks and controls related to regulatory compliance risks and financial crime risks. Based on the outcomes of these reviews, and in line with the Group’s Compliance Risk Appetite, the Group Compliance Committee (GCC) and the Board Audit Committee (BAC) approve any necessary mitigation plans and actions.



Anti-money Laundering, sanctions and combatting proliferation financing

The foundation of our Financial Crime Compliance programme is built on Anti-Money Laundering and Combatting the Financing of Terrorism (AML/CFT) CTF, Sanctions and AB&C policies, supported by ongoing monitoring and development. This framework ensures a globally consistent approach to identifying and mitigating financial crime risks while maintaining compliance with applicable laws and regulations.

Our policies and procedures are periodically reviewed and updated to reflect new and amended regulatory requirements and FAB’s Risk Appetite. Staff communications, training and education programmes are in place to increase their awareness of financial crime risks, regulatory developments and the application of latest requirements.

FAB is committed to combatting environmental crimes and will take appropriate measures to mitigate related risks. We will not knowingly facilitate financial flows derived from illegal wildlife trafficking or other environmental crimes.

As an international financial institution, we fully comply with all international sanctions, laws and regulations. Our Group Sanctions Policy defines the core principles that all FAB Group affiliates are required to follow.

FAB also recognises the risks posed by proliferation financing. We will not participate in or support such networks and maintain a proactive approach – combining vigilance, adaptability and strong internal controls – to counter proliferators’ tactics.



Whistleblowing

We have a comprehensive Whistleblowing Policy that provides an independent and secure channel for employees and external stakeholders (including customers, suppliers and/or service providers) to raise concerns or report breaches of ethical conduct confidentially. All cases are handled under the guidance of the Disciplinary Action Matrix (DAM), ensuring fair and timely resolution.

FAB is committed to addressing whistleblowing complaints promptly, while safeguarding whistleblowers from any potential repercussions.

This multi-tiered approach ensures every voice is heard and no concern goes unaddressed, reinforcing a culture of transparency and trust within the workplace.

Anti-Bribery and Corruption (AB&C)

Anti-bribery and corruption is a critical material topic for FAB, reflecting the bank's commitment to conducting business following the highest ethical standards and to fully comply with all applicable anti-bribery and corruption laws and regulations.

FAB has a standalone AB&C policy that provides practical guidance for adhering to these laws and regulations, ensuring compliance with both the letter and spirit of applicable laws, principals, and regulations.

In 2024, the bank recorded four cases of corruption involving employees. All incidents were swiftly identified and resolved in accordance with our policies and procedures. Disciplinary action was taken in each instance, including one legal case filed during the reporting period. The increase in reports suggests our internal systems are working as intended, with greater stakeholder awareness of anti-corruption policies and reporting channels.

Every year, we deliver mandatory training to all employees to enhance their understanding of crucial business and ethical matters, covering topics such as bribery, corruption, risk, fraud, governance, compliance, customer safeguarding and ESG, among other topics. As part of this annual training, every employee acknowledges their understanding of the AB&C policy.

We extend our AB&C expectations to business partners by sharing our policies and procedures with all vendors, encouraging a shared commitment to ethical conduct.

Key components of our AB&C policy include:



Anti-corruption performance highlights:

GRI 205: Anti-corruption	Unit	Scope	2022	2023	2024
Total number and nature of confirmed incidents of corruption	Number	Group	0	1	4
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	Number	Group	0	1	4
Public legal cases regarding corruption brought against FAB or its employees during the reporting period	Number	Group	0	0	1
Total number of employees that the organisation's anti-corruption policies and procedures have been communicated to	Number	Group	6,657	6,089	6,653
Percentage of employees that the organisation's anti-corruption policies and procedures have been communicated to	%	Group	98	99	99
Total number of employees receiving anti-corruption training	Number	Group	6,251	6,089	6,653
Percentage of employees receiving anti-corruption training	%	Group	99	99	99

Anti-Competition

We strictly adhere to the UAE’s Federal Law No (4) of 2012 on the Regulation of Competition, which aims to protect and promote competitive markets and anti-monopoly practices.

We are committed to upholding the highest standards of banking excellence by complying with regulations and putting in place strong safeguards against anti-competitive practices.

Related Party Transactions

Parties are considered related if one party has the ability to control or exercise significant influence over the other party in making financial or operational decisions. Related parties include major shareholders, directors and key management personnel of the Group. Key management personnel refers to Executive committee members (“EXCO”) of the Group who are involved in the Group’s strategic planning and decision-making. The terms of these transactions are approved by the Group’s management and are made on terms agreed upon by the Board of Directors or management.

The Group operates in a market dominated by entities directly or indirectly controlled by the government of Abu Dhabi through its government authorities, agencies, affiliations and other organisations, collectively referred to as government-related entities (GREs). The Group’s transactions with other GREs are conducted in the ordinary course of its business on terms agreed by the Board.

Tax transparency for financial integrity and growth

At FAB, we recognise that greater transparency can bring heightened scrutiny. Therefore, we prioritise clear and comprehensive reporting to enhance transparency, minimise disputes and strengthen oversight. Our approach to tax compliance aligns with our broader business objectives, ESG commitments and our contribution to the UAE’s economic prosperity.

FAB adheres to statutory requirements, including the publication of our Tax Strategy, which ensures clarity and comparability across the GCC region. Following the implementation of the UAE’s Corporate Income Tax (CIT) in 2023, we have further analysed and prepared for the introduction of OECD BEPS Pillar II Domestic Minimum Top-up Tax (DMTT) as applicable to the Group. This further enhances our financial disclosures and demonstrates alignment with internal best practices. We maintain robust tax policies and controls to mitigate tax risks and ensure full compliance and timely reporting.

We also engage in direct and indirect tax discussions with the UAE and regional tax authorities through relevant federations and associations, demonstrating our proactive approach to tax matters. Our staff receive ongoing training on tax-related developments, including specialised programmes addressing the implications of the new CIT and Pillar 2 regulations.

Operating within the Three Lines of Defence risk model, our tax control framework is overseen by the Group Tax function and the broader Group Finance function. The Group Operational Risk Management (GORM) function conducts periodic reviews and approves our tax strategy annually, ensuring alignment with applicable regulatory requirements.

ESG ratings

At FAB, our commitment to sustainability and responsible banking continues to be recognised by global ESG rating agencies. As a leader in the MENA region, FAB has consistently demonstrated a robust approach to environmental, social and governance practices, earning top-tier rankings

that underscore our long-term dedication to sustainable growth.

In 2024, FAB is proud to maintain its position as a top ESG performer among regional and international peers. Notably:

- MSCI ESG Ratings reaffirmed FAB’s standing with an AA rating, the highest among banks in the MENA region. This rating reflects our strong performance in key areas such as climate risk management, corporate governance, and data privacy.
- LSEG/Refinitiv ESG Scores ranked FAB as the best-performing bank in the Middle East and placed FAB among the top 5% of global banks, highlighting our leadership in sustainability disclosures, stakeholder engagement, and responsible business operations.
- Sustainalytics assigned FAB a Low ESG Risk Rating in 2024, the best risk category among Middle Eastern banks. This assessment underscores our proactive risk management framework and integration of ESG factors into our business strategy.

These recognitions validate FAB’s continued focus on embedding ESG principles across all levels of the organisation. From aligning with global climate goals to advancing financial inclusion and governance transparency, FAB remains committed to driving positive change for our stakeholders and the communities we serve.

As we move forward, we will continue to enhance our ESG capabilities, align with global best practices, and report transparently on our progress to ensure long-term value creation and resilience in a rapidly evolving landscape.



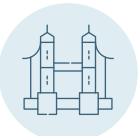
Embracing a transition towards digitalisation

FAB aims to deliver efficient, secure and convenient digital solutions to support clients, customers and employees, while building a bank that readily adapts to a rapidly digitising economy.

Since initiating our first efforts in 2018, we have embarked on a comprehensive modernisation journey, strategically consolidating our technological resources, while driving end-to-end innovation. This journey is rooted in embracing cutting-edge advancements, optimising infrastructure and accelerating the adoption of cloud technology to enhance scalability, efficiency and security, with the goal of building a future-ready foundation for growth..

Infrastructure consolidation and cloud adoption

We aim to streamline our technological assets to enhance operational efficiency by closing our legacy data centres, adopting more advanced platforms to support our workloads and implementing innovative storage solutions. In this context, FAB has taken steps to deploy cloud technology for data processing and storage, leveraging its efficiency and cost-effectiveness to enhance operations and optimise resources. Refer to the ‘Enhancing resilience in own operations’ section for more details on FAB’s shift to cloud technology.



This ambitious vision is guided by a meticulously planned **five-year roadmap**, which serves as a strategic guide, outlining key milestones and benchmarks to measure our progress and ensuring the seamless alignment of business and technology priorities.

Improving operational efficiency through technological advancements

As part of our Open Architecture strategy, FAB has introduced OSTTRA STP and GoldenSource to streamline post-trade flow and optimise market data consumption. These systems enhance efficiency by replacing manual processes with real-time automation and embedding systemic controls as a core standard. This has resulted in time savings, the elimination of operational incidents and significantly improved data quality. These successes have given FAB the confidence to further integrate cutting-edge trading platforms, unlocking new revenue opportunities.



Advancements in FAB’s application programming interface (API) infrastructure

FAB has taken steps to strengthen our security protocols and ensure data confidentiality in API exchanges. We have upgraded our API to handle higher request volumes with improved response times and expanded our service catalogue. To enhance developers’ experience, we have introduced a specialised portal with detailed documentation, code samples and interactive tools. Our API infrastructure now supports integration with emerging technologies like Artificial Intelligence (AI), Machine Learning (ML) and blockchain. These advancements have positioned FAB as a leader in driving open finance adoption across the UAE market, enhancing client experiences and fostering greater satisfaction and loyalty.



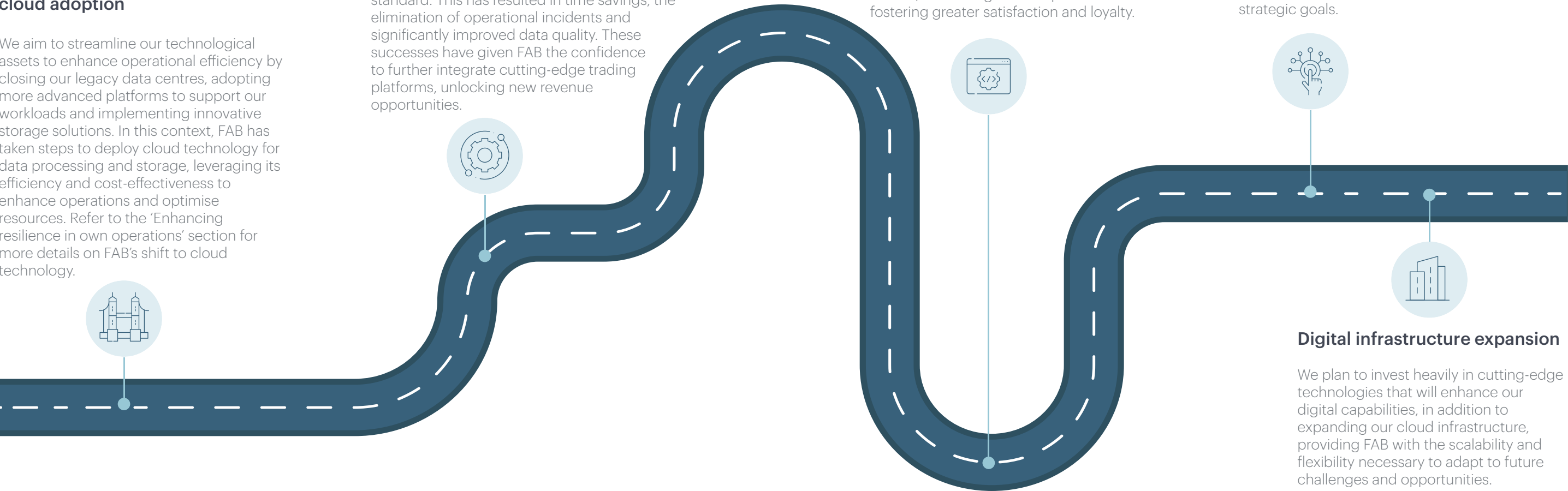
End-to-end modernisation

FAB aims to upgrade our entire technological ecosystem, from foundational infrastructure to the applications that drive our business processes to create a more agile, responsive and resilient IT environment that supports our long-term strategic goals.

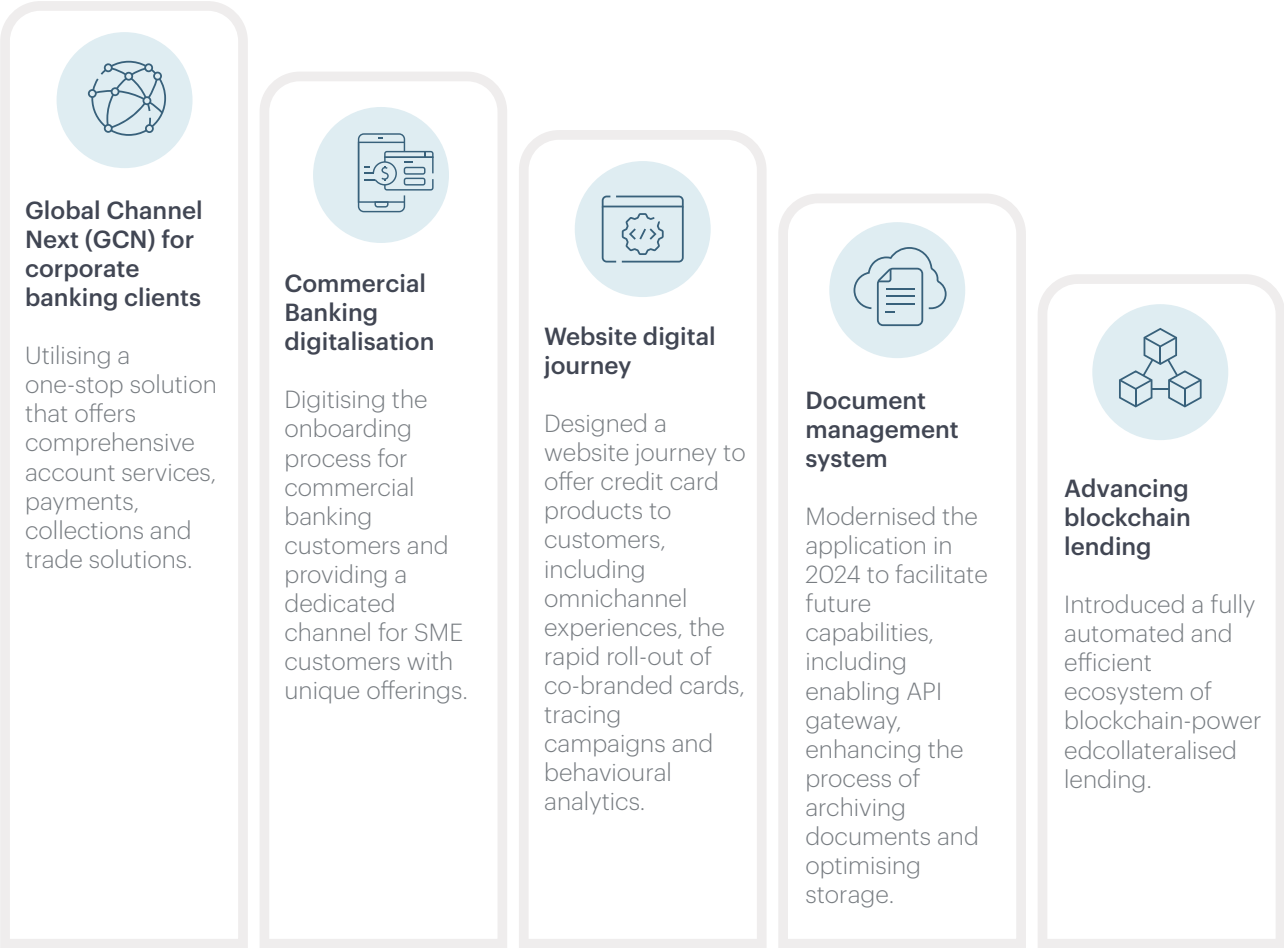


Digital infrastructure expansion

We plan to invest heavily in cutting-edge technologies that will enhance our digital capabilities, in addition to expanding our cloud infrastructure, providing FAB with the scalability and flexibility necessary to adapt to future challenges and opportunities.



The chart below shows the significant strides FAB has achieved in technological innovation, leveraging cutting-edge solutions to enhance efficiency, security and customer experience.



Fostering business continuity and cyber resilience

In an increasingly digital ecosystem, business continuity and cyber resilience measures are more critical than ever. As reliance on advanced technologies and innovations grows, so does the responsibility to address cyber threats and potential disruptions. Privacy, data protection and cybersecurity remain critical material topic for FAB, reflecting our ongoing focus on maintaining reliability of our systems and drive sustainable long-term growth.

At FAB, we view business continuity as fundamental to our operations, and aim to provide uninterrupted and resilient services that our clients can depend on. We maintain a robust business continuity framework and policy, supported by a crisis management framework that is reviewed and approved by our Group Technology Risk and Information Security committee (GTRISC) and the Board Audit committee (BAC). By implementing and adhering to strong business continuity practices across the bank, we ensure the effective management of critical operations during any crisis.

As part of our ongoing efforts, we conduct annual internal audits of multiple IT systems to ensure compliance and security. Starting in 2025, relevant audits will incorporate ESG-specific components, further reinforcing our commitment to integrating ESG considerations into our operations.

FAB is committed to providing the highest level of protection for customers’ personal data and the data of other stakeholders, in line with applicable data protection laws and regulations. The bank complies with UAE and international data privacy regulations, including the Consumer Protection Regulations/Standards (CPR) on Data Management and Protection and the Federal Law for Personal Data Protection. Refer to the ‘Prioritising responsible customer relations’ for more information on customer data privacy.

As part of the bank’s governance structure, FAB has assigned oversight of data security at the board level to the Board Risk and ESG Committee.

As cyber resilience becomes increasingly essential in a digitalised world, we have been embedding cybersecurity considerations into the design of our operations, products and channels. FAB has adopted a ‘Defence-in-Depth’ strategy as part of its governance and corporate culture, integrating intense security controls. This is designed to identify, prevent, detect and respond to any known or unknown attacks promptly through three interconnected pillars: people, processes and technology.

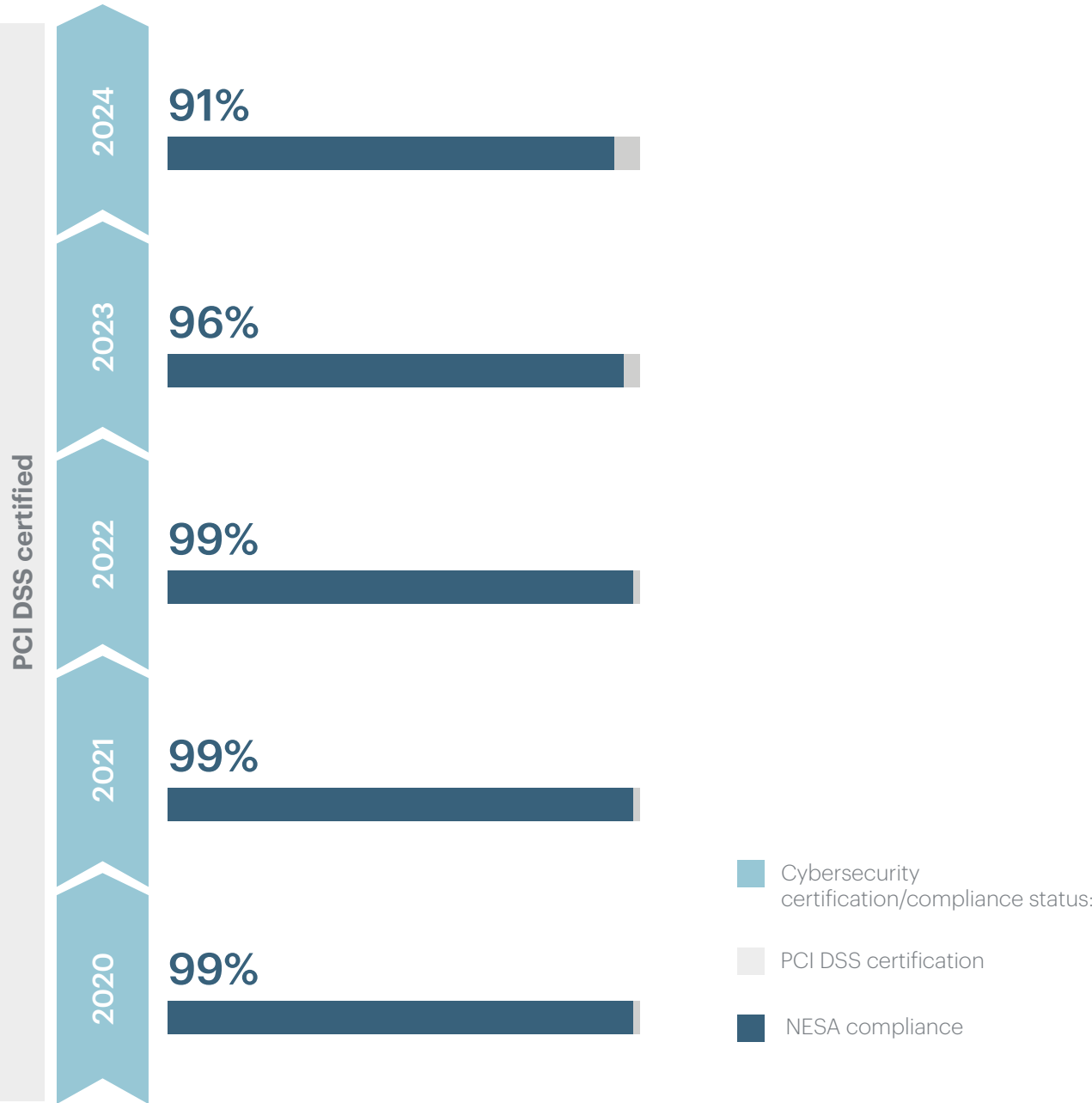
Our approach is informed by emerging Data Privacy Regulations applicable to the UAE, as well as other locations. Our cybersecurity policies and procedures are aligned with leading cybersecurity standards such as ISO 27001⁵; Payment Card Industry Data Security Standard (PCI DSS) for the UAE, KSA and Oman; Service Organisation Control Type 2 (SOC2) and regulations, such as the UAE Information Assurance Regulation (UAE-IAR), Hong Kong Monetary Authority (HKMA) and Monetary Authority of Singapore (MAS). FAB’s systems are fully aligned with the control requirements outlined in these standards. While we do not measure our systems by the percentage coverage of each certification, we conduct detailed assessments on a sample of critical applications to ensure comprehensive compliance.

We have established a comprehensive Technology Risk Management (TRM) practice in line with our Enterprise Risk Management (ERM) strategy. This ensures that any new technology deployed at FAB is subject to a thorough risk assessment, allowing us to implement the highest data security safeguards. Our TRM methodology also helps us identify the most important security control requirements, enabling us to continually evaluate the efficiency of our cybersecurity controls.

5. FAB’s cybersecurity policies and procedures are aligned with, but not formally certified with, ISO 27001 standards.

For the past four years, FAB has consistently maintained PCI DSS certification and continued to enhance UAE-IAR compliance, achieving a 99% compliance rate in 2024.

Our PCI DSS certification journey:



At FAB, we recognise the growing importance of AI and its potential to benefit our operations and customer experiences, while also introducing novel cyber resilience challenges. As we integrate AI-driven innovations into our solutions and operations, we are committed to implementing robust security measures, ethical guidelines and governance frameworks to safeguard data integrity, mitigate risks and ensure responsible

use of the technology. To stay ahead of emerging threats, in 2024, we took steps to strengthen our cyber defence and resilience by enabling the secure adoption of AI, positioning FAB as a secure partner for customers seeking meaningful outcomes for people and the planet.

Consequently, FAB introduced our AI Governance Framework, which was developed in line with applicable regulations, such as the EU AI Act, as well as inputs from FAB’s stakeholders. FAB’s AI Governance Framework consists of comprehensive policies, procedures, standards and guidelines, designed to support the secure adoption of AI within our organisation by controlling and assessing risks that can arise across the AI system lifecycle.

The framework is based on the nine industry-recognised Responsible AI (RAI) Principles:

Compliance
The design, implementation and use of AI Systems and their outputs must be compliant with the relevant laws, regulations and professional and industry standards.

Security
The AI System must be secured from unauthorised access and resilient against tampering, manipulation and adversarial attacks.

Transparency
An appropriate level of disclosure is provided regarding the purpose, design, use and impact of the AI system to stakeholders, including end users, to help them understand, assess and effectively utilise it.

Fairness
Stakeholders are expected to respect legal and human rights throughout the AI System lifecycle. Accordingly, stakeholders should implement safeguards to address risks arising from the use of AI Systems.

Reliability
The AI Systems must perform consistently and predictably as intended over time and at a desired level of precision.

Explainability
AI decision-making should be understandable and interpretable. Explanations must be provided to allow human stakeholders to reasonably understand, challenge and validate AI outputs.

Accountability
Clear ownership and accountability structures must be defined to ensure AI systems function as intended and comply with FAB’s Responsible AI Principles.

Data Privacy
The AI System must be compliant with the permitted rights of use, storing, processing and transferring of personal data.

Sustainability
Stakeholders should proactively engage in the responsible use of AI in pursuit of beneficial outcomes for people and the planet.

Appendices

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Appendix A: PRB Principles Alignment

Principle 1:

Alignment

FAB Group has a dedicated ESG Strategy set around three focus areas that contribute to a range of SDGs: **Transitioning to a low-carbon future** (SDG 12 and 13), **Capitalising on our social responsibility** (SDG 1, 5, 8, 10, 11, 12) and **Transforming our governance model** (SDG 16, 17). The priorities and KPIs defined under these areas are in line with national and international sustainability agendas (listed in the referenced sections).

In line with our position as a regional pacesetter in sustainability, FAB's corporate strategy reflects this commitment through a dedicated 'Sustainability Leadership' pillar. As part of this, we have a formalised ambition to lead by example by embedding environment, social and governance factors in FAB's culture, business strategies, governance, and risk management framework.

Links & references

- FAB's ESG Report 2024, 'About FAB', Pg. 10
- FAB's Annual Report 2024, Pg. 40, Pg. 114

Principle 2:

Impact & Target Setting

FAB utilises UNEPFI's portfolio impact analysis module, specifically the Context module and Institutional Banking identification module, to scrutinise its lending and investments portfolio (accounting classification AFS and HTM). The analysis focuses on the non-retail book to identify major impact areas, which accounted for 86% of the Group's total funded exposure as of December 2024. Below are two prioritised impact areas and an overview of their accompanying targets:

Climate change

- Net zero by 2050
- Net zero in operations (Scope 1 and Scope 2) by 2030
- Financed emissions targets across 8 high-emitting priority sectors (for 2030 and 2050) (See referenced resources for more details on targets and their associated KPIs).

Financial Inclusion (with a focus on SME growth)

Double FAB's SME client base by 2028, compared to 2024 baseline (focus on UAE market as the dominant source of operating income). Progress will be measured by % growth of SME clients against base year 2024.

Links & references

- FAB's ESG Report 2024, 'Transitioning to a Low-Carbon Future', Pg. 24
- FAB's ESG Report 2024, Appendix B, Pg. 118
- FAB's ESG Report 2024, 'Driving financial inclusion and access', Pg. 56
- FAB's Climate Report 2024*
- FAB Pathway to Net Zero, Wave 1
- FAB Pathway to Net Zero, Wave 2

Principle 3:

Clients & Customers

FAB is steadfast in its commitment to sustainable finance facilitation, backed by the commitment to deploy AED 500 bn by 2030. By the end of 2024, we achieved 53% of this target, with AED 140.4 bn (USD 38.3 bn) in total facilitation this year.

To further the decarbonisation of the bank's portfolio, FAB initiated the development of a formalised Transition Plan. As part of this, in 2024, FAB analysed the highest-emitting clients (covering 95% of financed emissions) to assess their decarbonisation maturity and build a tailored engagement approach to foster transition support through financing and advisory.

We also maintain engagement with clients that have a high ESG risk rating on their sustainability practices and impact reduction plans, as part of our E&S risk management approach. In 2024, the ESG assessment approach was further enhanced to ensure a more comprehensive and granular coverage of impacts material to sectors financed by FAB.

Similarly, FAB's approach is designed to ensure that SMEs are part of the conversation when it comes to sustainable practices. FAB actively supports the SME Climate Hub, aimed at encouraging SMEs to ramp up their climate action efforts. FAB facilitates client gatherings and maintains a strong presence at key summits, including the World Future Energy Summit's SME Day, Make it in the Emirates Initiative and the Real Estate and Construction Summit.

Links & references

- FAB's ESG Report 2024, 'Financing the transition to a low-carbon economy', Pg. 30
- FAB's ESG Report 2024, in 'Collaborating with clients to drive the transition to net zero', Pg. 32
- FAB's ESG Report 2024, 'Driving collaboration for change', Pg. 42
- ESG Report 2024, 'Building resilience to ESG-related risks', Pg 90
- FAB's ESG Report 2024, 'Driving financial inclusion and access', Pg. 56
- FAB's Sustainable Finance Impact Report 2024
- FAB's Climate Report 2024*

* FAB's Climate Report 2024 will be published on FAB's [website](#).

*FAB's Climate Report 2024 will be published on FAB's [website](#).

Principle 4:

Stakeholders

Content

FAB is committed to stakeholder identification and consultation as an integral part of implementing the Principles for Responsible Banking and enhancing its impacts. FAB’s key stakeholder groups include employees, clients, communities, suppliers, regulators, ESG rating agencies and investors. The engagements provide valuable insights into stakeholder perspectives and emerging issues, aiding in aligning our strategies with stakeholder expectations. In the formulation of FAB’s emission strategies and targets, we consulted with clients and incorporated their input into our plans, thereby ensuring alignment with stakeholder expectations.

The consultation with stakeholders is conducted through a variety of channels and platforms, including remote sessions via online platforms and interactive surveys, allowing for transparent dialogue and feedback collection. External stakeholder engagements are conducted through briefing calls, third-party surveys and targeted client conversations.

We gather employee feedback through internal employee satisfaction surveys.

Moreover, FAB actively collaborates on third-party committees, discussing financial agendas and sharing ideas with stakeholders.

Links & references

- FAB’s ESG Report 2024, ‘Stakeholder engagement’, Pg. 21
- FAB’S ESG Report 2024, ‘Collaborating with clients to drive the transition to net zero’, Pg. 32
- FAB’s ESG Report 2024, ‘Supporting employee wellbeing and engagement’, Pg. 69

Principle 6:

Transparency & Accountability

Other relevant disclosures not mentioned in P1-P5 are listed in the referenced resources below.

FAB has undertaken limited assurance for the allocation of bonds proceeds, as part of the FAB Sustainable Finance Impact Report 2024, and select GHG information (Scope 1, 2 and Scope 3 (category 1, 5 and 6)), with the limited assurance statement available in FAB’s ESG Report 2024, Appendix D.

Links & references

- [FAB’s ESG Summary Report 2024](#)

Principle 5:

Governance & Culture

FAB has a defined ESG governance structure, integrated into the overall corporate governance of the bank and aimed at oversight of ESG and climate-related risks and opportunities, strategy, net zero plans and culture. It spans both the Board of Directors level through the BRESGC and the management level through GESGC and GRC at Tier 1, as well as ESG-SFC at Tier 2. FAB also integrates ESG and climate risk management across Three Lines of Defence through defined mandates and roles and responsibilities.

In the reporting year 2024, FAB has strengthened the integration of climate-related risks and opportunities into its governance structure. More details are available in the referenced resources.

To foster employee awareness of responsible banking, FAB integrates ESG into the mandatory training curriculum for all employees. This year, the bank delivered 27,184 hours of ESG training to employees.

Links & references

- FAB’s ESG Report 2024, ‘Enhancing governance to enable transition activities’, Pg. 85
- FAB’s ESG Report 2024, ‘Responding to shifting skill requirements in a changing world’, Pg 95
- FAB’s Climate Report 2024*
- [FAB’s Corporate Governance Report](#), Pg. 50

* FAB’s Climate Report 2024 will be published on FAB’s [website](#).

Appendix B:

ESG Data Tables

1. GRI and other ESG data index

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024	Comment
Environmental							
Topic 1: Climate Action							
GRI 3: Material Topics 2021	3-3 Management of material topics	Enhancing resilience in own operations, Pg. 37	-	-	-	-	
GRI 302: Energy 2016							
302-1 Energy consumption within the organisation	a. Total fuel consumption within the organisation from non-renewable sources, in joules or multiples and including fuel types used	-	1,991(GJ)	17,285(GJ)	17,947 (GJ)	19,656 (GJ)	
GRI 3: Material Topics 2021	Fuel consumption from renewable sources	-	0	0	0	0	
	Direct Energy Consumption						
	Petrol	-	157,497 (L)	266,942 (L)	307,015 (L)	328,307 (L)	¹ Fuel quantities are converted from litres to GJ using the United States Energy Information Administration conversion factors. ² We have updated the numbers due to the revision of data provided by Bank Audi in Egypt
	Diesel	-	28,678 (L)	40,842 (L)	47,434 (L)	45,624 (L)	
	Natural Gas	-	463,513 (KWh)	4,654,470 ² (KWh)	4,814,915 (KWh)	5,281,035 (KWh)	
	Refrigerants	-	1,349 (Kg)	1,559 (Kg)	2,642 (Kg)	2,218 (Kg)	
302-1 Energy consumption within the organisation	Indirect Energy Consumption						
	c. In joules, watt-hours or multiples, the total: i. electricity consumption	-	64,378,333 (KWh)	75,236,928 (KWh)	70,364,880 (KWh)	66,748,913 (KWh)	
302-1 Energy consumption within the organisation	e. Total energy consumption within the organisation, in joules or multiples	-	235,944 (GJ)	288,138 (GJ)	271,260 (GJ)	259,952(GJ)	
	g. Source of the conversion factors used	Appendix C: GHG Reporting Criteria, Pg. 152	-	-	-	-	¹ Fuel quantities are converted from litres to GJ using the United States Energy Information Administration conversion factors
302-3 Energy intensity	a. Energy intensity ratio for the organisation	-	46 (GJ/FTE)	43 (GJ/FTE)	39 (GJ/FTE)	35 (GJ/FTE)	
	d. Whether the ratio uses energy consumption within the organisation, outside of it, or both:	Appendix C: GHG Reporting Criteria, Pg. 152	-	-	-		
GRI 3: Material Topics 2021	Reduction of direct and indirect energy intensity (YoY)	-	-1 (GJ/FTE)	-3 (GJ/FTE)	-4 (GJ/FTE)	-4 (GJ/FTE)	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024	Comment
GRI 303: Water and Effluents 2018							
303-5 Water consumption	a. Total water consumption from all areas in megaliters	-	221,329	286,971	169,898 ³	170,038 ³	In 2023 and 2024, water consumption in Egypt was estimated using the UAE average consumption per square meter of building area, due to unavailability of data.
GRI 306: Waste 2020							
306-3 Waste generated	a. Total weight of waste generated in metric tons and a breakdown of this total by composition of the waste	-	Total paper consumption: 103,417 (kg) Total paper recycled: 30 (kg) Sewage waste: 8,252 (m³) E-waste: - Waste recycled: 37,472 (t)	Total paper consumption: 239,991 (kg) Total paper recycled: 102,869 (kg) Sewage waste: 235,000 (m³) E-waste: 54,126 (kg) Waste recycled: 173,265 (kg)	Total paper consumption: 206,768 (kg) Total paper recycled: 57,856 (kg) Sewage waste: 6,436 (m³) E-waste: 83,321 (kg) Waste recycled: 147,532 (kg)	Total paper consumption: 190,048 (kg) Total paper recycled: 223,404 (kg) Sewage waste: 6,587(m³) E-waste: 87,788 (kg) Waste recycled: 123,902 (kg)	
306-5 Waste directed to disposal	a. Total weight of waste directed to disposal in metric tons and a breakdown of this total by composition of the waste in kg:	-	2,854,568	4,924,000	639,523	718,337	
Topic 2: Net Zero & Financed Emissions							
GRI 3: Material Topics 2021	3-3 Management of material topics	Appendix C: GHG Reporting Criteria, Pg. 152	-	-	-	-	
GRI 305: Emissions 2016							
305-1 Direct (Scope 1) GHG emissions	a. Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent	-	2,867 ⁴	4,649 ⁴	6,693 ⁴	6,201 [A]	⁴ Scope 1 emissions for 2021, 2022, 2023 have been restated to account for mobile combustion as 2024 and historical data was obtained for UAE locations. This source of emissions was previously omitted from the UAE inventory due to unavailability of data.
	g. Standards, methodologies, assumptions and/ or calculation tools used	Appendix C: GHG Reporting Criteria, Pg. 152	-	-	-	-	
305-2 Energy indirect (Scope 2) GHG emissions	a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent	-	29,421	34,882	32,522	29,881 [A]	⁵ Updated numbers due to the revision of data provided by Bank Audi in Egypt.
	g. Standards, methodologies, assumptions and/ or calculation tools used	Appendix C: GHG Reporting Criteria, Pg. 152	-	-	-	-	
305-3 Other indirect (Scope 3) GHG emissions	a. Gross other indirect (Scope 3) GHG emissions in metric tons of CO ₂ equivalent ⁶	-	4,827	5,644	4,785 ⁷	5,085 [A]	⁶ Scope 3 emissions include: water consumption, paper purchased, paper recycled, waste (recyclables), waste to landfill, sewage waste, WEEE, and air travel (flights), excluding financed emissions. ⁷ Scope 3 emissions for 2023 were restated due to updated methodology for business travel emissions calculations and availability of vendor data.
	g. Standards, methodologies, assumptions and/ or calculation tools used ⁷	Appendix C: GHG Reporting Criteria, Pg. 152	-	-	-	-	

[A] Refers to 2024 emissions figures that were assured. Limited assurance is only on Scope 1, 2, and 3 (Categories 1, 5, and 6) emissions part of this report excluding financed emissions metrics.

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024	Comment
305-4 GHG emissions intensity	a. GHG emissions intensity ratio for the organisation (Scope 1, 2, and 3).	-	7.07	6.68	6.37	5.51	
	b. Organisation-specific metric (the denominator) chosen to calculate the ratio	Appendix C: GHG Reporting Criteria, Pg. 152					
GRI 3: Material Topics 2021	Total GHG emissions in metric tons of CO ₂ equivalent	-	35,878 ⁸	45,184 ⁸	43,999 ⁸	41,167	⁸ Figures for 2021, 2022, 2023 have been updated as a result of the restated numbers mentioned above.
305-5 Reduction of GHG emissions	a. GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO ₂ equivalent	Enhancing resilience in own operations, Pg. 37	-	-	-	-	
	c. Base year or baseline, including the rationale for choosing it	Appendix C: GHG Reporting Criteria, Pg. 152	-	-	-	-	
	d. Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2) and/or other indirect (Scope 3)	Transitioning to a Low-Carbon Economy, Pg. 24	-	-	-	-	
	e. Standards, methodologies, assumptions and/ or calculation tools used	Appendix C: GHG Reporting Criteria, Pg. 152	-	-	-	-	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
Topic 3: Green Finance and Facilitation						
GRI 3: Material Topics 2021	3-3 Management of material topics	Financing the transition to a low-carbon economy, Pg. 30	-	-	-	-
Topic 4: Nature						
GRI 3: Material Topics 2021	3-3 Management of material topics	Fostering the transition towards nature-positive outcomes, Pg. 48	-	-	-	-
Social						
Topic 5: Workforce						
GRI 3: Material Topics 2021	3-3 Management of material topics	Capitalising on Our Social Responsibility – Our People, Pg. 50-81	-	-	-	-

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
GRI 401: Employment 2016						
GRI 3: Material Topics 2021	Total number of all employees by gender, region and contract		By gender: Male – 2,946 Female – 2,132 By region: UAE – 3,571 AIPAC – 278 Europe – 168 Americas – 34 Middle East and Africa – 1,027 By contract: Full-time employees – 5,064 Part-time employees – 14 Temporary employees – 20 Total number of workers who are not employees and whose work is controlled by the organisation – 2,902	By gender: Male – 3,965 Female – 2,800 By region: UAE – 3,688 AIPAC – 277 Europe – 169 Americas – 30 Middle East and Africa – 2,601 By contract: Full-time employees – 6,750 Part-time employees – 15 Temporary employees – 811 Total number of workers who are not employees and whose work is controlled by the organisation – 3,538	By gender: Male – 4,002 Female – 2,919 By region: UAE – 3,855 AIPAC – 276 Europe – 169 Americas – 35 Middle East and Africa – 2,586 By contract: Full-time employees – 6,907 Part-time employees – 14 Temporary employees – 947 Total number of workers who are not employees and whose work is controlled by the organisation – 3,484	By gender: Male – 4,338 Female – 3,260 By region: UAE – 4,266 AIPAC – 311 Europe – 183 Americas – 41 Middle East and Africa – 2,797 By contract: Full-time employees – 7,470 Part-time employees – 128 Temporary employees – 1154 Total number of workers who are not employees and whose work is controlled by the organisation – 3,645
401-1 New employee hires and employee turnover	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region		708 By age group: Employees age 18-29 – 287 Employees age 30-50 – 402 Employees age +51 – 19 By gender: Male – 390 Female – 318 By region: UAE – 395 AIPAC – 153 Europe – 30 Americas – 8 Middle East and Africa – 122	1,187 By age group: Employees age 18-29 – 481 Employees age 30-50 – 673 Employees age +51 – 33 By gender: Male – 706 Female – 481 By region: UAE – 594 AIPAC – 82 Europe – 36 Americas – 3 Middle East and Africa – 472	1,176 By age group: Employees age 18-29 – 432 Employees age 30-50 – 699 Employees age +51 – 45 By gender: Male – 684 Female – 492 By region: UAE – 720 AIPAC – 82 Europe – 33 Americas – 9 Middle East and Africa – 332	1,372 By age group: Employees age 18-29 – 774 Employees age 30-50 – 559 Employees age +51 – 39 By gender: Male – 758 Female – 614 By region: UAE – 780 AIPAC – 78 Europe – 25 Americas – 6 Middle East and Africa – 483

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
	b. Total number and rate of employee turnover during the reporting period, by age group, gender and region	-	9% By age group: Employees age 18-29 – 82 Employees age 30-50 – 339 Employees age +51 – 43 By gender: Male – 316 Female – 148 By region: UAE – 265 AIPAC – 41 Europe – 26 Americas – 2 Middle East and Africa – 130	13% By age group: Employees age 18-29 – 231 Employees age 30-50 – 602 Employees age +51 – 66 By gender: Male – 585 Female – 314 By region: UAE – 403 AIPAC – 61 Europe – 29 Americas – 4 Middle East and Africa – 402	11% By age group: Employees age 18-29 – 196 Employees age 30-50 – 499 Employees age +51 – 78 By gender: Male – 482 Female – 291 By region: UAE – 338 AIPAC – 57 Europe – 23 Americas – 3 Middle East and Africa – 352	9% By age group: Employees age 18-29 – 173 Employees age 30-50 – 437 Employees age +51 – 43 By gender: Male – 382 Female – 271 By region: UAE – 309 AIPAC – 11 Europe – 37 Americas – 3 Middle East and Africa – 293
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	a. Benefits which are standard for full-time employees of the organisation but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum: • Life insurance • Health care • Disability and invalidity coverage • Parental leave • Retirement provision • Stock ownership • Others	Supporting employee wellbeing and engagement, Pg. 97				
401-3 Parental leave	a. Total number of employees that were entitled to parental leave, by gender	-	Male – N/A Female – 1,617	Male – 2,742 Female – 1,604	Male – 2,820 Female – 1,469	Male – 2,803 Female – 1,517
	b. Total number of employees that took parental leave, by gender	-	Male – N/A Female – 113	Male – 92 Female – 117	Male – 171 Female – 171	Male – 109 Female – 136
	c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender	-	Male – N/A Female – 113	Male – 92 Female – 103	Male – 171 Female – 66	Male – 109 Female – 92
	d. Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender	-	Male – N/A Female – 113	Male – 92 Female – 117	Male – 171 Female – 171	Male – 109 Female – 136
	e. Return to work and retention rates of employees that took parental leave, by gender	-	Return to work: Male – N/A Female – 100 Retention rate: Male – N/A Female – 100	Return to work: Male – 100 Female – 88 Retention rate: Male – 100 Female – 100	Return to work: Male – 100 Female – 39 Retention rate: Male – 100 Female – 100	Return to work: Male – 100 Female – 68 Retention rate: Male – 100 Female – 100

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
Topic 6: Employee Engagement and Well-being						
GRI 3: Material Topics 2021	3-3 Management of material topics	Supporting employee wellbeing and engagement, Pg. 97	-	-	-	-
GRI 403: Occupational Health and Safety 2018						
403-1 Occupational health and safety management system	a. A statement of whether an occupational health and safety management system has been implemented, including whether: i. the system has been implemented because of legal requirements and, if so, a list of the requirements; ii. the system has been implemented based on recognised risk management and/or management system standards/guidelines and, if so, a list of the standards/guidelines	Health and safety principles, Pg. 72	-	-	-	-
	b. A description of the scope of workers, activities and workplaces covered by the occupational health and safety management system and an explanation of whether and, if so, why any workers, activities, or workplaces are not covered	Health and safety principles, Pg. 72	-	-	-	-
403-2 Hazard identification, risk assessment and incident investigation	a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis and to apply the hierarchy of controls in order to eliminate hazards and minimise risks, including: i. How the organisation ensures the quality of these processes, including the competency of persons who carry them out; ii. How the results of these processes are used to evaluate and continually improve the occupational health and safety management system	Health and safety principles, Pg. 72	-	-	-	-
403-2 Hazard identification, risk assessment and incident investigation	c. A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health and an explanation of how workers are protected against reprisals	Health and safety principles, Pg. 72	-	-	-	-
	d. A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls and to determine improvements needed in the occupational health and safety management system	Health and safety principles, Pg. 72	-	-	-	-
403-3 Occupational health services	a. A description of the occupational health services' functions that contribute to the identification and elimination of hazards and minimisation of risks and an explanation of how the organisation ensures the quality of these services and facilitates workers' access to them	Health and safety principles, Pg. 72	-	-	-	-

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
403-4 Worker participation, consultation and communication on occupational health and safety	a. A description of the processes for worker participation and consultation in the development, implementation and evaluation of the occupational health and safety management system and for providing access to and communicating relevant information on occupational health and safety to workers	Health and safety principles, Pg. 72	-	-	-	-
	b. Where a formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority and whether and, if so, why any workers are not represented by these committees	Health and safety principles, Pg. 72	-	-	-	-
403-5 Worker training on occupational health and safety	a. A description of any occupational health and safety training provided to workers, including generic training as well as training on specific work-related hazards, hazardous activities or hazardous situations	Health and safety principles, Pg. 72	-	-	-	-
403-6 Promotion of worker health	a. An explanation of how the organisation facilitates workers' access to non-occupational medical and healthcare services and the scope of access provided	Health and safety principles, Pg. 72	-	-	-	-
	b. A description of any voluntary health promotion services and programmes offered to workers to address major non-work-related health risks, including the specific health risks addressed and how the organisation facilitates workers' access to these services and programmes	Health and safety principles, Pg. 72	-	-	-	-
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	a. A description of the organisation's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to its operations, products, or services by its business relationships and the related hazards and risks	Health and safety principles, Pg. 72	-	-	-	-
403-8 Workers covered by an occupational health and safety management system	a. If the organisation has implemented an occupational health and safety management system based on legal requirements and/or recognised standards/guidelines: i. The number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organisation, who are covered by such a system	Health and safety principles, Pg. 72	i. 687	i. 1843	i. 1,953	i. 1866

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
403-9 Work-related injuries	a. For all employees:	Health and safety principles, Pg. 72	i. 0	i. 0	i. 0	i. 0
	i. The number and rate of fatalities as a result of work-related injury		ii. 0	ii. 0	ii. 1	ii. 0
	ii. The number and rate of high-consequence work-related injuries (excluding fatalities)		iii. 0	iii. 0	iii. 8	iii. 0
	iii. The number and rate of recordable work-related injuries		iv. Medical Treatment Injury and Restricted Work Injury	iv. Medical Treatment Injury and Restricted Work Injury	iv. Medical Treatment Injury and Restricted Work Injury	iv. Medical Treatment Injury and Restricted Work Injury
	iv. The main types of work-related injury			v. 10,843,016.00	v. 11,986,560.00	v. 11,664,224.00
	v. The number of hours worked					
	b. For all workers who are not employees but whose work and/or workplace is controlled by the organisation:	Health and safety principles, Pg. 72	i. 0	i. 0	i. 0	i. 0
	i. The number and rate of fatalities as a result of work-related injury		ii. 0	ii. 0	ii. 0	ii. 0
	ii. The number and rate of high-consequence work-related injuries (excluding fatalities)		iii. 0	iii. 0	iii. 0	iii. 0
	iii. The number and rate of recordable work-related injuries		iv. Medical Treatment Injury and Restricted Work Injury	iv. Medical Treatment Injury and Restricted Work Injury	iv. Medical Treatment Injury and Restricted Work Injury	iv. Medical Treatment Injury and Restricted Work Injury
	iv. The main types of work-related injury		v. 0	v. 0	v. 0	v. 0
	v. The number of hours worked					
-	Employee absentee rate	-	1.15%	1.48%	1.43%	1.44% (Q4'24)
Topic 7: Learning and Development						
GRI 3: Material Topics 2021	3-3 Management of material topics	Equipping our people with the means to future success, Pg. 60	-	-	-	-
GRI 404: Training and Education 2016						
GRI 3: Material Topics 2021	Total training delivered	-	170,984	144,821	251,031	247,883
404-1 Average hours of training per year per employee	a. Average hours of training that the organisation's employees have undertaken during the reporting period, by:	-	i. Male – 93,109	i. Male – 72,273	i. Male – 143,125	i. Male – 120,671
			Female – 77,875	Female – 72,548	Female – 107,906	Female – 127,212
	i. Gender		ii. Senior management employee – 492	ii. Senior management employee – 559	ii. Senior management employee – 967	ii. Senior management employee – 685
	ii. Employee category		Middle management employee – 139,544	Middle management employee – 104,815	Middle management employee – 157,958	Middle management employee – 152,156
			Non-management employees – 30,938	Non-management employees – 39,448	Non-management employees – 92,107	Non-management employees – 95,042
404-2 Programmes for upgrading employee skills and transition assistance programmes	a. Type and scope of programmes implemented and assistance provided to upgrade employee skills	Equipping our people with the means to future success, Pg. 60	-	-	-	-

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
404-3 Percentage of employees receiving regular performance and career development reviews	a. Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period	-	By gender: Male – 88% Female: 86% By employee category: Senior management employees – 67% Middle management employees – 91% Non-management employees – 92%	By gender: Male – 93% Female – 93% By employee category: Senior management employees – 62% Middle management employees – 96% Non-management employees – 89%	By gender: Male – 100% Female – 100% By employee category: Senior management employees – 100% Middle management employees – 100% Non-management employees – 100%	By gender: Male – 96% Female – 96% By employee category: Senior management employees – 85% Middle management employees – 97% Non-management employees – 94%
Topic 8: Diversity, equity and inclusion						
GRI 3: Material Topics 2021	3-3 Management of material topics	Equipping our people with the means to future success, Pg. 60	-	-	-	-
GRI 3: Material Topics 2021	Number of female employees	-	2,132	2,800	2,919	3,260
GRI 405: Diversity and Equal Opportunity 2016						
405-1 Diversity of governance bodies and employees	a. Percentage of individuals within the organisation's governance bodies in each of the following diversity categories: i. Gender ii. Age group: under 30 years old, 30-50 years old and over 50 years old iii. Other indicators of diversity where relevant (such as minority or vulnerable groups)	-	Board of Directors: i. Male – 11 Female – 0 ii. – iii. By citizenship: UAE – 11 Other – 0 Senior management: i. Male – 32 Female – 5 ii. Under 30 years – 0 30-50 years old – 17 Over 50 – 21 iii. By citizenship: UAE – 9 Other – 29	Board of Directors: i. Male – 11 Female – 0 ii. – iii. By citizenship: UAE – 11 Other – 0 Senior management: i. Male – 33 Female – 9 ii. Under 30 years – 0 30-50 years old – 21 Over 50 – 21 iii. By citizenship: UAE – 10 Other – 32	Board of Directors: i. Male – 10 Female – 1 ii. – iii. By citizenship: UAE – 11 Other – 0 Senior management: i. Male – 32 Female – 8 ii. Under 30 years – 0 30-50 years old – 16 Over 50 – 24 iii. By citizenship: UAE – 11 Other – 29	Board of Directors: i. Male – 10 Female – 1 ii. – iii. By citizenship: UAE – 11 Other – 0 Senior management: i. Male – 41 Female – 8 ii. Under 30 years – 0 30-50 years old – 21 Over 50 – 28 iii. By citizenship: UAE – 10 Other – 39
405-1 Diversity of governance bodies and employees			Middle management: i. Male – 2,430 Female – 1,645 ii. Under 30 years – 435 30-50 years old – 3,267 Over 50 – 373 iii. By citizenship: UAE – 1,221 Other – 2,854	Middle management: i. Male – 3,071 Female – 1,973 ii. Under 30 years – 563 30-50 years old – 4,021 Over 50 – 460 iii. By citizenship: UAE – 1,326 Other – 3,718	Middle management: i. Male – 3,325 Female – 2,234 ii. Under 30 years – 727 30-50 years old – 4,365 Over 50 – 467 iii. By citizenship: UAE – 1,387 Other – 4,172	Middle management: i. Male – 3,504 Female – 2,447 ii. Under 30 years – 913 30-50 years old – 4,506 Over 50 – 532 iii. By citizenship: UAE – 1,582 Other – 4,369

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
	b. Percentage of employees per employee category in each of the following diversity categories: i. Gender ii. Age group: under 30 years old, 30-50 years old and over 50 years old iii. Other indicators of diversity where relevant (such as minority or vulnerable groups)	-	Non-management employees: i. Male – 483 Female – 482 ii. Under 30 years – 287 30-50 years old – 615 Over 50 – 63 iii. By citizenship: UAE – 277 Other – 688	Non-management employees: i. Male – 861 Female – 818 ii. Under 30 years – 767 30-50 years old – 833 Over 50 – 79 iii. By citizenship: UAE – 280 Other – 1,399	Non-management employees: i. Male – 645 Female – 677 ii. Under 30 years – 581 30-50 years old – 661 Over 50 – 80 iii. By citizenship: UAE – 282 Other – 1,040	Non-management employees: i. Male – 793 Female – 805 ii. Under 30 years – 817 30-50 years old – 690 Over 50 – 91 iii. By citizenship: UAE – 396 Other – 1,202
	Number of members	-	11 By gender: Men – 11 Women - 0	11 By gender: Men – 11 Women - 0	11 By gender: Men – 10 Women - 1	11 By gender: Men – 10 Women - 1
	Number of independent members	-	10	8	11	11
	Executive members of the Board of Directors	-	0%	0%	0%	0%
	Non-executive members of the Board of Directors	-	100%	100%	100%	100%
	% of female members	-	0	0	9	9
	Directors code of conduct	-	Yes	Yes	Yes	Yes
	Board oversight of sustainability	-	Yes	Yes	Yes	Yes
	Total number of critical concerns communicated to the board	-	0	0	0	0
405-2 Ratio of basic salary and remuneration of women to men	Median total compensation for female compared to median total compensation for male (FTE only), includes bonuses, payments and incentives	-	1.6	1.2	1.0	1.27
	Average pay per female relative to average pay per male for senior management employee category by significant location operations	-	1.4	1.3	1.3	1.10
	Average pay per female relative to average pay per male for middle management employee category by significant location of operations	-	0.9	0.8	0.8	0.82

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
405-2 Ratio of basic salary and remuneration of women to men	Average pay per female relative to average pay per male for staff (professional, operational and administrative) employee category by significant location of operations	-	1.4	1.2	1.3	1.70
Topic 9: Emiratisation						
GRI 3: Material Topics 2021	3-3 Management of material topics	Empowering Emirati talent excellence, Pg. 67	-	-	-	-
GRI 202: Market Presence 2016						
202-2 Proportion of senior management hired from the local community	a. Percentage of senior management at significant locations of operation that are hired from the local community	-	23.7%	23.8%	27.5%	20.4%
GRI 3: Material Topics 2021	Nationalisation among total workforce	-	42%	44%	44%	47%
	Total number of national employees	-	1,507	1,616	1,680	1,988
	Number of female national employees	-	1,152	1,228	1,293	1,479
Topic 10: Responsible Procurement and Supply Chain						
GRI 3: Material Topics 2021	3-3 Management of material topics	Supporting a shift towards responsible procurement, Pg. 97	-	-	-	-
GRI 204: Procurement Practices 2016						
204-1 Proportion of spending on local suppliers	a. Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally)	-	83%	82%	75%	74%
GRI 308: Supplier Environmental Assessment 2016						
308-1 New suppliers that were screened using environmental criteria	a. Percentage of new suppliers that were screened using environmental criteria	-	100%	100%	100%	100%
308-2 Negative environmental impacts in the supply chain and actions taken	a. Number of suppliers assessed for environmental impacts	-	242	223	254	229
	b. Number of suppliers identified as having significant actual and potential negative environmental impacts	-	0	0	0	0

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
413-1 Operations with local community engagement, impact assessments and development programmes	a. Percentage of operations with implemented local community engagement, impact assessments and/or development programmes	-	-	100%	100%	100%
413-2 Operations with significant actual and potential negative impacts on local communities	a. Operations with significant actual and potential negative impacts on local communities	Capitalising on Our Social Responsibility – Our Communities, Pg. 50	-	-	-	-
GRI 3: Material Topics 2021	Total community investment	-	60.4	46.3	105.2	92.61
	Percentage of annual pre-tax profits in AED donated to community organisations	-	0.46	0.32	0.60	0.29
Topic 12: Access to Finance						
GRI 3: Material Topics 2021	3-3 Management of material topics	Driving financial inclusion and access, Pg. 56	-	-	-	-
Topic 13: Financial health and inclusion						
GRI 3: Material Topics 2021	3-3 Management of material topics	Driving financial inclusion and access, Pg. 56	-	-	-	-
Topic 14: Customer Satisfaction						
GRI 3: Material Topics 2021	3-3 Management of material topics	Prioritising responsible customer relations, Pg. 53	-	-	-	-
Topic 15: Consumer Protection						
GRI 3: Material Topics 2021	3-3 Management of material topics	Prioritising responsible customer relations, Pg. 53	-	-	-	-
Governance						
Topic 16: Corporate Governance						
GRI 3: Material Topics 2021	3-3 Management of material topics	Setting high ethical and business standards, Pg. 99	-	-	-	-
Topic 17: Anti-bribery and corruption						
GRI 205: Anti-corruption 2016						

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
205-2 Communication and training about anti-corruption policies and procedures	b. Total number and percentage of employees that the organisation's anti-corruption policies and procedures have been communicated to, broken down by employee category and region	-	Number: 6,188 Percentage: 100% By employee category: Senior management – 28, 97% Middle management – 4,268, 100%	Number: 6,251 Percentage: 99% By employee category: Senior management – 24, 100% Middle management – 4,294, 97%	Number: 6,089 Percentage: 99% By employee category: Senior management – 22, 100% Middle management – 4,135, 99.7%	Number: 6,653 Percentage: 99% By employee category: Senior management – 27, 100% Middle management – 4,646, 99.83%
			Non-management employees – 1,892, 99% By region: UAE – 5,014, 100% AIPAC – 149, 100% Europe – 143, 95% Americas – 25, 100% Middle East and Africa – 857, 98%	Non-management employees – 1,933, 100% By region: UAE – 5,444, 99% AIPAC – 271, 100% Europe – 165, 98% Americas – 25, 100% Middle East and Africa – 344, 83%	Non-management employees – 1,932, 99.3% By region: UAE – 5,415, 100% AIPAC – 232, 100% Europe – 151, 100% Americas – 31, 100% Middle East and Africa – 260, 92%	Non-management employees – 1,980, 98.07% By region: UAE – 5,969, 99% AIPAC – 280, 100% Europe – 167, 98% Americas – 38, 100% Middle East and Africa – 199, 100%
	e. Total number and percentage of employees that have received training on anticorruption, broken down by employee category and region	-	Number: 6,188 Percentage: 100% By employee category: Senior management – 28, 97% Middle management – 4,268, 100% Non-management employees – 1,892, 99% By region: UAE – 5,014, 100% AIPAC – 149, 100% Europe – 143, 95% Americas – 25, 100% Middle East and Africa – 857, 98%	Number: 6,251 Percentage: 99% By employee category: Senior management – 24, 100% Middle management – 4,294, 97% Non-management employees – 1,933, 100% By region: UAE – 5,444, 99% AIPAC – 271, 100% Europe – 165, 98% Americas – 25, 100% Middle East and Africa – 344, 83%	Number: 6,089 Percentage: 99% By employee category: Senior management – 22, 100% Middle management – 4,135, 99.7% Non-management employees – 1,932, 99.3% By region: UAE – 5,415, 100% AIPAC – 232, 100% Europe – 151, 100% Americas – 31, 100% Middle East and Africa – 260, 92%	Number: 6,653 Percentage: 99% By employee category: Senior management – 27, 100% Middle management – 4,646, 99.83% Non-management employees – 1,980, 98.07% By region: UAE – 5,969, 99% AIPAC – 280, 100% Europe – 167, 98% Americas – 38, 100% Middle East and Africa – 199, 100%
GRI 3: Material Topics 2021	Total number and nature of confirmed incidents of corruption	-	0	0	1	5
	Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	-	0	0	1	5
	Public legal cases regarding corruption brought against the FAB or its employees during the reporting period and the outcomes of such cases	-	0	0	0	1

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
GRI 3: Material Topics 2021	3-3 Management of material topics	Building resilience to ESG-related risks, Pg. 76, Fostering business continuity and cyber resilience, Pg. 109			-	-
Topic 19: Privacy, data protection & cybersecurity						
GRI 3: Material Topics 2021	3-3 Management of material topics	Prioritising responsible customer relations, Pg. 53, Fostering business continuity and cyber resilience, Pg. 109			-	-
GRI 3: Material Topics 2021	Number of data security breaches	-	0	0	0	0
	Number of data security breaches involving customers' personally identifiable information	-	0	0	0	0
	Percentage of data security breaches involving customers' personally identifiable information	-	0	0	0	0
	Number of account holders impacted	-	0	0	0	0
	Percentage of employees who completed FAB's privacy and security training	-	100%	100%	100%	100%
GRI 418: Customer Privacy 2016						
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	a. Total number of substantiated complaints received concerning breaches of customer privacy	Prioritising responsible customer relations, Pg. 53			-	-
	b. Total number of identified leaks, thefts, or losses of customer data	Prioritising responsible customer relations, Pg. 53			-	-
Topic 20: ESG integration						
GRI 3: Material Topics 2021	3-3 Management of material topics	About FAB, Pg. 10			-	-
Topic 21: Innovation & digitalisation						
GRI 3: Material Topics 2021	3-3 Management of material topics	Embracing a transition towards digitalisation, Pg. 106			-	-
GRI 207: Tax 2019						
207-1 Approach to tax	a. A description of the approach to tax	Setting high ethical and business standards, Pg. 99			-	-
207-2 Tax governance, control and risk management	a. A description of the tax governance and control framework	Setting high ethical and business standards, Pg. 99			-	-
Topic 22: Ethics, Compliance and Integrity						
GRI 3: Material Topics 2021	Breaches of code of conduct (CoC)	-	428	257	282	306
	Total amount of monetary losses incurred as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws and regulations	-	0	0	0	0
	Percentage of employees who completed FAB's compliance-related training	-	99%	98%	100%	99%

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	2021	2022	2023	2024
GRI 3: Material Topics 2021	Number of grievances filed in the reporting period	-	15	26	22	7
	% of these grievance addressed or resolved	-	100%	100%	100%	100%
	Number of grievances filed prior to the reporting period that were resolved during the reporting period	-	0	0	0	0
GRI 3: Material Topics 2021	Amount of fraudulent transaction activity (total value of account holder transactions refunded to account holders due to fraud)	-	AED 27,372,833	AED 40,111,692	AED 22,940,900	AED 63,095,718
	Percentage of employees who completed AML e-learning programme	-	99%	98%	99%	99%
	Percentage of activity from card-not-present fraud	-	96%	92%	90%	83%
	Number of legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organisation has been identified as a participant	-	0	0	0	0
Topic 23: Responsible Banking						
GRI 3: Material Topics 2021	3-3 Management of material topics	Setting high ethical and business standards, Pg. 99, Driving financial inclusion and access, Pg. 56, Financing the transition to a low-carbon economy, Pg. 30			-	-
Topic 24: Economic and Financial Performance						
GRI 201: Economic Performance 2016	Direct economic value generated (revenues)	-	AED 21.68 bn	AED 23.93 bn	AED 27.75 bn	AED 31.6 bn
	Total economic value distributed	-	AED 13.24 bn	AED 16.62 bn	AED 18.24 bn	AED 19.21 bn
	Payments to government by country (gross taxes and royalties, not including employee taxes paid)	-	AED 0.64 bn	AED 0.97 bn	AED 1.04 bn	AED 2.86 bn
	Economic value retained	-	AED 8.44 bn	AED 12 bn	AED 36.42 bn	AED 46.03 bn
	Revenue by business segment	-	Investment Banking (IB) – 57%	Investment Banking (IB) – 34%	Investment Banking (IB) – 33%	Investment Banking (IB) – 37%
			Corporate and Commercial Banking (CCB) – 16%	Corporate and Commercial Banking (CCB) – 21%	Corporate and Commercial Banking (CCB) – 25%	Corporate and Commercial Banking (CCB) – 24%
			Consumer Banking (CB) – 22%	Consumer Banking (CB) – 30%	Consumer Banking (CB) – 14%	Consumer Banking (CB) – 14%
			Head office – 0%	Head office – 8%	Head office – 16%	Head office – 15%
			Global Private Banking (GPB) – 4%	Global Private Banking (GPB) – 4%	Global Private Banking (GPB) – 4%	Global Private Banking (GPB) – 4%
			Global Markets trading – 0% (did not exist)	Global Markets trading – 0% (did not exist)	Global Markets trading – 9%	Global Markets trading – 10%

2. SASB Index

Industry	Accounting Metric	Category	Code	Response
SASB Topic: Data Security				
CB	(1) Number of data breaches, (2) Percentage involving personally identifiable information (PII), (3) Number of account holders affected	Quantitative	FN-CB-230a.1	Nil, no data breaches
CB	Description of approach to identifying and addressing data security risks	Discussion and Analysis	FN-CB-230a.2	Refer to Sections ‘Prioritising responsible customer relations’, Pg. 53’; ‘Fostering business continuity and cyber resilience’, Pg. 48
SASB Topic: Financial Inclusion and Capacity Building				
CB	(1) Number and (2) amount of loans outstanding qualified to programmes designed to promote small business and community development	Quantitative	FN-CB-240a.1	Refer to Section ‘Driving financial inclusion and access’, Pg. 56
CB	(1) Number of past due and nonaccrual loans qualified to programmes designed to promote small business and community development. (2) Amount of past due and non-accrual loans qualified to programmes designed to promote small business and community development	Quantitative	FN-CB-240a.2	Refer to Section ‘Driving financial inclusion and access’, Pg. 56
CB	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Quantitative	FN-CB-240a.3	FAB’s Payit wallet has 936,000+ customers and AED 4.9mn transactions, with around 500,000 customers salaried below AED 5,000. Refer to Section ‘Driving financial inclusion and access’, Pg. 56, for more detail
CB	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Quantitative	FN-CB-240a.4	Refer to Section ‘Driving financial inclusion and access’, Pg. 56

Industry	Accounting Metric	Category	Code	Response
SASB Topic: Incorporation of Environmental, Social and Governance Factors in Credit Analysis				
CB	Commercial and industrial credit exposure, by industry	Quantitative	FN-CB-410a.1	Refer to FAB’s Annual Report 2024
CB	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis, in investment banking and brokerage activities and in wealth management processes and strategies	Discussion and Analysis	FN-CB-410a.2	Refer to Sections ‘Financing the transition to a low carbon economy’, Pg. 30; ‘Building resilience to ESG-related risks’, Pg. 76
SASB Topic: Business Ethics				
CB	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations	Quantitative	FN-CB-510a.1	In 2024, FAB has not sustained monetary losses due to a judgment finding FAB guilty in relation to any of the breaches mentioned in FN-CB-510a.1
CB	Description of whistleblower policies and procedures	Discussion and Analysis	FN-CB-510a.2	Refer to Section ‘Setting high ethical and business standards’, Pg. 99 on ‘Whistleblowing’
SASB Topic: Systemic Risk Management				
CB	Global Systemically Important Bank (G-SIB) score, by category	Quantitative	FN-CB-550a.1	FAB is designated as a D-SIB by CBUAE. We didn’t receive any G-SIB score and we do not report any data on G-SIB calculation
CB	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy and other business activities	Discussion and Analysis	FN-CB-550a.2 FN-IB-550a.2	Refer to Section ‘Building resilience to ESG-related risks’, Pg. 76 on ‘FAB’s approach to E&S risk management’ and FAB’s Climate Report 2024

Appendix C: GHG Reporting Criteria

About this document

This document serves as a comprehensive outlook on the approach and scope used in the collection and consolidation of data as well as the calculation of greenhouse gas (GHG) emissions, forming the basis for reporting our 2024 environmental performance data (Scopes 1, 2, and 3), as published in First Abu Dhabi (FAB) Group's 2024 ESG (Environmental, Social and Governance) Report.

Introduction

In response to the dynamic landscape of ESG considerations, FAB is committed to fostering transparency and accountability in its operations and disclosures. Recognising the growing importance of ESG performance, particularly in the financial sector, FAB develops and publishes ESG reports on an annual basis, demonstrating our performance and progress. FAB seeks limited assurance on select environmental performance metrics to sustain confidence in our ESG reporting, continue to enhance the reporting process and create a robust audit trail and to establish ownership and accountability for ESG reporting. This document provides an overview of FAB's GHG emissions reporting process, serving as a tool to ensure transparency, the adoption of best practices and to support the internal and external reporting process.

Reporting period and boundaries

Our reporting methodology for the GHG emissions reported for 2024 (1 January – 31 December 2024) along with historical data on the previous years (2019, 2020, 2021, 2022, 2023) is aligned to the guidance in The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards and accounts for our GHG emissions on an operational control basis. The Bank reports the total emissions in relation to all FAB owned

and leased corporate buildings in the UAE (limited to branches that are only in use of FAB) and FAB Misr in Egypt, accounting for over 97% of our total emissions. Emissions of the properties leased to tenants are excluded from the GHG calculations.

Principles of GHG emission calculations

FAB follows the guidelines of the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD) Greenhouse Gas (GHG) Protocol: A Corporate Accounting and Reporting Standard, 2015 (GHG Protocol) for managing and reporting GHG emissions in the FAB 2024 ESG Report.

Baseline emissions

A materiality assessment was conducted to determine FAB's baseline emissions, conducted by a third party. FAB has selected the year 2019 as the baseline year for reporting to compare against current year metrics to track performance, as well as to set and manage emission reduction targets. FAB works to expand and enhance its Group GHG inventory regularly for optimal environmental performance disclosure.

FAB is currently looking into expanding the inventory to increase geographical coverage and to compute emissions from more Scope 3 categories, such as employee commuting.

Process of data capture and management and sign off

At FAB, the ESG Reporting Team is entrusted with the collation of the yearly environmental performance presented in the quarterly internal ESG reports. To do so, the Team engages with relevant stakeholders from various departments

across the Bank to source the required performance metrics and ensure comprehensive coverage. The Team is also in charge of systematically organising and storing all collected information and maintaining the gathered data in Excel-based documents to facilitate GHG emissions calculations and the assurance process.

The Banks' stakeholders are responsible for ensuring the completeness and accuracy of the environmental performance data provided for GHG emissions calculations and reporting. All consumption data are based on information derived from invoices, certificates and reports provided by the Facilities Management and the Health, Safety and Environment departments of FAB and by third-party vendors.

Stakeholders and heads of departments, including Group Legal, Group Marketing & Communications, and Investor Relations, are required to sign off on all the data that is shared with Group ESG for the collation of the reports. In addition to the report being signed off by Group ESG team members for accuracy, the report is shared with FAB's ESG&SFC committee as well as the Group ESG committee for sign off before publication.

FAB continues to enhance its reporting data processes to align with best practices. To ensure a strong data collection and verification process we deploy 3 levels of data collection and validation: actual invoices, third-party manifests and estimates. If actual invoices are not available, third-party manifests are used, followed by estimates if necessary. We have established procedures to ensure reliability at every step of this process. The following assumptions and limitations were used on the data collected:

- The UAE and Egypt offices represent over 97% of total emissions.
- All waste in our Egypt operations is handled by our waste management partner and goes through a series of processes to ensure each

waste item is added to a corresponding waste stream and forwarded to a recycling line. Other non-recyclables are grouped and forwarded for treatment, therefore, there is no waste sent to landfill.

- Sewage waste in Egypt is not measured and therefore not reported.
- We report on the categories of purchased goods and services (Category 1), waste generated in operations (Category 5), and business travel (Category 6).
- Information on paper purchased in the UAE is only available for A3 and A4. For Egypt, A4 paper and envelopes are considered as other sources in Egypt for paper purchased are deemed immaterial.
- Due to the unavailability of accurate water meter readings in Egypt, the 2023 water consumption was estimated using UAE average consumption per square meter of building area, considering the similarity of operations. The estimations for 2024 are aligned with this methodology. However, the 2022 water consumption figure is not subject to revision as the accompanying data is not available under the revised methodology and the figure does not capture FAB Misr's integration of Bank Audi in Egypt.
- In 2024, the emission factor used for calculating emissions from the flights taken for Group business travel was updated for travel outside of the UK and for domestic travel only as per DEFRA emission factor categories, hence the length of flight haul type was not considered The same methodology was applied for 2023 flights.

GHG emissions sources and calculations

FAB quantifies GHG emissions in accordance with the calculation methodology of the GHG Protocol.

The table below provides an overview of FAB’s GHG emission calculation methodology, detailing the material emission sources that are recorded and tracked along with the emission scope they are associated with, the activity data associated with each emission source and the emission calculation formula (which is the activity data multiplied by the appropriate emission factor (EF)).

Scope	Emission source	Activity	Data source	Emission calculation formula
Scope 1	Stationary combustion (generators)	Natural gas consumption by generators or other stationary sources	Receipts and bills for fuel consumption of generators	Litres of natural gas * natural gas EF
		Diesel consumption by generators or other stationary sources	Receipts and bills for fuel consumption of generators	Litres of diesel * diesel EF
		Petrol consumption by generators or other stationary sources	Receipts and bills for fuel consumption of generators	Litres of petrol * petrol EF
	Mobile combustion (transportation)	Diesel consumption in transportation vehicles	Receipts and bills for fuel consumption of company vehicles and leased vehicles	Litres of diesel * diesel EF
		Petrol consumption in transportation vehicles	Receipts and bills for fuel consumption of company vehicles and leased vehicles	Litres of petrol * petrol EF
	Fugitive emissions (refrigerants)	Quantity released of refrigerants into the atmosphere from leaks in cooling systems	Reports of the quantity of refrigerant refilled in the quarter Reports of the quantity of fire extinguisher gases/powders used	Kg of refrigerants * refrigerant EF
Scope 2	Electricity	Consumption of electricity across all assets (data centres, offices and branches)	Receipts and bills for electricity consumption across assets	kWh of electricity * country grid EF
Scope 3	Purchased goods and services	Water consumed	Receipts and bills of water consumed	m3 * EF
		Paper purchased as office supply	Receipts and bills for paper purchased	Kg of paper * EF

Scope	Emission source	Activity	Data source	Emission calculation formula
Scope 3	Waste generated in operations	Paper waste recycled	Reports of paper quantities recycled	Kg of paper recycled * EF
		E-waste recycled	Reports of e-waste quantities recycled	Kg of e-waste recycled * EF
		Sewage waste generated	Reports of sewage waste generated	m3 * EF
		Waste sent to landfill	Reports of waste sent to landfill	Kg * EF
	Business Travel	Flights taken for business purposes	Flights taken for business purposes	Distance (km) and class travelled * EF
Emission intensity	(Scopes 1&2 per FTE)	Sum of scope 1 and 2 emissions divided by total number of employees	Total number of Group full-time employees	(Scope 1 + Scope 2) / FTE

As we strive to enhance the completeness of our GHG inventory, we continuously seek to incorporate new emission sources each year as more reliable data becomes available.

While this year’s inventory may not include emissions from categories which we deem immaterial. However, we remain committed to expanding our scope.

Specifically, from indirect operations (Scope 2), we do not include the usage of district cooling at some of our premises in the UAE. Additionally, we are working to capture other indirect emissions (Scope 3) more comprehensively in future inventories.

Particularly, emissions from outsourced employees, as this has been identified as a material source of emissions.

Sources of emission factors used in GHG emissions calculations

To ensure the accuracy of our GHG emissions calculations, we prioritise obtaining the most relevant and up-to-date emission factors for our activity data.

We source our EFs from reputable databases and regularly check publications provided by government agencies, international organisations and recognised industry bodies for the same. These sources are regularly updated to reflect the latest scientific findings and industry practices, ensuring that our calculations are based on the most current data.

We implement several measures to maintain the accuracy and relevance of our EFs, including regular reviews and updates, cross-referencing multiple sources, adhering to industry best practices and consulting with experts.

By using the most current and precise emission factors, we enhance the credibility and reliability of our ESG reporting, supporting our commitment to transparency and continuous improvement in our environmental performance.

The table on the following page depicts the sources of the emission factors used in the GHG emissions calculations of FAB’s scope 1, 2 and 3 (excluding financed emissions), according to the scope and the activity data.

Scope		Emission factors
Scope 1		
Natural gas		DEFRA 2024 Emission Factors – Natural Gas
Diesel		DEFRA 2024 Emission factors - Diesel (average Bio-fuel blend)
Petrol		DEFRA 2024 Emission factors – Petrol (average Bio-fuel blend)
Refrigerant		Global Warming Potential Values – Greenhouse Gas Protocol
Scope 2		
Electricity		IRENA Emission Factors for UAE and Egypt
Scope 3		
Category 1: Purchased goods and services	Water consumed	Pro-rated EWEC 2019 Emission Factors for Water Consumption
	Paper purchased	DEFRA 2024 Emission Factors -Material Use - Paper and board: Paper - Primary material production
	Paper recycled	DEFRA 2024 emission factors - Paper and Board: Paper - Closed Loop
Category 5: Waste generated in operations	Waste recycled	DEFRA 2024 Emission Factors – Plastics, Metals and Others: Open-loop
	Waste disposed of in landfills	DEFRA 2024 Emission Factors - Commercial and industrial waste: Closed-loop
	Electronic waste	DEFRA 2024 Emission Factors – Electrical items – Open -loop
	Sewage waste	DEFRA 2024 Emission Factors - Water Treatment
Category 6: Business travel	Business flights	DEFRA 2024 Emission Factors - international and Domestic Travel, to/from Non-UK, Average Passenger

Updates on GHG emissions between the 2023 and 2024 ESG reporting period

Scope 1 emissions:	Scope 1 emissions have been restated from 2021 to 2023, due to the inclusion of mobile combustion emissions. This source of emissions was previously omitted from the UAE inventory due to data incompleteness. Previous years’ inventories were updated as reliable data was obtained.
Scope 2 emissions:	As FAB uses IRENA datasets for emission factors in UAE and Egypt, since our previous reporting year. As IRENA updated its emission factors covering the previous reporting years, we recalculated our scope 2 emissions starting the year 2021.
Scope 3 emissions:	Emissions for business travel were restated based on the updated emission factors published by DEFRA for 2023, instead of the previous emission factors provided by FAB’s vendors. Further, for reasons of consistency across our vendors, we have changed the methodology to only consider flights categorised as International, to/from non-UK and Domestic, to/from UK as provided by DEFRA. The recalculation took place to enhance comparability of emissions by aligning each year's emissions with the above methodology. The calculations were, however, not applied to the baseline year due to unavailability of categorisation of data.

For the updated metrics, please refer to page 121.

FAB is committed to working to expand its GHG inventory to include all material emission sources and Scope 3 categories. We regularly update calculation methodologies to align with evolving reporting standards and emission factors, improving data collection and quality control.

Greenhouse gas quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emission factors and the values needed to combine emissions of different gases.

Appendix D: Independent Limited Assurance Report

BY OPENING THIS DOCUMENT, YOU HAVE EXPLICITLY AGREED TO THE FOLLOWING TERMS AND CONDITIONS WITHOUT RESERVATION

You are accessing this report subject to the following conditions:

- To the extent permitted by applicable law, PricewaterhouseCoopers Limited Partnership – Abu Dhabi (“PwC”) accepts no liability whatsoever (including liability for negligence) to you in connection with this report. Thereport is provided for information purposes only. If you choose to rely on the report, you do so entirely at your own risk;
- You agree that you will not bring any claim against PwC in relation to your access to or use of the report;
- The report, and any information derived from it, shall not be made available to any other person without PwC’s prior written consent, except where required by law or regulation;
- The report was prepared with the interests of First Abu Dhabi Bank P.J.S.C. in mind. It was not prepared for your use or with your interests in mind. The report is not a substitute for any enquiries or diligence you may choose to undertake;
- The report is based on historical information as at 31 December 2024. Any projection of the information or PwC’s conclusions to future periods would be inappropriate. PwC makes no representation as to whether any subsequent work would have materially impacted the contents of the report. Further, PwC has no obligation to notify you of any matter arising after the issuance of the report which might affect its continued validity;
- Any explanations provided by PwC in relation to the report shall be subject to the same terms and disclaimers as those stated herein; and
- PwC shall have the right to enforce these terms.



Independent practitioner’s limited assurance report on selected Greenhouse Gas (“GHG”) information of First Abu Dhabi Bank P.J.S.C. (the “Bank”) and its subsidiaries (together the “Group”)

To the Directors of First Abu Dhabi Bank P.J.S.C.

The Board of Directors of First Abu Dhabi Bank P.J.S.C. (“FAB”) have engaged us to obtain limited assurance over the Greenhouse Gas (GHG) emissions (scope 1, scope 2 and scope 3 category 1, 5 and 6 emissions) (“Sustainability information”) of the Bank and its subsidiaries (together the “Group”) as defined within the *Sustainability information and reporting criteria* section of our report and marked with the symbol “A” on pages 120 and 121 within the 2024 ESG Report, for the year ended 31 December 2024 (the “ESG Report”).

Our assurance conclusion does not extend to information in respect of earlier periods or to any other information included in, or linked from, the 2024 ESG Report including any images, audio files or videos.

Limited assurance conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Sustainability Information marked with the “A” symbol in Appendix B of the ESG Report for the year ended 31 December 2024, is not prepared, in all material respects, in accordance with the Reporting Criteria set out in Appendix C of the 2024 ESG Report and referenced in the *Sustainability information and reporting criteria* section below (the “Reporting Criteria”).

Basis for conclusion

We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) “Assurance engagements other than audits or reviews of historical financial information” (“ISAE 3000 (Revised)”), and, in respect of the greenhouse gas emissions, International Standard on Assurance Engagements 3410, “Assurance engagements on greenhouse gas statements” (“ISAE 3410”), issued by the International Auditing and Assurance Standards Board.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion. Our responsibilities under these standards are further described in the Practitioner’s responsibilities section of our report.

Our independence and quality management

We have complied with the independence requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour and the ethical requirements in the United Arab Emirates, that are relevant to our limited assurance engagement.

Our firm applies International Standard on Quality Management (ISQM) 1, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

* PwC refers to PricewaterhouseCoopers Limited Partnership - Abu Dhabi, Licence no. 1001301 whose registered office is at Al Khatem Tower, Abu Dhabi Global Market, 25th Floor, PO Box 45263, Abu Dhabi - United Arab Emirates

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Independent practitioner’s limited assurance report on selected Greenhouse Gas (“GHG”) information of First Abu Dhabi Bank P.J.S.C. (the “Bank”) and its subsidiaries (together the “Group”) (continued)

Sustainability information and reporting criteria

The Sustainability Information needs to be read and understood together with the Reporting Criteria as set out in Appendix C of the 2024 ESG Report, which FAB is solely responsible for selecting and applying. The Sustainability Information and the Reporting Criteria are set out in the table below:

Sustainability Information	Unit	Value for the year ended 31 December 2024 (tCO2e)	Reporting Criteria*	Page number	Materiality (tCO2e)**
Scope 1 carbon emissions	Tons of Carbon Dioxide equivalent (tCO2e)	6,201	Appendix C of 2024 ESG Report	121 Appendix B of 2024 ESG Report	310
Scope 2 carbon emissions	tCO2e	29,881	Appendix C of 2024 ESG Report	121 Appendix B of 2024 ESG Report	1,494
Scope 3 carbon emissions (Category 1, 5 and 6)	tCO2e	5,085	Appendix C of 2024 ESG Report	121 Appendix B of 2024 ESG Report	254

*The maintenance and integrity of the Group’s website is the responsibility of the Directors; the work carried out by us as practitioners does not involve consideration of these matters and, accordingly, we accept no responsibility of any changes that may have occurred to the reported Sustainability Information or the Reporting Criteria when presented on the Group’s website.

** Refer to our assessment of materiality discussed in the ‘Materiality’ section of this report.

Responsibilities for the sustainability information

Management of the Group is responsible for:

- Determining appropriate reporting topics and selecting or establishing suitable reporting criteria for measuring or evaluating the underlying subject matter;
- Ensuring that those criteria are relevant and appropriate to the Group and the intended users of the ESG Report;
- The preparation of the Sustainability Information in accordance with the Reporting Criteria applied as explained and referenced in the *Sustainability information and reporting criteria* section above;
- Designing, implementing and maintaining systems, processes and such internal control as management determines is necessary to enable the preparation of the sustainability information, including over the evaluation or measurement, in accordance with the reporting criteria, that is free from material misstatement, whether due to fraud or error; and



Independent practitioner’s limited assurance report on selected Greenhouse Gas (“GHG”) information of First Abu Dhabi Bank P.J.S.C. (the “Bank”) and its subsidiaries (together the “Group”) (continued)

Responsibilities for the sustainability information (continued)

- The selection and application of appropriate sustainability reporting methods and making assumptions and estimates that are reasonable in the circumstances.

The Directors are responsible for overseeing the Group’s reporting process for the Report.

Inherent limitations in preparing the sustainability information

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, evaluation and measurement techniques that can affect comparability between entities and over time.

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the underlying subject matter and the methods used for determining such information. The precision of different measurement techniques may also vary.

As discussed in the Reporting Criteria, greenhouse gas quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Practitioner’s responsibilities

Our responsibility is to plan and perform the assurance engagement to obtain limited assurance about whether the Sustainability Information is free from material misstatement, whether due to fraud or error, and to issue a limited assurance report that includes our conclusion. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence decisions of users taken on the basis of the Sustainability Information.

As part of a limited assurance engagement in accordance with ISAE 3000 (Revised) and ISAE 3410, we exercise professional judgement and maintain professional scepticism throughout the engagement. We are also responsible for:

- Determine the suitability in the circumstances of the Group’s use of the Reporting Criteria as the basis for the preparation of the Sustainability Information.
- Perform risk assessment procedures, including obtaining an understanding of internal control relevant to the engagement, to identify where material misstatements are likely to arise, whether due to fraud or error, but not for the purpose of providing a conclusion on the effectiveness of the Group’s internal control.
- Design and perform procedures responsive to where material misstatements are likely to arise in the Sustainability Information. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.



Independent practitioner’s limited assurance report on selected Greenhouse Gas (“GHG”) information of First Abu Dhabi Bank P.J.S.C. (the “Bank”) and its subsidiaries (together the “Group”) (continued)

Materiality

We are required to plan and perform our work to address the areas where we have identified that a material misstatement of the Sustainability Information is likely to arise.

Based on our professional judgement, we determined materiality for the metrics in Sustainability Information. A benchmark materiality of 5% has been applied.

The materiality threshold means that a misstatement of that amount or higher, either as an individual misstatement, or as an aggregate of smaller misstatements, would lead us to conclude that the Sustainability Information had not been prepared in all material respects in accordance with the Reporting Criteria. For qualitative information, materiality considerations consider qualitative matters, including balance, understandability, and lack of bias.

Summary of work performed

A limited assurance engagement involves performing procedures to obtain evidence about the Sustainability Information. The procedures in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

The nature, timing and extent of procedures selected depend on professional judgement, including the identification of where material misstatements are likely to arise in the Sustainability Information, whether due to fraud or error.

In conducting our limited assurance engagement, we:

- obtained an understanding of the Group’s control environment, processes and systems relevant to the preparation of the sustainability information. Our procedures did not include evaluating the suitability of design or operating effectiveness of control activities;
- evaluated whether all information identified by the process to identify the information is included in the sustainability information;
- considered the suitability in the circumstances of the Group’s use of the reporting criteria, as the basis for preparing the sustainability information;
- evaluated the appropriateness of measurement and evaluation methods, reporting policies used and estimates made, noting that our procedures did not involve testing the data on which the estimates are based or separately developing our own estimates against which to evaluate Group’s estimates;



Independent practitioner’s limited assurance report on selected Greenhouse Gas (“GHG”) information of First Abu Dhabi Bank P.J.S.C. (the “Bank”) and its subsidiaries (together the “Group”) (continued)

Summary of work performed (continued)

- performed limited substantive testing on a selective basis of the sustainability information, which is aggregated from information submitted by the Group’s operational sites within their organisational boundary. Testing involved: comparing year on year movements and obtaining explanations from management for significant differences we identified, agreeing arithmetical accuracy and agreeing data points to or from source information to check that the underlying sustainability information had been appropriately evaluated or measured, recorded, collated and reported;
- performed analytical procedures related to the sustainability information; and
- considered the disclosure and presentation of the sustainability information.

Use of our report

Our report, including our conclusion, has been prepared solely for the Board of Directors of FAB in accordance with the agreement between us dated 21 May 2025 (the “agreement”). To the fullest extent permitted by law, we do not accept or assume responsibility or liability to anyone other than the Board of Directors of FAB for our work or this report except where terms are expressly agreed between us in writing.

PricewaterhouseCoopers Limited Partnership – Abu Dhabi

Abu Dhabi, United Arab Emirates

30 June 2025

Appendix E: Glossary

Term	Definition
AB&C	Anti Bribery and Corruption
ADNIC	Abu Dhabi National Insurance Company
ADX	Abu Dhabi Securities Exchange
AGMs	Annual General Meetings
AI	Artificial Intelligence
AML	Anti-Money Laundering
API	Application Programming Interface
BAC	Board Audit Committee
BCG	Boston Consulting Group
BRESGC	Board Risk and ESG Committee
CAPM	Capital Markets
CBUAE	Central Bank of the UAE
CEC	Credit Executive Committee
CEAU	Consumer Education and Awareness Unit
CEO	Chief Executive Officer
CIT	Corporate Income Tax
CPR	Consumer Protection Regulation
CRO	Chief Risk Officer
CSR	Corporate Social Responsibility
CTF	Counter Terrorist Financing
DAAI	Data Analytics & Artificial Intelligence
DAM	Disciplinary Action Matrix
DEI	Diversity, Equity & Inclusion
E&S	Environmental and Social
EIF	Emirates Institute of Finance
EQ	Equator Principles
ERM	Enterprise Risk Management
ESG-SFC	The ESG and Sustainable Finance Committee
ESRP	E&S Risk Policy
ETFs	Exchange Traded Funds
EV	Electric Vehicle
EXCO	Executive Committee Members
EUA	EU Allowances
GFANZ	Glasgow Finance Alliance for Net Zero
GCN	Global Channel Next
GDPR	General Data Protection Regulation
G-ESGC	Group ESG Committee
GORM	Group Operational Risk Management
GREs	Government-Related Entities
GRI	Global Reporting Initiative
GTRISC	Group Technology Risk and Information Security Committee
HKMA	Hong Kong Monetary Authority

Term	Definition
HVAC	Heating, Ventilation and Air Conditioning
ID&V	Identification and Verification
IFRS	International Financial Reporting Standards
IMD	International Institute for Management Development
IPFC	International Islamic Trade Finance Corporation
ISSB	International Sustainability Standards Board
ITFC	International Islamic Trade Finance Corporation
KPIs	Key Performance Indicators
KRIs	Key Risk Indicators
KYC	Know Your Customer
L&D	Learning & Development
MAS	Monetary Authority of Singapore
Masdar	Abu Dhabi Future Energy Company
MENA	Middle East and North Africa
ML	Machine Learning
MLRO	Money Laundering Reporting Officer
MoiAT	Ministry of Industry and Advanced Technology
NZBA	Net-Zero Banking Alliance
OHS	Occupational Health and Safety
PCAF	Partnership for Carbon Accounting Financials
PCI DSS	Payment Card Industry Data Security Standard
PDPA	Personal Data Protection Act
PF	Proliferation Financing
POD	People of Determination
PRB	Principles for Responsible Banking
RAI	Responsible AI
RM	Relationship Manager
SCA	Securities and Commodities Authority
SFDR	Sustainable Finance Disclosure Regulation
SMEs	Small and Medium Enterprises
SOC2	Service Organisation Control Type 2
SVM	Strategic Vendor Management
TCFD	Taskforce on Climate-Related Financial Disclosures
TNFD	Taskforce on Nature-related Financial Disclosures
TRM	Technology Risk Management
UAE-IAR	UAE Information Assurance Regulation
UKA	UK Allowances
UNGC	United Nations Global Compact
UN SDGs	United Nations Sustainable Development Goals
WCAG	Web Content Accessibility Guidelines

Disclaimer

This report was prepared in June 2025. This report includes forward-looking statements based on current beliefs and expectations about future events. Forward-looking statements include projections and estimates. Forward-looking statements are not guarantees of future performance, results or occurrences and are subject to inherent risks, uncertainties and assumptions about FAB and its affiliates and investments, developments, banking industry trends, changes in political, social and/or economic conditions globally, in particular energy prices, technological innovations, climate-related events and other unforeseen events or conditions. Those events are uncertain; their outcome may differ from current expectations which may in turn significantly affect expected results. Actual results may differ materially from those projected or implied in these forward-looking statements. Any forward-looking statement contained in this report speaks as of the date of this report. FAB undertakes no obligation to publicly revise or update any forward-looking statements in light of new information or future events. The information contained in this report as it relates to parties other than FAB or derived from external sources has not been independently verified and no representation or warranty expressed or implied is made as to and no reliance should be placed on, the fairness, accuracy, completeness or correctness of the information or opinions contained herein. Neither FAB nor its representatives shall have any liability whatsoever for any loss however arising from any use of this report or its contents or otherwise arising in connection with this report. FAB, its affiliates and its representatives expressly disclaim any liability and responsibility for any decisions or actions which you may take and for any damage or losses you may suffer from your use of or reliance on this report. You are advised to exercise your own independent judgment (with the advice of your professional advisers as necessary) with respect to the risks and consequences of any matter contained in this report.



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