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SUSTAINABILITY **20** **REPORT** **25**



#BECONFIDENT
FIDELITY UNITED, HOME OF INSURANCE

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MESSAGE FROM CEO

I am pleased to present our Sustainability Report, a testament to our unwavering commitment to environmental responsibility, social progress, and ethical governance. At Fidelity United, we recognize the pivotal role the insurance industry plays in shaping a sustainable future in the United Arab Emirates, and we take pride in our role as responsible stewards of both financial and environmental well-being.

In this report, you will find a comprehensive overview of our environmental initiatives. By adopting eco-friendly practices in our operations, we are dedicated to minimizing our ecological footprint. We are actively working to align our business strategies with global sustainability goals, fostering a resilient and environmentally conscious future.

Our commitment to social impact is embedded in our corporate values. Through partnerships, community engagement, and philanthropic endeavors, we strive to make a positive difference in the communities we serve. This report outlines our initiatives to support education, healthcare, and other critical areas, underscoring our dedication to being a responsible corporate citizen.

A cornerstone of our sustainability efforts is our commitment to ethical governance. Transparent and accountable business practices are integral to our corporate identity. This report provides insights into our governance structure, highlighting our commitment to fairness, integrity, and compliance with the highest standards. We believe that ethical governance is not just a choice but a fundamental obligation to our stakeholders.

As we celebrate our achievements outlined in this report, we recognize that the journey towards sustainability is collaborative. We appreciate the dedication of every member of the Fidelity United family, and we encourage collaboration with ongoing dialogue and with our stakeholders. Together, we can create a lasting impact on our planet and society.

Fidelity United has been resilient to the ever-changing global health and economic challenges, which is a credit to our staff, our clients and partners who have continued to support us, and our leadership team who have been steadfast and dedicated.

Although we are making good progress in meeting our annual sustainability targets and long-term goals, we continue to strengthen our focus on targets where we want to aim higher: increasing diversity in our workforce, improving employee and client well-being and training, focusing on engagement, and quantifying sustainability.

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ABOUT THIS REPORT



We are pleased to present **Fidelity United's 5th Sustainability Report**, building on our ESG journey that began in 2021. In this edition, we provide an update on our ESG journey, highlight key initiatives undertaken during the year 2025, and outline our ongoing commitment to fostering resilience and sustainable growth in the communities we serve.

This sustainability report covers United Fidelity Insurance Company's environmental, social and governance (ESG) performance for the 2025 reporting period. The report follows a 'GRI-referenced' approach and includes an ADX metrics mapping annex to support consistency and comparability.

Scope and Boundaries

This 2025 Sustainability Report covers the period from **January 1, 2025, to December 31, 2025**. It encompasses Fidelity United's headquarters in Abu Dhabi and branches in Sharjah, Ras Al Khaimah, Dubai and Fujairah.

Reporting Frameworks & Alignment

We continue to align our sustainability disclosures with the Global Reporting Initiative (GRI) Standards and the Abu Dhabi Exchange ESG metrics, ensuring consistency, comparability, and transparency in our reporting. We also map our initiatives to the **United Nations Sustainable Development Goals (SDGs)**, demonstrating how we contribute to global sustainability objectives. A detailed GRI Content Index can be found in the Appendix, outlining our alignment with ADX's recommended ESG disclosures.

Material Topics and Stakeholder Engagement

In preparing this report, we engaged key stakeholders including employees, customers, partners, and regulators to review and update our **material ESG topics**. Their valuable input has guided our focus on areas such as environmental impact, social welfare, and governance practices. A more in-depth discussion of our materiality process is provided in the corresponding section of this report.

Assurance & Verification

All **financial information** included in this report is drawn from our **audited financial statements**. ESG data has undergone a thorough internal verification process by Fidelity United's Sustainability Committee and relevant departments to ensure accuracy and reliability.

Forward-Looking Statements

This report contains forward-looking statements that may be influenced by external factors beyond Fidelity United's control. We undertake no obligation to publicly revise or update these statements except as required by applicable laws and regulations.

Format & Accessibility

In line with our sustainability ethos, this year's report is also offered in a **landscape, interactive PDF** format, minimizing paper usage and improving readability for our stakeholders. We invite readers to explore embedded links and interactive features to gain deeper insights into our performance and initiatives.

Integrated Reporting Approach

This publication is designed to complement our **2025 Consolidated Financial Statements** and **Corporate Governance Report**, offering a holistic view of Fidelity United's performance. Together, these documents provide our stakeholders with a comprehensive understanding of our economic, social, and environmental contributions.



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ABOUT FIDELITY UNITED

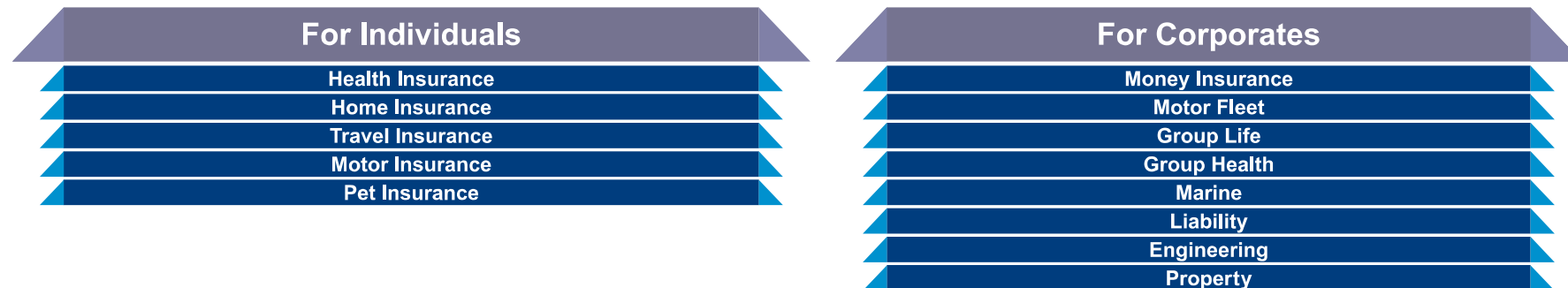


United Fidelity Insurance Company is one of the UAE's long-established insurers, originally registered in 1976 under Insurance Authority License No. 8. The company will be celebrating 50th Year in 2026. In November 2018, United Insurance Company and Fidelity Assurance and Reinsurance SARL (a leading insurer in the Lebanese market) entered a partnership and introduced a renewed identity under the name "Fidelity United", marking a milestone in the company's ambition to play a larger role across the UAE and the region.

The rebranding positioned Fidelity United as a provider of complete insurance solutions, offering distinct product categories and a service model focused on customer and partner experience. The company's approach begins with understanding corporate and individual client needs and developing tailored solutions that respond to evolving market trends. Fidelity United also aims to make its brand identity a preferred choice for insurance solutions in the region, reflecting core values of transparency and responsibility.

Guided by its slogan "#BeConfident", Fidelity United's professionals are committed to achieving sustainable and profitable growth through bespoke solutions, effective risk management, and ethical, professional operations. The operational model adopted since the company's renewed brand identity aims to empower stakeholders and partners, optimize performance, and build on the passion, knowledge, and expertise of its people.

Our Business

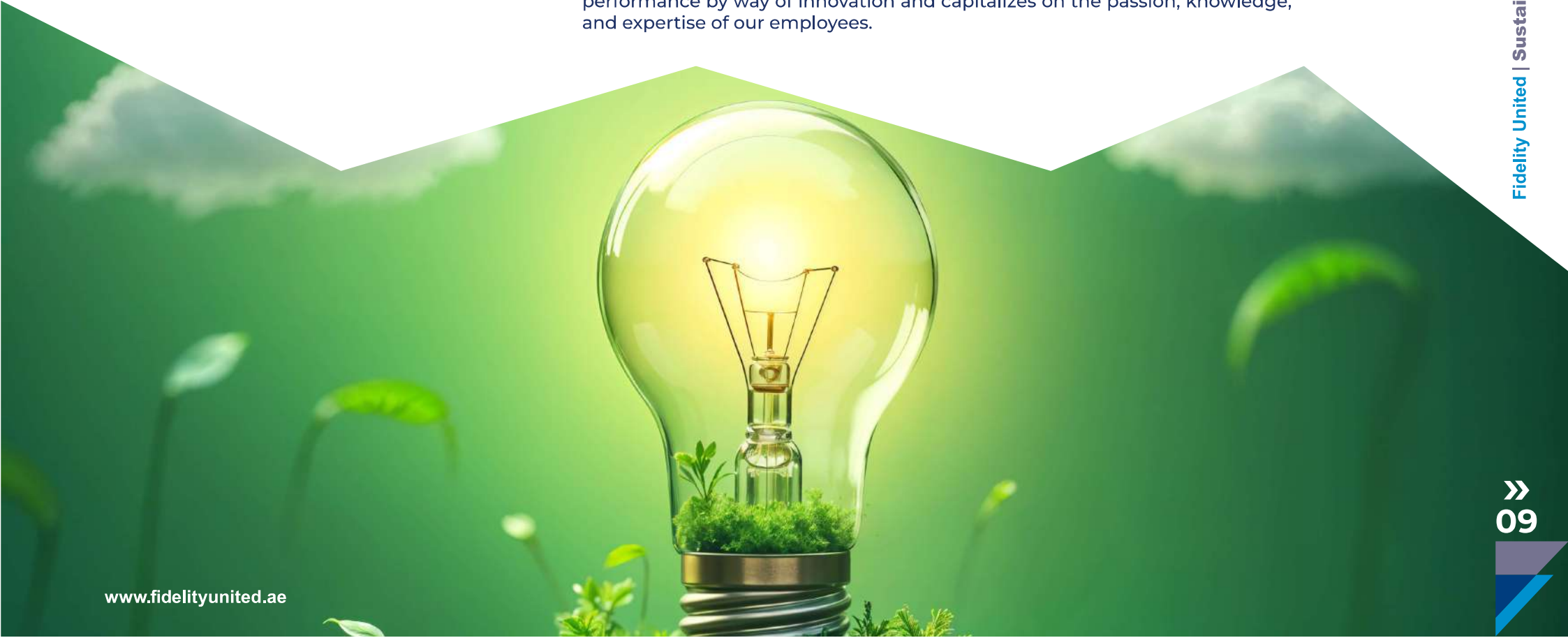
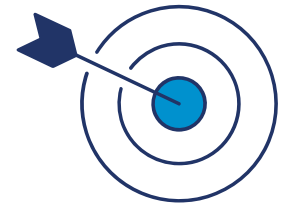


VISION

To become the Home of Insurance

MISSION

To create a business model that empowers our stakeholders, optimizes our performance by way of innovation and capitalizes on the passion, knowledge, and expertise of our employees.



FINANCIAL HIGHLIGHTS

(AED'000)



	2025	2024
Insurance Revenue	562,670	606,962
Insurance Service Result	(5,660)	(88,599)
Investment income	16,316	18,461
Profit/(loss) of the year	5,768	(64,404)
Total assets	653,539	836,115
Shareholders' equity	102,089	88,263
Other comprehensive income	8,058	18,356
Total Comprehensive Profit/(loss)	13,827	(46,048)
Earnings per share	0.036	(0.403)

AWARDS



Excellence in Digital Transformation 2024

Additionally, the company received the Excellence in Digital Transformation 2024 award, reflecting its commitment to leveraging technology to enhance customer experience and operational efficiency. These accolades showcase UFIC's dedication to setting new benchmarks in the insurance sector.



Best Pet Insurance Provider 2024

In 2024, United Fidelity Insurance Company (UFIC) was recognized for its industry leadership and innovation. Among these recognitions, UFIC was honored as the **Best Pet Insurance Provider 2024**, recognizing its excellence in tailored insurance solutions for pets.



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ETHICAL GOVERNANCE CULTIVATING SUCCESS

Highlighting Our
Dedication to Governance



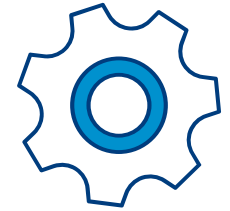
BOARD OF DIRECTORS AND BOARD COMMITTEES

Board composition and independence

In 2025, Fidelity United reported a seven-member Board (six male and one female) and board independence of 29%. The Chair of the highest governance body is separate from the CEO. While the Board promotes diversity, equity and inclusion within the governance structure and aims to balance short-term performance with long-term sustainability considerations, formal Board-level oversight of sustainability decision-making and ESG performance monitoring is not yet embedded and is a priority for the next reporting cycle.

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BOARD OF DIRECTORS



Nawwaf Ghubash Ahmed
Ghubash Almarri

Chairman



Ricardo Maurice
Sleiman

Vice Chairman



Khalid Rashid Humaid
Al Mazrouei

BOD Member



Mohamed Ghubash Ahmed
Ghubash Al marri

BOD Member



Lara Sleiman

BOD Member



Nadeem Ahmad
Irfan Ahmad

BOD Member



Fardan Ali AlFardan

BOD Member

Board Diversity:

2022	7 MALES
2023	6 MALES 1 FEMALE
2024	6 MALES 1 FEMALE
2025	6 MALES 1 FEMALE

INVESTMENT COMMITTEE



Khalid Rashid Al
Mazrouei
Chairman



Nadeem Ahmad Irfan
Ahmad
Member



Mohamed Ghubash Ahmed
Ghubash Al marri
Member



Fardan Ali AlFardan
Member

AUDIT COMMITTEE



Nadeem Ahmad Irfan
Ahmad
Chairman



Fardan Ali AlFardan
Member



Marwan Istamboli
Member

REMUNERATION COMMITTEE



Lara Sleiman
Chairman



Fardan Ali AlFardan
Member



Mohamed Ghubash Ahmed
Ghubash Al marri
Member

RISK COMMITTEE



Fardan Ali AlFardan
Chairman

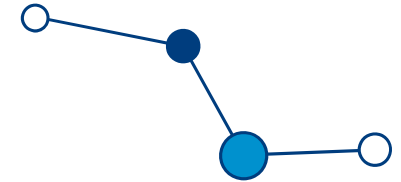


Nadeem Ahmad Irfan
Ahmad
Member

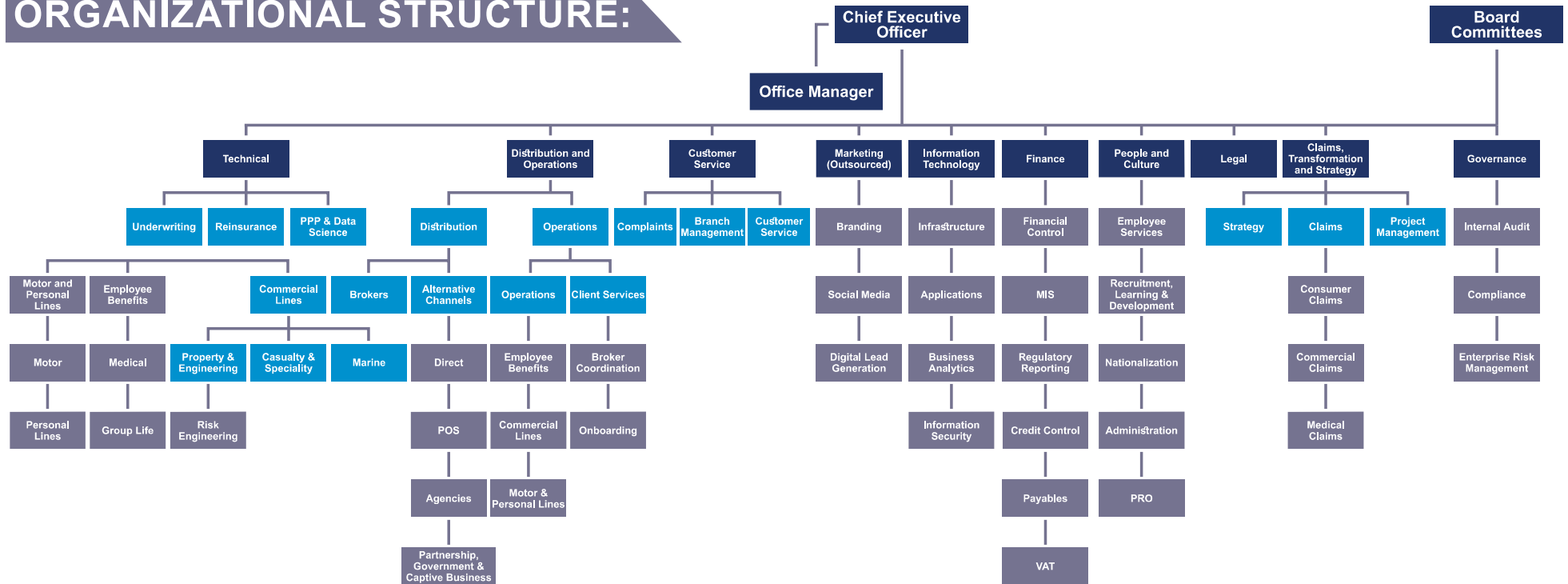


Lara Sleiman
Member

UNITED FIDELITY INSURANCE COMPANY



ORGANIZATIONAL STRUCTURE:



ROLE OF THE HIGHEST GOVERNANCE BODY AND ITS RESPONSIBILITIES



Board Independence and Engagement

Fidelity United's Board of Directors maintains independent and active oversight, with the Chair separate from the CEO. The Board of Fidelity United has structured various committees to manage and look after the affairs of the company. These are designed considering the most appropriate governance structure with the size of the company. Key committees, including Audit, Investment, Remuneration, and Risk, are chaired by different directors, ensuring robust governance.

Defining Sustainability Vision and Strategy

Fidelity United has established a strategic sustainability vision that goes beyond traditional corporate social responsibility to embed Environmental, Social, and Governance (ESG) principles into its core business model. Fidelity United's sustainability strategy focuses on integrating sustainability across all business activities, leveraging its role as an insurer, investor, and employer to manage risks and seize opportunities related to environmental and social challenges. The company is committed to creating an environmentally conscious workplace, driving continuous improvement, and aligning its operations with broader national and global sustainability goals, including UAE sustainability frameworks and the United Nations Sustainable Development Goals. This strategic approach aims to generate value for stakeholders including customers, shareholders, employees and communities by fostering long term competitiveness and resilience through responsible business practices.

ESG Oversight and Risk Management

In line with **GRI 2-13**, the Board of FIDELITY UNITED holds **the ultimate responsibility** for overseeing ESG-related risks.

- ▶ The Board actively monitors ESG strategy and sustainability initiatives but does not yet review comprehensive ESG performance metrics or KPIs on a regular basis.
- ▶ The Board actively balances short-term financial performance with long-term sustainability goals.
- ▶ At the Management level, Fidelity United has established a dedicated Environmental, Social, and Governance (ESG) Committee to support the implementation of sustainability strategies, monitor ESG-related risks, and ensure that material risks and mitigation plans are effectively communicated to the Board.

This approach strengthens Fidelity United's resilience to emerging challenges, aligns corporate strategy with risk oversight, and drives consistent evaluation of sustainability performance, including evolving ESG related risks.

Resource Allocation and Innovation

Fidelity United actively allocates financial, human, and technological resources to advance sustainability initiatives. A dedicated budget supports ESG projects, while members of the Executive Leadership Team (ELT) and staff incorporate sustainability objectives into their roles, ensuring accountability across the organization. Technological innovations, such as green printing, help reduce environmental impact and enhance operational efficiency. The Board ensures that sustainability goals are balanced with short-term financial performance with long-term sustainability goals, supporting a culture of innovation and responsible resource use.

Reporting and Continuous Improvement

United Fidelity Insurance Company is committed to strengthening its sustainability reporting practices through continuous data enhancement and improved disclosure processes each year. The company progressively refines its ESG data collection, validation, and reporting methodologies to enhance accuracy, transparency, and comparability of performance indicators over time. This ongoing improvement approach supports more informed decision-making and ensures that sustainability reporting evolves in line with emerging best practices and stakeholder expectations.



ETHICS AND CORRUPTION



Commitment to Ethical Standards

Fidelity United is committed to maintaining the highest standards of integrity, transparency, and accountability across all its operations. The Company promotes ethical business practices through a strong governance framework supported by compliance, risk management, and internal control systems. Policies and procedures are designed to prevent fraud, corruption, money laundering, and misconduct, while ensuring compliance with applicable regulatory requirements. Fidelity United encourages responsible decision making and reinforces a culture where ethical conduct is embedded in day-to-day business activities.

Code of Ethics and Conduct

Fidelity United's Code of Ethics and Professional Conduct establish the principles that guide employee behavior, decision-making, and professional responsibility across the organization. The Code promotes integrity, transparency, accountability, and respect in all business interactions. Employees are expected to adhere to these standards to ensure ethical practices, maintain stakeholder trust, and support a responsible and compliant workplace culture. These frameworks support the Company's commitment to maintaining high ethical standards, ensuring regulatory compliance, and promoting responsible business practices.

Together, these policies help ensure ethical conduct, transparency, and accountability across the organization.

Culture of Integrity and Transparency

- Fidelity United promotes a workplace culture built on integrity, transparency, accountability, and respect.
- Employees and management are expected to uphold these values in their interactions with customers, regulators, business partners, and the community.
- Ethical conduct and regulatory compliance are reinforced through internal controls, governance structures, and oversight by compliance and risk management functions.

Communication and Training on Anti-Corruption

Fidelity United maintains a zero-tolerance approach toward corruption, money laundering, and unethical conduct. The Company ensures that all employees are formally informed of and trained on its **Anti-Money Laundering (AML)** and **Combating the Financing of Terrorism (CFT)** requirements and their responsibilities in preventing financial crime.

These trainings guide employees in identifying, preventing, and reporting unethical behavior, suspicious activities, or regulatory breaches. Employees formally acknowledge their understanding of these policies and their responsibility to comply with applicable regulations, internal controls, and ethical standards.

Through structured communication, documented acknowledgments, and mandatory training programs, Fidelity United reinforces a culture of integrity, accountability, responsible decision-making, and zero tolerance for corruption and financial crime across the organization.



DATA PRIVACY AND CYBERSECURITY

Fidelity United is committed to protecting personal and sensitive data through a structured data protection and confidentiality framework aligned with applicable UAE data protection laws and regulatory requirements. The Company applies defined principles governing the collection, processing, storage, transfer, and protection of personal data, ensuring that information is handled lawfully, securely, and transparently. Appropriate technical and organizational controls including access controls, encryption, secure data transfer mechanisms, and incident response procedures are implemented to safeguard data against unauthorized access, loss, or misuse. The Data Protection Officer (DPO) function is assigned to the Compliance Department, with the Compliance Officer designated as the DPO, responsible for monitoring data protection practices, overseeing compliance, and acting as a point of contact for data privacy matters. Any change in DPO appointment is formally approved and communicated internally. Regular employee awareness and compliance practices further support the confidentiality, integrity, and availability of Fidelity United's information assets.



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SUSTAINABILITY AT FIDELITY UNITED



Fidelity United's ESG strategy focuses on embedding sustainability across all business activities while leveraging its roles as an insurer, investor, and employer to manage environmental and social risks and contribute to long-term value creation. The Company is committed to integrating ESG considerations into its operations to support sustainable growth and deliver value to key stakeholders, including customers, shareholders, employees, and the communities it serves.

Sustainability at Fidelity United has evolved beyond traditional corporate social responsibility into a strategic priority embedded within the Company's governance and operational framework. ESG considerations are integrated into decision-making processes, supported by dedicated financial resources and clearly defined sustainability responsibilities across the Executive Leadership Team (ELT) and employees. Environmental responsibility is reinforced through operational initiatives such as green printing and workplace sustainability practices.

Fidelity United operates in alignment with applicable regulatory frameworks and corporate governance requirements, supported by structured oversight from the Board and management-level committees, including the ESG Committee, which monitors sustainability initiatives and ESG-related risks. The Company promotes transparency through the annual publication of integrated disclosures, including Financial Statements, Corporate Governance Reports, and Sustainability Reports. These disclosures are prepared in accordance with regulatory expectations and aligned with recognized reporting frameworks such as the Global Reporting Initiative (GRI), ADX governance requirements, and regional sustainability best practices, ensuring consistent and comparable reporting.

Looking ahead, Fidelity United aims to further strengthen its sustainability approach by progressively integrating climate-related risk considerations into underwriting, investment, risk management, and operational activities as part of its evolving enterprise risk management framework. Through these efforts, the Company continues to enhance accountability, resilience, and long-term value creation.

FIDELITY UNITED'S COMMITMENT TO **SDGS AND GRI**



Building a responsible and sustainable future through community engagement and transparent reporting.

Fidelity United continues to strengthen its sustainability journey by aligning its community initiatives, governance practices, and environmental awareness efforts with the United Nations Sustainable Development Goals (SDGs) and recognized ESG reporting frameworks such as the Global Reporting Initiative (GRI). Fidelity United views sustainability as an evolving responsibility and integrates ESG considerations into its corporate governance, workplace culture, and community engagement activities.

The Company demonstrates its commitment to social responsibility through employee-led initiatives, charitable programs, and environmental awareness activities that support both national sustainability priorities and global development goals. Through structured ESG reporting and stakeholder engagement, Fidelity United aims to enhance transparency, accountability, and continuous improvement in sustainability performance.

Fidelity United aligns selected initiatives with key SDGs that reflect its role as a responsible insurer, employer, and corporate citizen.

Fidelity United's Contribution to the Sustainable Development Goals



SDG 2: Zero Hunger

Fidelity United supported community wellbeing and hunger relief through Ramadan iftar distribution initiatives, contributing to food support for individuals and families in need.



SDG 3: Good Health and Wellbeing

The Company organized employee Wellness Day activities and blood donation drives to promote health awareness, community support, and employee wellbeing.



SDG 4: Quality Education

Fidelity United contributed to education-focused charitable initiatives supporting underprivileged communities, reinforcing the importance of access to learning opportunities.



SDG 5: Gender Equality

Fidelity United promotes inclusive governance and workplace diversity, including female representation at the Board level and equal participation across the organization.



SDG 13: Climate Action

Environmental awareness initiatives, such as beach-cleaning and desert cleaning campaigns and workplace sustainability practices, demonstrate Fidelity United's commitment to protecting the environment and promoting responsible resource use.

Fidelity United continues to enhance its sustainability disclosures with reference to GRI guidance and UAE regulatory expectations. As the Company's ESG framework evolves, it aims to progressively strengthen the integration of sustainability considerations into governance, operations, and risk management processes while maintaining transparent and accountable reporting practices.

STAKEHOLDER ENGAGEMENT



Fidelity United recognizes that effective stakeholder engagement is essential to delivering sustainable value and strengthening long-term relationships. The Company maintains open communication channels with key stakeholder groups, including employees, regulators, industry bodies, Board members, and shareholders, to understand expectations, share performance updates, and support continuous improvement in business practices.

Employees

Fidelity United considers its employees the foundation of organizational success and focuses on attracting, developing, and retaining talent through a supportive and inclusive work environment. The Company promotes a culture of communication, transparency, collaboration, and innovation while maintaining work-life balance. Key employee-focused priorities include:



These initiatives help ensure employees remain motivated and aligned with organizational goals.

Regulators

Fidelity United maintains regular communication with regulators to ensure compliance with regulatory requirements and alignment with evolving sustainability expectations. The Company also participates in social initiatives, including volunteering and donation activities, supporting broader community and sustainability objectives.

Industry Engagement

Fidelity United actively contributes to the development of the insurance sector through participation in committees within the Insurance Association. Representatives from management serve on the Finance Committee, Motor Committee, Legal Committee, and Higher Technical Committee, contributing to industry dialogue and supporting continuous improvement in insurance practices.

Board Members and Shareholders

Fidelity United engages regularly with Board members and shareholders to communicate strategy, financial and sustainability performance, and business priorities. These engagements take place through formal governance channels, including regular Board meetings and Annual General Meetings (AGMs), enabling informed decision-making and alignment with stakeholder expectations.

MATERIALITY ASSESSMENT



Fidelity United conducted a materiality assessment to identify and prioritize the Environmental, Social, and Governance (ESG) topics that are most significant to the Company and its stakeholders. The assessment process involved evaluating key sustainability topics based on two dimensions: stakeholder importance and business impact. Input was considered from internal management perspectives, industry practices, and stakeholder expectations to ensure that the identified material topics reflect both operational priorities and broader sustainability responsibilities.

The results of the assessment indicate that governance, customer-focused, and innovation-related topics are among the Company's highest priorities. These include Data Privacy & Security, Financial Performance, Customer Engagement & Satisfaction, Business Ethics & Compliance, Clear & Transparent Information, Responsible Investment, Digitization & Innovation, Emiratization, and Climate-related Risks. Social topics such as Health & Wellbeing were also identified as important areas supporting employee welfare and organizational resilience. Meanwhile, Procurement Practices, Sustainable Products & Services, and Environmental Footprint were identified as emerging or moderate-priority areas that Fidelity United continues to monitor and develop.

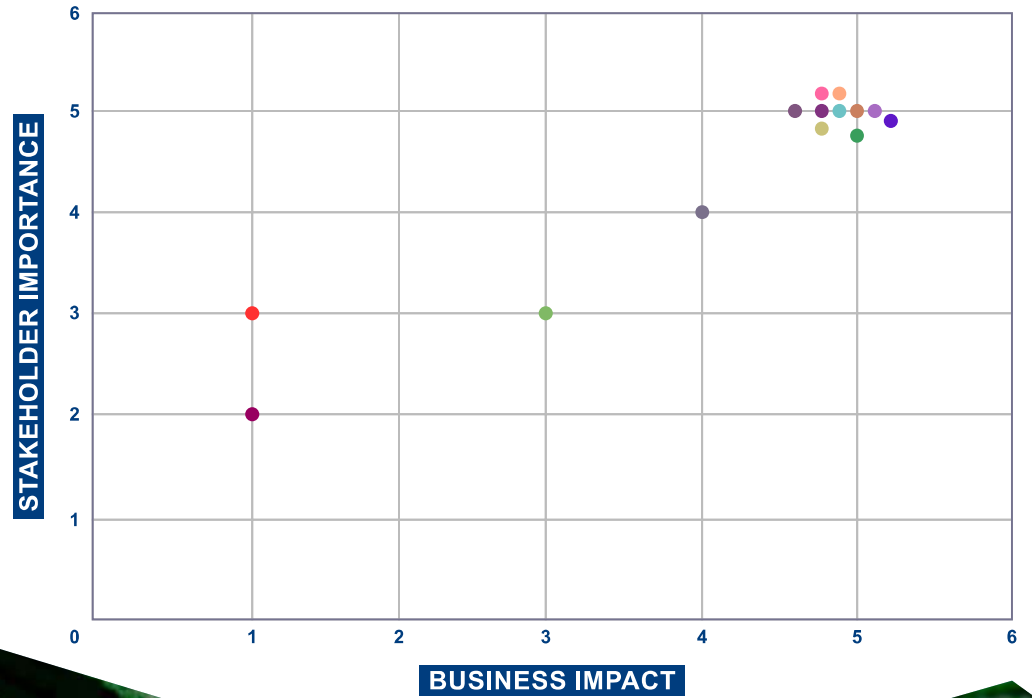
The materiality assessment helps Fidelity United align its sustainability strategy with stakeholder expectations, strengthen risk management, and support long-term value creation. The identified material topics guide the Company's ESG disclosures, initiatives, and performance monitoring, ensuring that sustainability efforts remain focused on areas of greatest relevance and impact.

List of Material Topics for Rating:

No.	Material Topics	Stakeholders	Business Impact	Priority
01.	Digitization & Innovation	5	5	Very High
02.	Data Privacy & Security	5	5	Very High
03.	Business Ethics & Compliance	5	5	Very High
04.	Financial Performance	5	5	Very High
05.	Health & Wellbeing	4	4	High
06.	Physical Risk & Climate Change	5	5	Very High
07.	Customer Engagement & Satisfaction	5	5	Very High
08.	Environmental Footprint	2	1	Low
09.	Sustainable Products & Services	3	1	Medium
10.	Clear & Transparent Information	5	5	Very High
11.	Responsible Investment	5	5	Very High
12.	Emiratization	5	5	Very High
13.	Procurement Practices	3	3	Medium
14.	Tax Governance	5	5	Very High

Materiality Matrix

Digitization & innovation
Data Privacy
Business Ethics & Compliance
Financial Performance
Health & Wellbeing
Physical Risk & Climate Change
Customer Engagement & Satisfaction
Environmental Footprint
Sustainable Products & Services
Transparency
Responsible Investment
Emiratization
Procurement Practices
Tax Governance



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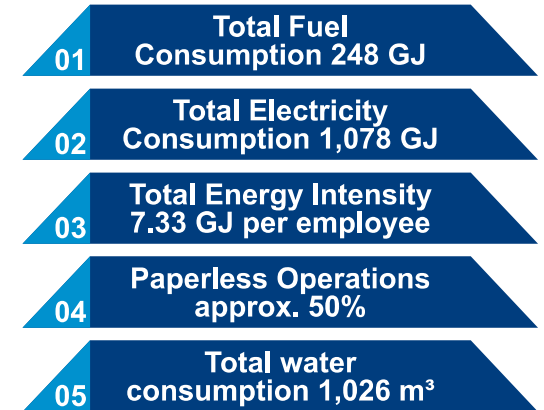
ENVIRONMENT

GHG Emission Analysis:

Fidelity United's approach to GHG emissions management focuses on reducing both direct and indirect energy consumption. The company is committed to addressing climate-related risks by aligning its sustainability efforts with the objectives of the Paris Agreement and the UAE's climate action agenda.

Fidelity United tracks both direct and indirect energy consumption, which includes fuel consumption and electricity usage, as key contributors to their emissions. By monitoring these metrics, the company aims to optimize energy use and reduce overall emissions.

To assess progress in energy efficiency, Fidelity United measures energy intensity on a per-employee basis. This metric provides insight into how effectively the company is reducing its energy consumption relative to its workforce size. Through these targeted efforts, Fidelity United works towards minimizing its carbon footprint and improving its energy management practices.



		Unit	2023	2024	2025
Direct Energy Consumption	Fuel Consumption	GJ	–	–	247.95 GJ/year
Indirect Energy Consumption	Electricity Consumption	GJ	9,856.46 GJ/year	8,971.63 GJ/year	7,504.8 GJ/year

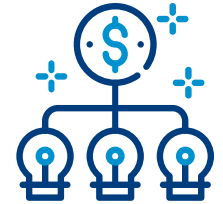
Our Environmental Focus

As an insurer, Fidelity United's direct environmental footprint is primarily associated with office-based operations, particularly energy and water consumption. We focus on measuring and managing the impacts we can control within our operational boundary and continuously improving the quality, reliability, and comparability of our environmental data.

According to the table provided, electricity consumption decreased from **9,856.46 GJ/year in 2023** to **8,971.63 GJ/year in 2024**, reflecting improved energy management across operations. In 2025, reported electricity consumption stands at **7,504.8 GJ/year** (based on the current reporting period). The table below highlights our electricity consumption in recent years:



ENERGY CONSUMPTION (SCOPE 1 AND SCOPE 2)



Energy consumption in 2025 is driven by:

- ⚡ **Purchased electricity (Scope 2)** within the operational boundaries of Fidelity United the total amount of electricity consumed is 2,084,666 Kwh annually.
- ⚡ **Fuel (Scope 1)** estimated from annual fuel spent on 2 cars owned by company.

Energy consumption summary (Scope 1 and Scope 2)

Metric	Unit	2024 Value	2025 value	Notes / Conversion
Purchased electricity (Scope 2)	kWh	2,492,121	2,084,666	kWh
Purchased electricity (Scope 2)	GJ	8,971.63	7,504.8	kWh × 0.0036
Fuel (Scope 1) – petrol	liters		7,250	Estimated from annual spend + average fuel price
Fuel energy (Scope 1)	kWh	–	68,875	liters × 9.5 kWh/liter
Fuel energy (Scope 1)	GJ	–	247.95	kWh × 0.0036
Total energy (Scope 1 + 2)	kWh	–	2,153,541	Electricity kWh + fuel kWh
Total energy (Scope 1 + 2)	GJ	–	7,752.75	Electricity GJ + fuel GJ

Awareness of the UAE Green Agenda

Fidelity United remains aligned with national sustainability priorities under the UAE's environmental and climate strategy, including the UAE Net Zero 2050 Strategic Initiative and broader sustainability ambitions of the UAE.

The Company supports national environmental objectives through:

- Resource efficiency initiatives.
- Waste reduction programs.
- Community environmental campaigns such as beach-cleaning activities.
- Increased Emiratization efforts supporting national development goals.

Fidelity United continues to monitor regulatory guidance and national sustainability developments to ensure its ESG strategy remains aligned with the UAE's green agenda and evolving sustainability expectations.



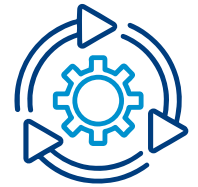
WATER MANAGEMENT

Water Source	Unit	Consumption (2025)
Office water consumption	m ³	990
Bottled water consumption	m ³	36.40
Total water consumption	m ³	1,026.40



Fidelity United monitors water consumption across its office operations as part of its broader environmental management approach. During the reporting year, total water consumption from office facilities amounted to 990 cubic meters, while bottled drinking water consumption was approximately 36.4 cubic meters, resulting in a combined water consumption of 1,026.4 cubic meters.

DIGITALIZATION AND **PAPERLESS OPERATIONS**



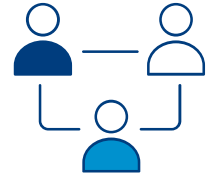
Fidelity United continues to strengthen its digital transformation initiatives to reduce paper consumption and operational waste. The company has implemented tools such as e-signatures, online policy management systems, and cloud-based document sharing platforms to support more efficient and environmentally responsible workflows. As a result of these efforts, **approximately 50%** of company operations have transitioned to paperless practices, contributing to waste reduction and improved resource efficiency across business functions.

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BUILDING AN INCLUSIVE WORKFORCE



Board Diversity

Fidelity United recognizes board diversity as an important element of effective governance and balanced leadership. The Company's Board of Directors reflects gender diversity, demonstrating Fidelity United's commitment to fostering an inclusive leadership structure that supports sound decision-making and organizational growth.

Diverse perspectives at the Board level contribute to innovation, stronger oversight, and improved strategic outcomes. By promoting gender diversity and inclusive representation, Fidelity United enhances its ability to respond to emerging challenges, identify opportunities, and strengthen governance practices. This progress reflects the Company's ongoing commitment to equality, inclusive leadership, and sustainable organizational development.

Employee Diversity and Gender pay ratio

Fidelity United continues to foster a diverse and inclusive workforce that reflects a wide range of nationalities, experiences, and professional backgrounds. The prime objective of Fidelity United equal opportunity policy is to ensure that all employees are treated fairly and consistently in all aspects of employment. This includes activities relating to recruitment, training and development, performance management and the day-to-day management of its employees.

Fidelity United adopts a grading structure for making decisions about employee pay and progression that are fair for all employees. The jobs are placed in order of hierarchy and arranged into a series of grades. Fidelity United ensure that we are recruiting talented men and women based on the objective criteria. The decisions about career development opportunities are made and we feel confident that appointments are made on merit and not on personal preference or bias. We ensure performance reviews are guarantee that the development and employees is not limited by their gender.



BOARD OF DIRECTORS:		
2025	MALE	6
	FEMALE	1

EMPLOYEE COUNT:	
TOTAL EMPLOYEES COUNT	
2023	188
2024	160
2025	181

EMPLOYEE GENDER BREAKDOWN:				
YEAR	FEMALE		MALE	
	COUNT	%	COUNT	%
2023	84	45%	104	55%
2024	65	41%	95	59%
2025	85	47%	96	53%

TOTAL NEW HIRES (GENDER)				
YEAR	FEMALE		MALE	
	COUNT	%	COUNT	%
2023	45	59%	31	41%
2024	30	43%	40	57%
2025	40	57%	30	43%

TOTAL NEW HIRES (AGE GROUP)						
YEAR	BELOW 30 YEARS OLD		BETWEEN 30-50 YEARS OLD		OVER 50 YEARS OLD	
	COUNT	%	COUNT	%	COUNT	%
2023	39	51%	36	47%	1	1%
2024	25	36%	41	59%	4	6%
2025	33	47%	36	51%	1	1%

EQUAL OPPORTUNITY AND **DIVERSITY**



Talent Acquisition and Equal Opportunity

At Fidelity United, talent acquisition is guided by principles of fairness, equal opportunity, and diversity. The company promotes inclusive hiring practices through a combination of internal recruitment, external hiring, and Emiratization initiatives, ensuring equal access to opportunities regardless of gender, nationality, or background.

Fidelity United maintains non-discrimination, anti-harassment, and human rights policies, which support a respectful workplace culture and ensure employees are treated equitably throughout recruitment, retention, and promotion processes.

Nationalities Working at Fidelity United

Fidelity United's workforce reflects a multinational environment, with employees from diverse national and cultural backgrounds contributing to the organization's operations. This diversity strengthens collaboration, enhances innovation, and supports the company's ability to serve a broad customer base across communities.

NATIONALITY BREAKDOWN		
NATIONALITY	NO. OF EMPLOYEES	PERCENTAGE
American	1	1%
Canadian	2	1%
Egyptian	10	6%
Filipino	20	11%
France	1	1%
Indian	55	30%
Jordanian	12	7%
Lebanese	3	2%
Moroccan	1	1%
Nepalese	1	1%
Pakistani	19	10%
Palestinian	3	2%
Republica Portuguesa	1	1%
Sri Lankan	2	1%
Sudanese	4	2%
Syrian	5	3%
Tunisian	1	1%
United Arab Emirates	40	22%
Total	181	

TOTAL NUMBER OF NATIONALITIES	
YEAR	NO.
2023	22
2024	23
2025	18



INITIATIVES FOR EMPLOYEE HEALTH AND WELLBEING



Employee wellbeing remains a priority at Fidelity United. During the reporting period, the company organized wellness focused initiatives such as wellness camps and awareness activities such as:

During 2025, Fidelity United has been dedicated in fostering a culture of well-being within our workplace through a series of engaging wellness sessions. These sessions were thoughtfully curated to address various aspects of our employees' holistic health, providing valuable insights and practical tools to enhance their overall well-being. The wellness sessions conducted underscore our commitment to creating a workplace that prioritizes the well-being of our employees. We believe that a healthy and happy workforce is not only more productive but also more engaged and resilient. As we continue to invest in the holistic wellness of our team, we look forward to witnessing a positive impact on both individuals and our collective work environment. We organized a comprehensive wellness clinic for employees, focusing on preventive healthcare and overall well-being. The clinic offered a range of essential health services, including gynecology consultations, vision screening, BMI checks, nutritional guidance, dental checkups, and dentist consultations. Employees had the opportunity to receive expert advice, identify potential health concerns early, and take proactive steps toward a healthier lifestyle. This initiative reflects our commitment to supporting employee health and fostering a workplace culture that prioritizes well-being.

BLOOD DONATION

'Your blood donation can save a life'.

As part of our continued efforts towards people's happiness and a healthier community, Fidelity United, in association with Dubai Health Authority, organized a blood donation drive. Enthusiastic employees from all Fidelity United branches, colleagues from industry and good Samaritans from surrounding offices came together, taking another step towards their own well-being and building a robust society.



COMMUNITY SERVICE

During the blessed month of Ramadan, Fidelity United in association with Model Service Society celebrated the joy of giving back to our community members at the DIP Labor Camp. Fidelity United family joined hands to organize, pack and deliver essential food items to more than 150 families in need, across the UAE. We are humbled by this initiative and grateful to be able to bring a smile on so many faces.

Our team recently conducted a beach cleaning initiative to promote environmental sustainability and community responsibility. Volunteers worked together to collect plastic waste, debris, and other pollutants, ensuring a cleaner and safer shoreline. This effort not only helped protect marine life but also raised awareness about the importance of reducing pollution. The initiative was a Step towards preserving our natural environment for future generations.



Global Health and Safety

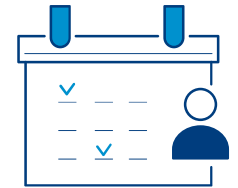
We are deeply committed to ensuring the health and safety of our employees, customers, and communities worldwide. We adhere to rigorous global health and safety standards in all aspects of our operations to create a secure working environment. Our proactive measures and strict adherence to regulations aim to prevent accidents and promote well-being. We actively support initiatives addressing public health challenges and prioritize the safety of all stakeholders.

Child and Forced Labor

Fidelity United acknowledges the widespread prevalence of child and forced labor globally. In alignment with our core value of treating all individuals with dignity and respect, we have instituted the following principles:

- 01 All applicants must meet a minimum age requirement of 18 years. The verification of age will be conducted by the People and Culture department through official documents such as passport copies, ensuring compliance with this criterion for employment.
- 02 We categorically condemn the exploitation of children, their involvement in hazardous labor, and any instances of physical punishment, abuse, or involuntary servitude of workers. Fidelity United advocates for temporary workplace internship and apprenticeship education programs for young individuals, alongside customary seasonal employment, under close supervision. These arrangements are contingent upon safeguarding the moral, safety, health, and mandatory education of participants. By steadfastly adhering to these principles, we underscore our commitment to upholding ethical labor practices and ensuring that child and forced labor find no place within our operations or supply chain. Fidelity United remains resolute in continuously enhancing our protocols to eradicate these practices entirely.

LEARNING AND DEVELOPMENT



United Fidelity Insurance Company (FIDELITY UNITED) is committed to strengthening employee capabilities through structured learning and development initiatives. New joiners and existing employees are provided with training opportunities covering technical insurance knowledge, compliance awareness, digital skills, and professional development.

Training programs include foundational insurance courses such as Introduction to General Insurance, Health Insurance 101, Property Insurance, and Reinsurance. Compliance related programs include Anti-Money Laundering (AML) and Counter Financing of Terrorism (CFT) training, role-specific compliance sessions for underwriting, claims, sales, and operations teams, as well as new joiner induction training, monthly awareness campaigns, and whistleblowing awareness programs.

Employees also participate in professional and technical development programs, including Data Visualization using Power BI, Statistics for Data Analytics, Foundations of Artificial Intelligence and Machine Learning, and Analytics Using R, enabling them to build digital and analytical capabilities aligned with evolving industry needs.

Soft skills and leadership-focused training such as Negotiation Skills, Project Management Essentials, Managing Change & Uncertainty, and Leading with Emotional Intelligence support personal growth and workplace effectiveness.

Through continuous learning initiatives and structured training pathways scheduled throughout the year with key programs running from September to December, Fidelity United promotes a culture of knowledge sharing, capability building, and ongoing professional development across the organization.



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EMIRATIZATION

Fidelity United strongly supports the UAE government's vision and Emiratization initiatives. We are committed to providing opportunities for Emiratis to develop their skills and build meaningful careers within our organization. By participating in nationalization programs, we contribute to the growth and prosperity of the UAE and its people.

Non-Discrimination

Fidelity United upholds the principle that all employees are entitled to work in an environment devoid of harassment or discrimination. Regardless of sex, gender, race, religious beliefs or creed, political opinion, marital status, disability, age, or nationality, we are steadfast in our commitment in fostering an inclusive and respectful workplace. We are dedicated to maintaining a professional and equitable environment for both our employees and customers. It is our firm commitment to ensure that every individual, whether engaged in business with the company or a member of our workforce, is always treated with dignity and respect.

YEAR	EMIRATIZATION RATE %
2023	13%
2024	17%
2025	22%



2025 OUTLOOK & FUTURE GOALS



It is increasingly evident that continuous commercial success is linked with our commitment to sustainable development. It is imperative for Fidelity United to encapsulate it in a clear purpose to achieve full benefits. The purpose should be compatible with the Sustainable Development Goals and needs to shape the way the business is both designed and run. A balance needs to be continually maintained between emphasis on short term priorities and long term commitments, whilst understanding our stakeholder expectations.

Our commitment for the years 2025 - 2027 is to:

Environmental	
a	Eliminate use of plastic cutleries
b	Reduce by reusing
c	More inclined in supporting companies with a history of sustainability/green vendors
d	Manufacture products from recycled plastic
e	Encourage sustainable transportation (shuttle bus or encourage carpooling)
f	Adopt green marketing practices (green labeling)
g	Conduct awareness sessions for our employees on green technology

Social	
a	Wellness webinars
b	Wellness programs
c	Cleaning drives
d	Blood donation drive
e	Earth hour
f	Community Service





07

GRI Content Index



| 50 | Disclosure of GRI standards & indicators








GRI AND ADX CONTENT INDEX



GRI Standard	Disclosure	Content	ADX Alignment	Relevant SDGs
GRI 2: General Disclosures 2021	GRI 2-1: Organizational details	About Fidelity United		
		Mission, Vision and Values		
	GRI 2-2: Entities included in the organization's sustainability reporting	About This Report		
	GRI 2-7: Employees	Building an Inclusive Workforce	S4. Gender Diversity	
	GRI 2-9: Governance structure and composition	Organizational Structure		
		Board of Directors	G1. Board Diversity	
	GRI 2-10: Nomination and selection of the highest governance body	Diverse Governance Structures		
	GRI 2-12: Role of the highest governance body in overseeing the management of impact	Role of the Board Committees in Governance		
	GRI 2-22: Statement on sustainable development strategy	Message from CEO		
	GRI 2-23: Policy commitment	Code of Conduct	S10. Human Rights	

GRI Standard	Disclosure	Content	ADX Alignment	Relevant SDGs
GRI 2: General Disclosures 2021	GRI 2-26: Mechanisms for seeking advice and raising concerns	Whistleblower Policy	G5. Ethics & Prevention of Corruption	
	GRI 2-27: Compliance with laws and regulations	Fraud Risk Management Policy	G5. Ethics & Prevention of Corruption	
	GRI 2-28: Membership association	Awards & Partnerships		
	GRI 2-29: Approach to stakeholder engagement	Stakeholder Engagement		
	GRI 2-29: Approach to stakeholder engagement	Stakeholder Engagement		
GRI 3: Material Topics	GRI 3-1: Process to determine material topics	Materiality Assessment		
	GRI 3-2: List of material topics			
GRI 201: Economic Performance 2016	GRI 201-2: Financial implications and other risks and opportunities due to climate change	Climate Risk Management Oversight		
GRI 205: Anti-corruption 2016	GRI 205-2: Communication and training about anti-corruption policies and procedures	AML & CFT		
ENVIROMENT				
GRI 302: Energy 2016	GRI 302-1: Energy consumption within the organization	GHG Emission Analysis	E3. Energy Usage (Consumed Directly & Indirectly)	
		Energy Management	E4. Energy Intensity	

GRI Standard	Disclosure	Content	ADX Alignment	Relevant SDGs
GRI 303: Water & Effluents 2018	GRI 303-5: Water consumption	Water Management	E6. Water Usage	
GRI 306: Waste 2020		Digitalization and Paperless Operations		
SOCIAL				
GRI 401: Employment 2016	GRI 303-5: New employee hires and employee turnover	Driving Fairness, Equity and Loyalty	S3. Employee Turnover	
GRI 404: Training and Education 2016	GRI 404-2: Programs for upgrading employee skills and transition assistance programs	Training & Development		
GRI 405: Diversity and Equal Opportunity 2016	GRI 404-2: Diversity of governance bodies and employees	Embracing Global Talent	S4. Gender Diversity	
		Non-Discrimination	S6. Non – Discrimination	
GRI 103: Management Approach 2016	103-2: The management approach and its components	Global Health and Safety	S8. Global Health & Safety	
		Child and Forced Labor	S9. Child & Forced Labor	
GOVERNANCE				
GRI 418: Customer Privacy	GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of	Customer Privacy and Data Security	G6. 1 Data Privacy	



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