



دار التأمين
INSURANCE HOUSE
شركة - P.J.S.C



ENVIRONMENTAL SOCIAL GOVERNANCE REPORT 2024



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EXECUTIVE SUMMARY

At Insurance House, we are committed to integrating Environmental, Social, and Governance (ESG) principles into the core of our operations, reflecting our dedication to sustainable growth and responsible business practices. As we present our 2024 ESG Report, we highlight our ongoing efforts to align with global sustainability standards while addressing the unique needs of our stakeholders and the communities we serve.

Throughout 2024, we have made significant strides in advancing our ESG initiatives. **Environmentally**, we have focused on reducing our carbon footprint, enhancing energy efficiency, and promoting sustainable practices across our operations. **Socially**, we have prioritized employee well-being, diversity and inclusion, and community engagement, ensuring that our impact extends beyond business to foster positive societal change.

From a governance perspective, we have strengthened our ethical frameworks, risk management processes, and transparency measures to uphold the highest standards of corporate integrity.

This report underscores our commitment to creating long-term value for our shareholders, customers, employees, and partners. It also reflects our proactive approach to addressing emerging ESG challenges and opportunities, ensuring that we remain a trusted and forward-thinking leader in the insurance industry.

As we look ahead, Insurance House remains steadfast in its mission to drive sustainable innovation, foster resilience, and contribute to the well-being of society. We invite our stakeholders to join us on this journey as we continue to build a more sustainable and inclusive future.



دار التأمين
INSURANCE HOUSE

ش.م.ع - P.J.S.C

IH OVERVIEW

Insurance House PJSC operates in the insurance sector, providing non-life insurance solutions. It operates through two business segments: underwriting of general insurance business and investments. The company was founded in 2010 and is headquartered in Abu Dhabi, the United Arab Emirates.

Offering a diverse portfolio of consumer and corporate insurance products and services that are in compliance with local requirements and up to par with international standards. Our primary goal is to meet the growing demand for insurance policies by offering tailored coverage solutions. We take pride in offering a range of customized covers that encompass both conventional and specialized insurance classes.

MISSION

To be alert to our clients' needs by providing out-of-the-box insurance solutions through experienced and dedicated staff members.

VISION

Insurance House aspires to be a leader in its domain by providing superior insurance solutions to its clients within the UAE market.



STAKEHOLDER ENGAGEMENT

The success of our IH ESG strategy is dependent on our ability to effectively engage with these stakeholders to better understand and more successfully address the ESG challenges and accelerate progress on our social and environmental initiatives. We actively listen to our stakeholders through open, two-way communication, fostering transparency and accountability.



CLIENTS & PARTNERS

Frequent communication with our clients & partners as they provide innovative solutions in our products and service offerings.

- Welcome calls
- Customer surveys
- Feedback from customer buy, service, claim transactions
- Innovative and solutions



COLLEAGUES

Internal communications & feedback networks are fundamental to IH performance fair place to work development goals and sustainable growth.

- Conferences, training, and other talent development programs
- Employee Resource events and programming, and
- Employee surveys



COMMUNITY

Engagement and knowledge sharing, IH is a partnership and corporate volunteering and employee donations in CSR for positive change.

- Social media interactions
- Corporate website and other correspondence
- Knowledge sharing, corporate volunteering



INVESTORS

We are committed to building investor trust and creating long-term value through a disciplined approach to business growth. Our engagement efforts ensure transparency and regular communication regarding ESG progress.

- Annual General Meeting (AGM)
- Quarterly financial reports
- Benchmarking, ratings, and rankings
- Investor conferences, meetings, and calls



GOVERNMENTS AND REGULATORS

IH actively communicates with government agencies and regulators to enhance sustainable business operations and ensure compliance with evolving regulatory requirements.

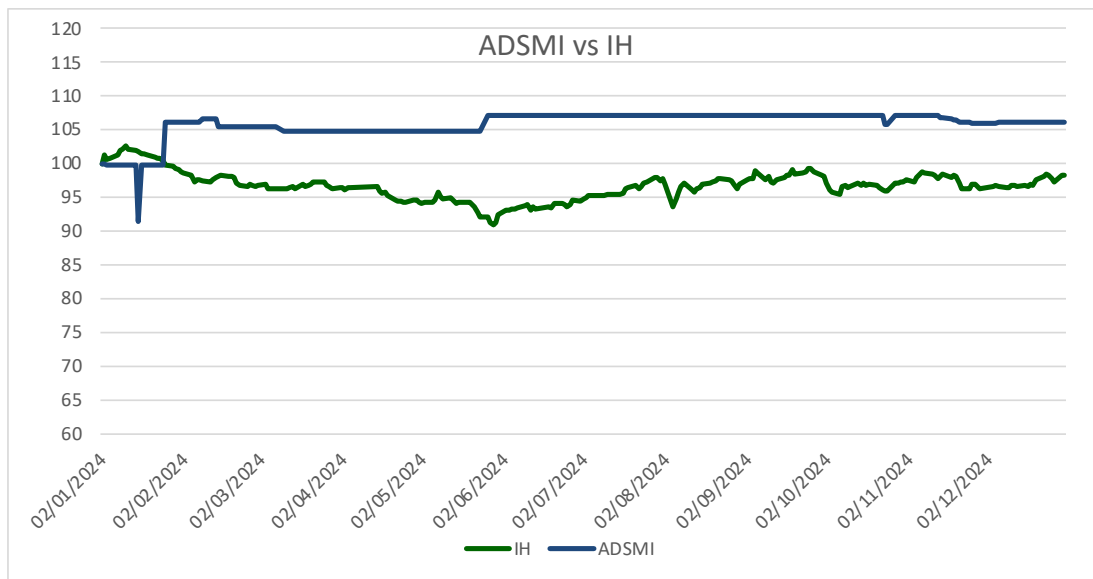
- Regulatory and other reporting
- New regulatory requirements and other dialogue
- Panel discussions and roundtables in workshop



STAKEHOLDER ENGAGEMENT

The achievement of our IH ESG strategy is dependent on our ability to effectively engage with stakeholders to better understand and more successfully address the ESG challenges and accelerate progress on our social and environmental initiatives. However, we listen to our stakeholders' views through two-way conversation and believe this positive transparency and accountability.

A statement of the comparative performance of the Company's shares with the market index during year 2024.



STAKEHOLDER ENGAGEMENT

A statement of Company's shareholding distribution in ADX as of 31/12/2024:

S/N	Shareholder Category	Percentage of Shares Held			
		Individual	Companies	Government	Total
1	Local	5.86%	93.76%	0%	99.62%
2	Arab	0.08%	0.08%	0%	0.16%
3	Foreign	0.04%	0.18%	0%	0.22%
	Total	5.98%	94.02%	0%	100.00%

A statement of the shareholders who hold 5% or more of the Company's capital as of 31/12/2024 according to the following schedule:

S/N	Name	Number of Shares Held	% of the Shares Held of the Company's Capital		
			Individual	Companies	Government
1	Finance House PJSC	54,175,000	0.00%	45.61%	0.00%
2	Al Mazroui Investment LLC	35,000,000	0.00%	29.47%	0.00%
	Total	89,175,000	0.00%	75.08%	0.00%

A statement of shareholders' distribution by the size of equity as of 31/12/2024:

S/N	Share(s) Owned	Number of Shareholders	Number of Shares Held	% of the Shares Held of the Capital
1	Less than 50,000	48.0	815,366	0.69%
2	From 50,000 to less than 500,000	16.0	2,166,265	1.82%
3	From 500,000 to less than 5,000,000	12.0	15,591,762	13.13%
4	More than 5,000,000	4.0	100,207,107	84.36%
	Total	80.0	118,780,500	100.00%

STAKEHOLDER ENGAGEMENT

Statement of procedures taken with respect to the controls of investors' relations:

- The Company has complied with regulatory requirements on controls of investors' relations.
- Appointment of an Investor Relations Officer.

- Name and contact details of Investor Relations Officer:
 - Ms. Nada Mahmoud Elgindi
 - Insurance House PJSC, Orjowan Building, Zayed 1st Street
Al Khalidiya PO Box: 129921 Abu Dhabi, United Arab Emirates.
 - Telephone : +97124934809
 - Mobile : +971561238842
 - E-mail : nada.elgindi@insurancehouse.ae
 - Fax No : +97124934400

- Creating a section specialized for investor relations on the Company's website.
Investor Relations webpage link:
<https://www.insurancehouse.ae/investor-relations/investor-relationcontact-us/>

A statement of the special resolutions presented in the General Assembly held in 2024 and the procedures taken with respect thereto.

Nil



IH APPROACH TO ESG SUSTAINABILITY GOALS AND OBJECTIVES

IH is committed to integrating ESG principles across all aspects of our operations, ensuring we uphold the promises made to our customers. By addressing sustainability challenges within our business, we are able to manage four key areas that impact our operations:

- Sustainable Business Operations
- Employee and Culture
- Community and Responsibility
- Governance and Business Ethics



SUSTAINABLE BUSINESS OPERATIONS

Built on a solid foundation of stability, trust and enduring values, our goal is to bring essential features such as speed, care and added value into the insurance industry. We are committed to addressing our clients' most intricate needs by offering comprehensive range of policies, including but not limited to:

- Motor Insurance,
- Engineering Insurance,
- Fire Insurance,
- Liability Insurance,
- Marine Insurance,
- Medical Insurance,
- Personal Insurance,
- Aviation Insurance,
- Energy Insurance, and more

FINANCIAL & OPERATIONAL HIGHLIGHTS

YEAR 2024

REGULAR DIVIDEND PAYOUT TO SHAREHOLDERS	
YEAR	IN '000' AED
2018	1,188
2019	4,751
2020	4,751
2021	4,751

OPERATIONAL PERFORMANCE	IN '000' AED
Insurance Revenue	297,661
Insurance Service Expense	-351,830
Insurance Service Result	-17,622

FINANCIALS PERFORMANCE	IN '000' AED
Net Profit/(Loss)	-19,691
Investment Income	1,692
Total Asset	207,344

WEALTH CREATION FOR SHAREHOLDERS	IN '000' AED
Earning Per Share	-0.17
Dividend Per Share	N/A

	IN '000' AED
Retained Earning	-140,408
Shareholders Equity	-1,993



BUSINESS ETHICS

In line with our commitment to upholding the highest standards of corporate governance and ethics, Insurance House remained focused on prioritizing the well-being of its stakeholders in 2024. Our Board of Directors (BOD) and management team are dedicated to creating value for our shareholders, customers, employees, and the wider community by emphasizing:

- a. Enhanced shareholder value
- b. Stakeholder engagement
- c. Corporate social responsibility (CSR)
- d. Compliance and governance



CODE OF CONDUCT

The Insurance House Code of Conduct outlines our policies and procedures for conducting business in a legally and ethically responsible manner. It serves as a fundamental part of our personnel policies, ensuring that all employees uphold the company's values and ethical standards.

The Code provides specific guidance on the following key areas:

- a. Insurance House values
- b. The role of Insurance House supervision
- c. Conflicts of interest
- d. Protecting Insurance House information and assets
- e. Compliance with laws and regulations
- f. Violations of policy: reporting obligations and discipline measures

Insurance House Board of Directors has charged all the company's employees with the responsibility of enforcing the compliance program and ensuring that the code and Insurance House related policies govern the business activities of all company employees. However, this responsibility does not diminish each employee's obligation to understand and comply with the Code and Insurance House policies.

Likewise, supervisors remain accountable for ensuring that their teams adhere to the Code and all relevant company policies, including but not limited to:

- Contract Policy
- Security Policy
- Purchasing Policy
- Travel and Entertainment Policy
- Accounting Policy and Procedures
- Privacy Policy
- Immigration Policy
- Equal Employment Opportunity Policy
- Other employment-related policies



DATA PRIVACY AND SECURITY

Insurance House implemented a **Data Leakage Prevention (DLP)** system across its network in order to ensure appropriate preservation of data confidentiality, secure data and ensure applicable compliance standards are met. DLP consistently monitors and identifies sensitive data on the network where intentional/ unintentional leakage is happening, however, the risk to the company is substantial. A DLP system has the ability to locate (Discover) confidential electronic data within Insurance House's core system and determine if there is a potential data leakage. The system has the ability to monitor and detect data leakages happening at:

- Data in motion: Email, Uploads to internet websites and FTP servers, Transmitted over file shares, Instant Messaging
- Data at rest, compressed data storage drives, removable media, file servers etc.
- Data in Desktop and Laptops. Data Leakage Prevention - Cybersecurity Preparedness

On Cybersecurity Preparedness, the increasing complexity of the Insurance House environment requires the creation of a Cybersecurity Incident Respond Plan (CSIRP) to efficiently handle cybersecurity incidents, while further protecting Insurance House's sensitive and critical information damage and/ or exposure due to any security breach. To reinforce trust with customers, employees, and business partners, Insurance House has established a **Data Privacy and Cybersecurity Policy** that ensures the protection of business and customer data while maintaining compliance with data protection regulations.

This Policy is communicated via classroom sessions and e-learning to all employees when they join Insurance House and_ are regularly given refresher training and awareness activities focusing on topics such as proper data handling, breach reporting and phishing.



WORKPLACE SAFETY

Insurance House, we take measures to ensure a healthy, safe, and secure environment for all our employees, agents, and customers. Our admin team is responsible for conducting fire drills at all premises. IH actively supports and protects the well-being of its staff, communities, service providers, and clients. The core business moved to remote or flexible working in a safe working environment, to understand how senior management was adapting to the new sustainable business operations.

ANTI MONEY LAUNDERING

Insurance House is committed to the efforts of the Government of UAE, Central Bank of UAE, and Global efforts in combating Money Laundering & Terrorist Financing. These operational policies are primarily derived from the UAE Federal Law. This applies to Insurance House businesses (or business units), business under IH's management control, and staff in all departments and subsidiaries.

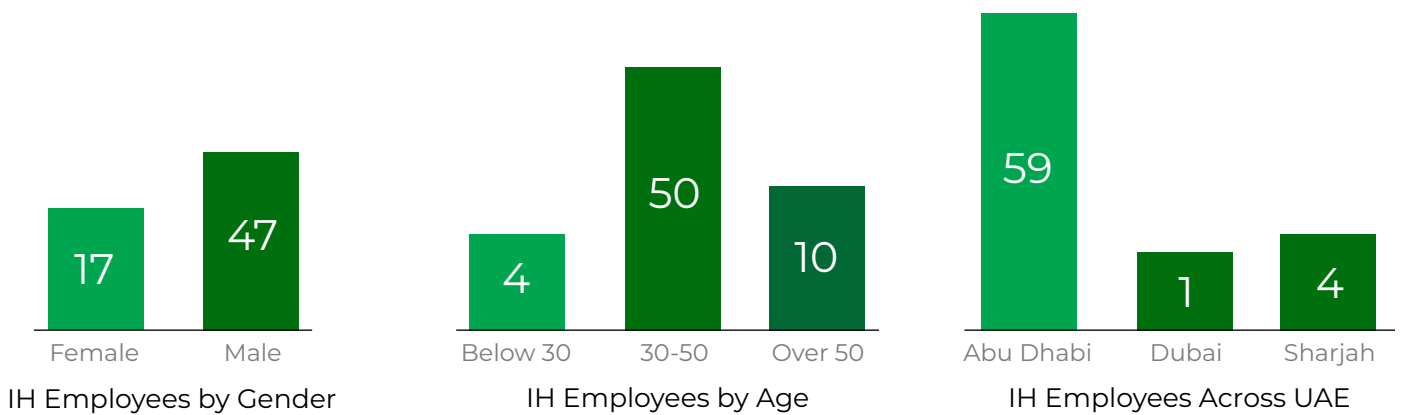
These policies include a risk-based approach to conducting customer due diligence, ongoing monitoring, suspicious activity reporting, training, and record keeping. Insurance House uses comprehensive AML/CTF monitoring software/online tool to screen, risk profile, and monitor customer activity. In addition, all Insurance House employees have completed AML and CTF training.



EMPLOYEE CULTURE

Insurance House employees are one of the vital resources of our organization. The company believes in the effective management of Human Capital in order to achieve the organization's objectives. Hence, the company aspires to recruit the right people, develop and retain the best talent, and create robust policies and procedure on Human Capital engagement that will enable the company to achieve its objectives and aspirations.

Total Head Count of IH Employees on 31 December 2024





EMPLOYEE ENGAGEMENT

Insurance House creates and maintains a positive work environment, Whereby all new employees are required to complete the company orientation program in addition to a set of e-learning modules centered on the learning and development framework Our Code of Conduct includes the professional services that we offer our customers and all external stakeholders. It provides clear guidance on how to conduct business at all times, and it is protected by the risk management matrix Employees are encouraged to resolve issues by talking to and working with their direct line managers and the Human Resources department (open door policy). This builds a collaborative and inclusive workplace which prioritizes employee engagement.

Employee Turnover





CHARTING THE COURSE: OUR ESG INTEGRATION OBJECTIVES

Environmental



Resource Efficiency and Waste Management

This objective encompasses our efforts to reduce waste, conserve energy, and uphold the “Reduce, Reuse, Recycle” principle.

Key initiatives include optimizing natural lighting, sorting biodegradable and non-biodegradable waste, and implementing other sustainable practices.



Community Environmental Engagement

Through initiatives such as the “Clean-up campaign” this objective aims to involve both employees and the wider community in environmental sustainability.

Social Responsibility and Community Engagement



Employee Well-being and Stakeholder Engagement

Incorporating health-check-up initiatives, staff reward programs to encourage sustainable practices and enhance the overall well-being of our employees and stakeholders.



Social Equity and Inclusion

Insurance House focuses on diversity and inclusion efforts, aiming to increase female representation in management roles and promote social equity through partnerships in community service.

Community Initiatives



Aligned with charitable donations and community service, this objective focuses on resource allocation for societal betterment through contributions and community involvement.

Governance Initiatives



Insurance House governance initiative aligned with Environmental, Social, and Governance (ESG) principles focuses on promoting transparency, accountability, ethical business practices, and regulatory compliance.

Economic Responsibility



Local Economic Development

Our investments covers local entrepreneurship and focuses to economic growth, incorporating responsible investment practices and considers ESG factors in company investment decisions.



GOVERNANCE

Environmental, Social, and Governance (ESG) issues are integral to our business strategy, as they have a significant impact on long-term business performance and sustainability. At Insurance House, we recognize that every employee plays a vital role in advancing our ESG priorities, which are deeply embedded in our corporate identity and operational ethos.

The **Insurance House ESG Team** is tasked with overseeing the governance framework for ESG initiatives. This includes integrating ESG considerations into our business processes, addressing emerging ESG challenges, and providing strategic guidance on our ESG approach. The team is also responsible for setting environmental targets, managing submissions to global sustainability indices, and ensuring the accuracy and completeness of this Report.

To ensure our ESG strategy remains aligned with global best practices and stakeholder expectations, the ESG Team actively monitors the latest ESG research and incorporates feedback from key stakeholders.

This enables us to identify and address ESG issues that are most relevant to Insurance House's operations, ensuring we continue to deliver value to our stakeholders while maintaining our commitment to sustainable growth.

ESG issues have the potential to impact business performance. All Insurance House employees are responsible for contributing to the realization of our ESG priorities. This is core to who we are and how we operate. The Insurance House ESG team is responsible for overseeing governance around ESG, in addition to integrating and addressing ESG issues within our business and providing input on our ESG approach, environmental targets, submissions to sustainability indices, and in reviewing this Report. The Insurance House ESG team also considers the latest ESG research and feedback raised by key stakeholders in order to provide input on specific ESG issues relevant to the Insurance House operations.



OUR ESG ACHIEVEMENTS: A YEAR IN REVIEW

Driven by a firm conviction that growth can only be sustained if shared, Insurance House, in 2024 as every year, contributed to the development of the community and to protecting our precious environment. As part of its social responsibility commitments, the company participated in a number of social activities dedicated to building a better quality of life.

Environmental Initiatives



Observing Earth Hour

Insurance House proudly joined millions worldwide in observing Earth Hour, an annual event that symbolizes our shared responsibility to protect the planet. By turning off our lights for one hour, we demonstrated solidarity in the fight against climate change and reinforced the need for sustainable actions.



Clean-Up Campaign with Ras Al Khaimah's Public Services Department

In support of sustainability initiatives, Insurance House collaborated with Ras Al Khaimah's Public Services Department on a **Clean-Up Campaign**. This collaboration reflects our dedication to environmental sustainability and fostering meaningful partnerships for a healthier, more sustainable future.



Advancing Sustainability & Community Well-Being

By working together, we aim to support projects that advance sustainability, reduce environmental impact, and enhance community well-being. At Insurance House, we believe that creating a greener future begins with collective action and a unified commitment to sustainability.



International Mother Earth Day: Raising Awareness on Plastic Waste

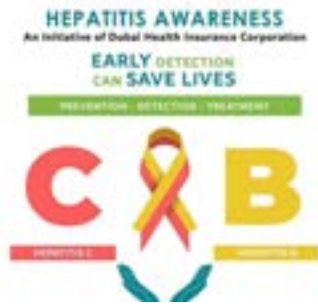
In line with our ESG commitment to environmental sustainability, Insurance House celebrates International Mother Earth Day by raising awareness about the urgent need to address plastic waste. The increasing volume of plastic in our oceans harms vulnerable ecosystems and marine life, posing a significant threat to our planet. By promoting small actions such as using reusable bags and bottles, we aim to inspire change and support eco-friendly initiatives for a cleaner, healthier environment. Every action counts, and together we can make a positive impact on the world we call home.

Social Responsibility and Community Engagement Fostering a Culture of Care and Giving



Annual Blood Donation Event

As part of our ESG commitment, Insurance House participated in the annual Blood Donation Event in collaboration with **Abu Dhabi Blood Bank**. This initiative provided employees and stakeholders with an opportunity to give back to the community, supporting emergency blood supplies and raising awareness about the importance of blood donation under the theme of **“Love Flows in Every Drop”**. The success of this event reflects our dedication to fostering a culture of care and making a positive impact within our workplace and beyond.



Health Awareness Initiatives

Insurance House supported the initiative of **Dubai Health Insurance Corporation about Basmah and Hepatitis Awareness**. Promoted the campaign to its social media pages to raise awareness to its customers and to the public audience in general.



Celebrating Women and Empowering Inclusion

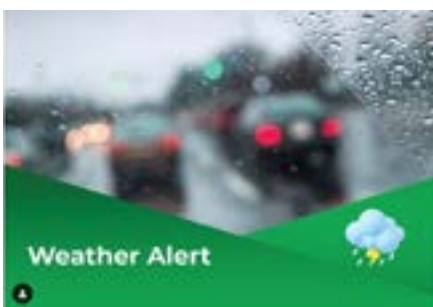
In alignment with our ESG commitment to gender equality, Insurance House celebrated both **International Women's Day 2024** and **Mother's Day**. These occasions were an opportunity to honour the strength, resilience, and achievements of women worldwide. We also acknowledge all the mothers out there, whose unwavering love and devotion enrich our lives. At Insurance House, we remain committed to empowering women and fostering gender equality, recognizing the vital role they play in shaping a more inclusive and equitable society.



Employee Engagement & Team Building

We recognize that our employees are the heart of our success. Our **Employee Winter Gathering** was a celebration of teamwork, camaraderie, and appreciation, bringing our people together to create lasting memories. This event reflects our commitment to fostering a positive, inclusive workplace culture where employees feel valued, connected, and motivated.

By prioritizing employee well-being and engagement, we continue to strengthen our organizational spirit, aligning with our ESG principles that promote social responsibility and a thriving work environment.



Ensuring Customer Safety with Proactive Weather Alerts

At Insurance House, our commitment to Environmental, Social, and Governance (ESG) principles drives us to **prioritize the well-being and safety of our customers**. As part of our social responsibility, we proactively **provided timely weather alerts** to our customers to ensure their safety and preparedness **during last year's adverse weather conditions**. This initiative reflects our dedication to risk mitigation, community welfare, and responsible corporate governance.



Ramadan Giving: Iftar Meal Box Distribution

Insurance House partnered with **Beit Al Khair Society for the Iftar Meal Box Distribution**. This initiative reflects our dedication to giving back to the community during the blessed month of Ramadan. By providing meals to those in need, we offer not just sustenance but also hope and support, embodying the values of compassion, unity, and generosity. Together, we continue to make a meaningful impact in the lives of others.

Driving ESG-Focused Business Excellence



Enhancing Operational Resilience

At Insurance House, our ESG commitment extends beyond customer safety to optimizing business operations for long-term sustainability. During our **2024 management meeting**, we focused on key areas such as cost efficiency, customer experience, and profitable growth. By streamlining our processes and adopting innovative strategies, we aim to enhance operational resilience while maintaining our high standards of service.



Leadership Summit: Shaping a Sustainable Future

Our approach to cost efficiency ensures that we continue delivering exceptional value to customers while reinforcing financial sustainability. **Enhancing customer experience remains a top priority**, with initiatives designed to exceed expectations and build stronger relationships. Strategic planning for profitable growth enables us to drive long-term success while aligning with ESG principles, ensuring that our impact remains positive and sustainable. Together, we are on a path to excellence, fostering a future built on innovation, responsibility, and lasting success.

The Senior Leadership Summit at Insurance House reinforced our ESG-focused vision for 2024, emphasizing innovation, customer-centric growth, and sustainable business practices. Our leadership team engaged in dynamic discussions on industry challenges and opportunities, ensuring resilience and adaptability in a rapidly evolving landscape. By integrating ESG principles into our strategy, we aim to drive responsible growth while

strengthening governance, operational efficiency, and corporate transparency. The collaborative spirit showcased during the summit underscores our commitment to long-term value creation, fostering a sustainable and successful future for our company and stakeholders.



Supporting Emiratization and Workforce Development

Insurance House is proud to have successfully achieved our Emiratization target. This accomplishment highlights our dedication to fostering the professional growth of Emirati nationals within the organization. By providing opportunities for development, mentorship, and career advancement, we continue to support the empowerment of local talent and contribute to the growth of the UAE's economy and workforce.



Consumer Protection & Financial Fraud Awareness

As part of our ESG commitment to ethical governance and consumer protection, Insurance House actively participated in **International Fraud Awareness Week** to educate customers about financial fraud risks. Not all insurance offers are legitimate, and fraudulent policies that demand upfront payments or seem too good to be true pose serious risks to consumers. To combat fraud, we implemented awareness campaigns across multiple platforms, warning customers about potential scams and providing guidance on verifying legitimate insurance providers. By promoting transparency and financial literacy, we reinforce trust in our services and uphold our responsibility to safeguard customers against deceptive practices. Together, we continue to foster a secure and trustworthy insurance ecosystem.



Honoring UAE Heritage & Cultural Celebrations UAE National Day Celebrations

In a lively celebration of community and employee engagement, Insurance House marked **UAE National Day** with a traditional event. The occasion was enriched by a captivating traditional dance performance, showcasing the cultural vibrancy of the UAE. Employees enjoyed the atmosphere in beautifully arranged tents, where they had the chance to explore Emirati arts and crafts, along with savouring delicious delicacies like “Reqaq” and “Luqaimat,” catered by a local Emirati entrepreneur.



Nurturing UAE National Talent Through Internships

In 2024, we took significant steps toward fostering the growth and development of UAE national talent, aligning with our commitment to diversity, inclusion, and the sustainable development of the local workforce. As part of this effort, we welcomed five young UAE nationals for **internships** lasting between 4 and 16 weeks, offering them practical, hands-on experience that aligns with their graduation requirements.

These internships provided valuable exposure to the financial sector, enabling the interns to gain insight into the industry while developing essential skills for their future careers.

Advancing Employee Health & Well-being



Partnering for Preventive Healthcare

As part of our **ESG commitment** to employee well-being, Insurance House collaborated with Al Mushrif Children’s Speciality Center (SEHA) to host the “**IFHAS**” **comprehensive periodic testing for our UAE national employees** and “**Flu Vaccination Day**” for all staff. This initiative reflects our dedication to employee well-being, fostering a healthier workplace, and promoting preventive healthcare. By prioritizing health and safety, we enhance productivity, reduce absenteeism, and contribute to a resilient and thriving workforce, reinforcing our corporate responsibility towards sustainable and socially responsible business practices.

Governance Initiatives



Enhancing Internal Audit Excellence

At Insurance House, we are dedicated to advancing governance excellence as part of our ESG principles. Our Internal Audit Team participated in an insightful **training session on the newly released *Global Internal Audit Standards (GIAS)***, conducted by our Group Head – Internal Audit. The session provided an in-depth exploration of the 15 guiding principles and their implementation, ensuring our auditors are equipped to enhance quality, excellence, and conformity in their practices. This initiative reflects our commitment to continuous professional development and strengthening governance across our organization.



Advancing Information Security & Risk Management

Information Security remains a cornerstone of Insurance House's commitment to cybersecurity, risk management, and regulatory compliance. By safeguarding the organization's digital landscape, Insurance House ensures the integrity, confidentiality, and availability of critical systems and data across its group. Throughout the year, significant milestones were achieved in strengthening IH's security posture and aligning with global and regional regulatory requirements.

KEY ACHIEVEMENTS



Risk Management & Threat Mitigation

- Conducted proactive risk assessments to identify emerging cybersecurity threats and implemented robust mitigation strategies to enhance resilience.
- Strengthened access controls, encryption protocols, and endpoint security measures to minimize vulnerabilities and reduce the risk of data breaches.
- Enhanced security awareness programs to educate employees on best practices, phishing detection, and cyber hygiene.



Regulatory Compliance & Industry Standards

- Successfully maintained **PCI DSS (Payment Card Industry Data Security Standard) compliance**, ensuring the secure processing of financial transactions and protecting customer data.
- Ensured ongoing adherence to **ISO 27001**, the internationally recognized standard for Information Security Management Systems, reinforcing IH's commitment to a structured and secure approach to data protection.
- Achieved a **high score in the ADHICS (Abu Dhabi Healthcare Information and Cyber Security Standard) certification** for Insurance House, demonstrating compliance with stringent healthcare data protection requirements.



Governance & Strengthening Security Frameworks

- Revamped internal security policies, standards, and guidelines, introducing enhanced controls to ensure compliance and prevent regulatory violations.
- Aligned security practices with ADGM (Abu Dhabi Global Market) and FSRA (Financial Services Regulatory Authority) requirements, successfully meeting all obligations.
- Implemented enhanced security monitoring and incident response capabilities, ensuring swift detection and remediation of potential threats.



IMPACT ON IH'S STRATEGIC OBJECTIVES

These initiatives directly contribute to IH's broader business goals by:

- Strengthening **governance** and regulatory compliance to protect stakeholders.
- Enhancing **operational resilience** by mitigating cybersecurity risks.
- Fostering a **secure and trustworthy digital environment** for customers and partners.

Through continuous improvements in security frameworks, risk management, and compliance, Information Security plays a pivotal role in supporting IH's mission and long-term success in an increasingly complex cyber landscape.

MARKET CONDUCT COMPLIANCE: UPHOLDING CONSUMER PROTECTION & ETHICAL STANDARDS

The Central Bank of the United Arab Emirates (CBUAE) mandates that Licensed Financial Institutions (LFIs) establish a comprehensive **Market Conduct Compliance Policy** to ensure adherence to regulatory principles and promote fair treatment of consumers as part of implementing the **Consumer Protection Regulations and Standards** issued in year 2020. In this respect, Insurance House has taken the required initiative for its implementation and ensures that its Market Conduct Compliance Policy encompasses the following Key requirements:

1. Board and Senior Management Oversight:

- The Board should formally approve the Market Conduct Compliance Policy, detailing how IH will comply with regulatory principles.
- An annual report on Consumer Protection & Conduct Risk Management should be submitted to the Board, along with documented responses.
- The governance framework clearly defines the roles and responsibilities for all business, control, and assurance functions, ensuring effective oversight of retail operations.

2. Governance Framework Objectives:

- Minimize potential harm to consumers.
- Prevent conflicts of interest with consumers.
- Ensure that the best interests and well-being of consumers are appropriately addressed.

3. Promoting a Consumer-Centric Culture:

- The Board and Senior Management foster a culture emphasizing consumer service, fairness, transparency, and disclosure.
- The Board and Senior Management hold accountability for aligning business practices with consumer protection regulatory requirements.

4. Ensuring Responsible Market Conduct:

- Insurance House must conduct itself with integrity and in a fair, honest, competent, and transparent manner at all times.
- Insurance House has to ensure that staff are appropriately qualified, fit, and proper to fulfil their duties.
- Insurance House must monitor its marketplace behaviour, including sales, marketing, financing/lending, and advisory services, and implement controls to prevent inappropriate conduct and risks towards consumers.



SCOPE & COMMITMENT TO COMPLIANCE

The scope of this policy applies to all employees, contracted personnel, and outsourced employees thereby establishing behavioral standards for individuals representing Insurance House in the financial marketplace. By adhering to these guidelines, Insurance House can ensure compliance with CBUAE's regulatory principles and promote a fair and transparent financial marketplace in the UAE.

Furthermore, in line with our commitment to regulatory compliance, the Board of Directors has actively participated in the annual regulatory training facilitated by the Compliance Department. This comprehensive training covered critical matters surrounding Anti-Money Laundering (AML) practices, ensuring that our directors remain well-versed in the latest regulatory updates and evolving best practices. The training included in-depth discussions on relevant reports and regulatory changes, reinforcing our dedication to maintaining the highest standards of compliance and governance across the organization.

INSURANCE HOUSE ESG STRATEGY: DRIVING SUSTAINABILITY & RESPONSIBLE GROWTH

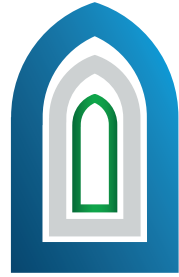
At Insurance House, our ESG Strategy is designed to position us as a leader in sustainability within the insurance sector. This strategy provides a clear roadmap for embedding the principles of environmental responsibility, social equity, and strong governance into every facet of our operations. These pillars are not just aspirational goals but urgent priorities that drive our decision-making and define our corporate identity.

Our approach is rooted in creating long-term value for all stakeholders while aligning with both the UAE's national sustainability agenda and global initiatives. By integrating ESG principles into our business model, we aim to foster environmental stewardship, promote social well-being, and uphold the highest standards of governance. This strategy serves as the foundation for our commitment to sustainable growth, ensuring that we not only meet the needs of today but also contribute to a more resilient and equitable future.



SUSTAINABILITY IN ACTION: ALIGNING ESG WITH BUSINESS EXCELLENCE

Insurance House Economic Sustainability Governance (ESG) Strategy sets the direction to lead in sustainability within the insurance sector. Our strategy aims to systemically integrate the principles of environmental care, social equity, and good governance into our business model. These imperatives are not mere policies but rather pressing calls for action. They inform our corporate ethos, shaping not just our business models but also the values we want to represent and propagate. Our objectives and tactical plans are built to create long-term value for stakeholders and contribute to both national and global sustainability initiatives. It serves as our blueprint to contribute positively to environmental stewardship, social well-being, and robust governance.



دار التأمين
INSURANCE HOUSE

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