



**Arabian Scandinavian Insurance Company PLC - Takaful -
ASCANA Insurance**

Sustainability Report 2020



Sustainability Summary

In line with the UAE Green Agenda 2015-2020 and the accompanying commitments of the state to the terms of the Paris Agreement with the global sustainable development goals and in line with Dubai Vision 2021 to develop a sustainable smart city before the start of our journey to integrate sustainability, Arabian Scandinavian Insurance Company PLC-Takaful-ASCANA Insurance has prepared the first sustainability report that highlights the importance of the company's commitment to sustainability and to provide more detail on (ESG) performance. We have started by incorporating sustainability into our business strategy.

In 2020, we have established the Department of Social Responsibility and Sustainability Programs to ensure the integration of our approach to sustainability in our business strategy and the development of the company's strategy for long-term sustainability, based on our belief in the ability of the insurance sector to address economic, social and environmental challenges.

We are committed to promoting diversity and inclusivity to help create a better future for our customers and communities.

The Sustainability Report 2020 includes several initiatives that support the sustainability strategy in order to support economic growth, provide a sustainable business environment, and urge the business community to adopt social sustainability practices, as well as improve governance standards.

The company's sustainability strategy aims to create a long-term added value that includes all customers, which requires a thoughtful and serious approach, and requires strengthening and developing relationships with customers.

We are keen to provide the Reader with a better insight into the sustainability methodology of the Arabian Scandinavian Insurance Company PLC-Takaful-ASCANA Insurance, while highlighting the main themes related to environmental, social and governance aspects.

- Sustainability Policies
- Establishing Our Governance
- Financial Performance Stability
- Human Resources & Employee Welfare
- Protecting the environment
- Our societal contribution
- Launching the ASCANA - Takaful Sustainability Strategy 2025

Sustainability Policies

As important to our success, we prioritize sustainability in all aspects of our operation and corporate strategy, allowing us to provide long-term shared value to all of our stakeholders. ASCANA - Takaful Sustainability Policy demonstrates our commitment to responsible best practice models and the conduct of business in a manner that contributes to ensuring a sustainable future at the environmental, social and economic levels.

The ASCANA -Takaful Sustainability Policy is based on the following:

- Management and sustainable study of the risks.
- Managing all agreements with reinsurance companies
- Managing all agreements with insurance brokers
- Make all customers happy.
- Training of employees and enhancing their participation.
- Women's Empowerment
- Work procedures and policies to implement sustainability.
- Data collection and reporting in a sustainable manner and policies for determining remuneration, working fees, nomination, risk management and internal control.

Establishing Our Governance

ASCANA Takaful – believes that sound corporate governance is the key to business success, sustainability and profitability. To this end, the Board of Directors places great emphasis on adhering to governance controls and standards of institutional discipline set by legal authorities.

The Company is committed to the principles of transparency and ethical behavior and the standards approved by the Board of Directors are rooted in the group's internal control system and its code of conduct.

The Board of Directors has formed various committees to assist in carrying out their responsibilities in the strategic direction, the Emiratization rate is equivalent to 6%, and we seek to double this number by end of 2022.

ASCANA - Takaful also depends entirely on the following mechanism for the company's sustainability:

- Recruitment of competencies
- Achieving gender balance.
- Emiratization Program.
- Continuous education and training to support the development of emerging talent and competencies.

Financial Performance Stability

In the context of efforts to sustain financial performance, enhance sources of income, increase profits and enhance the added value of shareholders, ASCANA - Takaful works to diversify investment opportunities and increase its market share by working to increase the volume of underwriting by diversifying the market needs of quality products and services for all customers and raising the efficiency of employees' operations. In addition to providing new investment options that contribute in enhancing the company's liquidity levels.

Human Resources & Employee Welfare

The employees, who are considered the innovation element, which is the main element of the company "ASCANA-Takaful". The number of employees working in the company stands at 97 employees at the end of the year 2020, consisting of 69% males and 31 females, which makes the company a balanced mix of experiences and capabilities that brings a new and dynamic approach to the company.

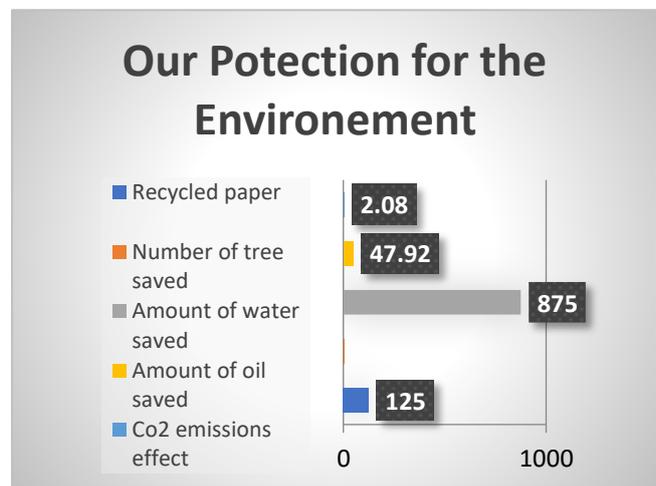
The safety and well-being of employees is of pivotal importance to the company and the company works to create the best ideal work environment, which enhances opportunities for self-development and growth in employee performance, which is reflected positively in achieving the company's sustainable goals.

Our Protection for The Environment

In terms of environmental sustainability, the Company is keen to contribute to the protection of the environment, based on the Company's role as an entity present in the market, and as a Public Shareholding Company listed therein. In this context, the Company has implemented a number of initiatives to achieve these goals. Although there is no comprehensive report on the environmental impact of our business, we decided to review the data on our environmental footprint according to several simple metrics.

In line with the company's orientation to reach a sustainable electronic work environment, the company has subscribed to the (Green Box) service since the beginning of the year 2020. This service aims to contribute to the development of a sustainable ecosystem by harnessing paper recycling techniques, and to raise awareness about paper waste and its negative environmental impact. In addition to changing common paper consumption habits and reducing the company's carbon footprint, according to a report (Green Books), the company's results showed a decrease in the amount of recycled paper at the end of 2020.

This decrease appears, especially after the increase in the amount recycled in the previous year due to the disposal of previously preserved documents over the previous years, as archiving in previous years relied on the paper system and the increase in the number of free newspapers received by the company during the previous year. The company always works to recycle these papers for the benefit of the environment and continues its quest towards the desired sustainable development.



Our Societal Contributions

The company's strategy for social responsibility and sustainability, which focuses on serving the community and its people such as:

- Contribute to the development of society in the economic, social, environmental and other fields by providing cash and in-kind contributions to finance development programs and projects in the country.
- Adopting environmentally friendly policies in production and work, and contributing to spreading healthy and safe behavior.
- Enhancing the spirit of innovation and scientific research and contributing in providing solutions to problems or challenges facing society.
- Strategizing to establish a culture of social responsibility in the company and provide opportunities to develop humanitarian and community campaigns and initiatives and engage in volunteer programs.

The following are names of some entities that the company contributed towards supporting them during the year 2020:

- Target Center for People with Special Needs

- Women Police Association - Dubai
- Department of Islamic Affairs and Endowments
- Saed Association for Traffic Accidents Reduction
- Al-Tariq Center for Rehabilitation and Autism
- Dubai Health Authority.

The company participated in a number of national events, in which the company participated in a number of national celebrations. Among these events are the Flag Day, the National Day, the Martyr's Day and Zayed Day.

Women's Empowerment

The company called for the importance of everyone's participation in achieving sustainable development goals, whether at the level of working life, or through the daily practices of every member of the society. The company called for achieving gender equality and non-discrimination, through the representation of women on the Boards of Directors of listed companies as part of the company's 2025 sustainability strategy and in support of the UAE's goal to achieve women's representation equivalent to 20% of companies' Boards of Directors.

Participation and Communication with all Customers as they are a Permanent Priority:

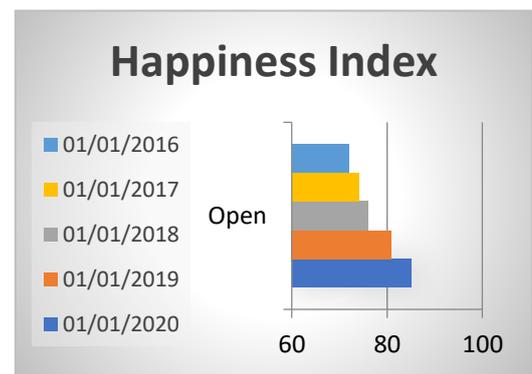
A workshop for employees was arranged to clarify the details of corporate governance, social and environmental responsibility, and to highlight the importance of following all laws. The company is keen on the goal of activating the participation of all concerned departments at the internal and external levels, as the company conducted a number of opinion surveys to measure customer satisfaction and happiness, in addition to employee satisfaction surveys.

Below is a diagram showing the results of these surveys:



Happiness Index

In line with the objectives of the Dubai Happiness Index, the company is keen to raise the levels of happiness among all of the company's customers, as surveys were carried out to measure the level of customer happiness through the Customer Service Affairs Office, which enables customers to evaluate the level of service provided.



Ideas and Innovation

The company established a department called the “Ideas Department”, which is a practical and organized department to get the ideas that the company takes from the concept of innovation, a corporate culture that it applies among its employees, and an assessment of these ideas to determine the idea that allows creating an added value to the company and leads to the achievement of creativity and innovation within the company. The establishment of a department for ideas helps encourage contribution to innovation and development.

The company has participated in the "Emirates Innovation Month" and won the third place among the participants. This indicates the sustainability of the ideas and creativity of the company, which was highly appreciated by the organizer.

Launching the ASCANA - Takaful Sustainability Strategy 2025

The company is working on a sustainability strategy until 2025 which aims to support its ongoing efforts to implement best practices of corporate governance, social and environmental responsibility. With the aim of following up on the implementation of the sustainability strategy, the company formed a “Sustainability Committee” that focuses on enhancing awareness among employees and customers in order to effectively contribute to the implementation of the sustainable development agenda for Dubai and the United Arab Emirates in line with the global sustainable development goals.

This committee will play a pivotal role in incorporating long-term sustainability and business continuity policies and practices, including identifying risks and implementing social and environmental development initiatives. The committee will also launch a series of initiatives aimed at raising awareness about the growing importance of investment.

Khalid Ahmad Al Kazim
Chief Executive Officer



