Sustainability Policy for Orient Insurance PJSC

1. Company Approach and Values

Orient Insurance PJSC is committed to integrating sustainability principles into its business strategy, ensuring alignment with international best practices, the regulatory requirements of the Central Bank of the UAE (CBUAE), and the company's broader strategic objectives. Our approach focuses on environmental responsibility, social impact, and strong governance to enhance long-term value for stakeholders.

The insurance sector plays a crucial role in increasing societal resilience to climate change and addressing other key sustainability challenges. Orient Insurance provides essential risk management solutions that help individuals and businesses safeguard against financial losses and disruptions while promoting sustainable development.

Vision

To be a leading insurance provider in the region by offering innovative, customer-centric solutions while maintaining high ethical standards and sustainability principles.

Mission

To uphold our reputation through superior customer service, innovative insurance solutions, and a commitment to sustainability in all aspects of our operations.

Core Values

- Customer Commitment: We prioritize long-term customer relationships through reliable service and trust-building.
- Excellence: We continuously improve our operations and services to achieve the highest standards.
- Integrity: We adhere to the highest ethical and professional standards in all business dealings.
- Sustainability: We integrate responsible business practices into our operations to support a sustainable future.
- Accountability: We take responsibility for our actions and ensure transparency in all aspects of our business.

2. ESG Framework

To ensure sustainable value creation, Orient Insurance integrates Environmental, Social, and Governance (ESG) considerations into its operations. We achieve this by focusing on three key areas:

Responsible Employer

Orient Insurance is committed to providing a safe, inclusive, and engaging work environment that fosters personal and professional growth. Key initiatives include:

- Implementing employee well-being programs.
- Promoting diversity, inclusion, and equal opportunities.
- Reducing our environmental footprint in workplace operations.
- Encouraging continuous learning and career development.

Responsible Insurer

As a responsible insurer, we integrate ESG factors into our underwriting and risk management practices to support sustainable business practices. Our initiatives include:

- Assessing climate-related risks and their impact on insurance products.
- Developing innovative insurance solutions that promote sustainability.
- Engaging with policyholders on ESG-related risk mitigation strategies.

Responsible Investor

We apply sustainable investment principles by:

- Evaluating investments through an ESG lens.
- Supporting green and social investments that contribute to long-term sustainability.
- Ensuring responsible asset management in line with regulatory and ethical standards.

3. Sustainable Development Goals (SDGs)

Orient Insurance aligns its business operations with the United Nations Sustainable Development Goals (SDGs). Our key contributions include:

- Goal 3: Good Health & Well-being – Through health insurance products and wellness programs.
- Goal 5: Gender Equality – By fostering an inclusive workplace and equal opportunities.

- Goal 8: Decent Work & Economic Growth – By supporting SMEs with tailored insurance solutions.
- Goal 13: Climate Action – Through sustainable underwriting and investment strategies.

4. Stakeholder Engagement and Materiality Assessment

Stakeholder Engagement

We recognize the importance of continuous dialogue with stakeholders, including regulators, employees, customers, investors, and the community. Our engagement strategy includes:

- Regular reporting and disclosures.
- Customer and employee feedback mechanisms.
- Collaboration with regulatory bodies and industry groups.

Material ESG Topics

We have identified key material sustainability issues that significantly impact our business:

1. Employee Well-being & Development
2. Diversity & Inclusion
3. Digital Transformation
4. Data Privacy & Cybersecurity
5. Environmental Impact Reduction
6. Community Engagement & Social Responsibility
7. Ethical Business Practices & Corporate Governance
8. Climate Change Resilience

5. Governance and Responsibilities

Board of Directors

The Board is responsible for setting sustainability strategies, ensuring alignment with corporate objectives, and overseeing ESG performance.

Sustainability Committee

The committee provides guidance on sustainability initiatives, monitors performance, and ensures compliance with regulatory and international standards.

Senior Management

Executives are responsible for integrating sustainability principles into business operations, ensuring adherence to company policies, and fostering a culture of accountability.

Employees

All employees are expected to uphold the company's sustainability values and actively participate in sustainability initiatives.

Suppliers and Partners

We work with suppliers and business partners who align with our sustainability standards and ethical business practices.

6. Annual Reporting and Transparency

Orient Insurance is committed to transparent sustainability reporting in compliance with:

- Regulatory requirements of the Central Bank of the UAE (CBUAE).
- Dubai Financial Market (DFM) ESG reporting guidelines.

We publish an annual sustainability report detailing our performance, initiatives, and key ESG metrics.

7. Policy Review and Continuous Improvement

This policy is reviewed and updated annually to ensure alignment with evolving regulatory requirements, best practices, and stakeholder expectations.

Approved by the Board on : 25/12/2024

Approved by the General Assembly on :