Sustainability

Introduction

Creating value through purpose

From strategy to action

At Dubai Islamic Bank (DIB), sustainability is more than a commitment. It is a fundamental aspect of who we are and how we operate. Our focus on aligning growth with purpose ensures that every initiative we undertake reflects our core values, advances sustainable development, and contributes to the well-being of society and the environment.

With a steadfast dedication to sustainability, we are shaping a future where growth goes hand-in-hand with delivery of meaningful outcomes for our stakeholders. This sustainable approach enables DIB to build lasting trust, foster innovation, and drive progress towards a more sustainable and inclusive future. We continue to embed sustainability into every facet of our operations and ensure that we remain resilient, relevant, and impactful in a rapidly

Global sustainability challenges

Climate change, resource scarcity, and social inequalities are interlinked issues that demand immediate and coordinated action.

These challenges and long-term risks highlight the critical importance of sustainability as a cornerstone of global resilience. These interconnected risks, if left unaddressed, undermine the ecological balance, human well-being and economic security necessary for long-term stability.

Key challenges:

- Climate action failure remains the most significant long-term risk, with insufficient mitigation and adaptation measures exacerbating extreme weather events, resource scarcity, and environmental degradation.
- The degradation of biodiversity and ecosystems poses severe risks to food security, water availability, and global health.
- Natural resource crises, including water and food scarcity, threaten global stability and equitable access to essential resources.

Regional and UAE considerations

The commitment of the UAE on sustainability has resulted in several national initiatives aimed at promoting clean energy, resource conservation, and social progress. DIB's strong focus on these priorities aligns our efforts well with the UAE's overarching and ambitious goals, such as the UAE Net Zero by 2050 initiative.

By supporting sustainability at a regional level, we not only position ourselves as a key player in the UAE's financial landscape, but also emerge as key partners in the country's sustainable development journey. The USD 1-billion Sustainable Sukuk that the Bank issued in February 2024 cements the COP28 commitments, where the largest banks in the UAE pledged AED 1 trillion towards sustainable finance.

DIB's commitment to sustainable finance:
15% of its total gross financing by 2030

Our ethos of sustainability

Recognising the interconnected nature of these risks and challenges, DIB has embraced its responsibility to influence positive change by mobilising capital and driving sustainable practices. Through proactive measures, we aim to mitigate risks, create value, and contribute to long-term economic stability. We understand that sustainability is a vital component of resilient economic systems and that financial institutions have a unique opportunity to deliver on the United Nations' Sustainable Development Goals (SDGs) by channelling resources towards sustainable and impactful initiatives.

- **By strategically allocating capital**, we drive investments into projects and organisations aligned with a sustainable future.
- **By addressing climate action failure**, we finance renewable energy projects, support green infrastructure and enable the transition to low-carbon economies, thus helping reduce emissions, foster cleaner technologies, and align with global climate goals.
- **By propelling sustainable finance**, we enable the development of innovative financial products and services that address these challenges, support climate action, and foster social equity and economic resilience.

The Bank's strategic direction prioritises and promotes organisations with strong ESG performance, incentivising businesses to adopt more sustainable practices. This approach not only mitigates environmental and social risks, but also contributes to a global shift towards responsible and inclusive growth.

Prioritising sustainability - to create long-term value

At DIB, we view sustainability as an opportunity to create long-term value for our clients, employees, investors, and communities. We believe that sustainable finance fosters a culture of responsibility and growth, allowing us to support future generations, while contributing to global economic stability.

By prioritising sustainability, DIB is not only responding to current market expectations, but is also positioning itself as a leader in ethical and socially responsible banking. As a leading financial institution, we are committed to ensure that growth is sustainability-aligned, delivering meaningful impact and value to all our stakeholders.

By integrating sustainability into our growth strategy, we drive positive change that benefits the business and society. Through this approach, we ensure that every step we take contributes to building a sustainable future, while delivering long-term value to all we serve.

Central to our approach is the shared value proposition, that strives to create outcomes where business success goes hand-in-hand with social and environmental progress.

Our approach

Our sustainability journey

Our sustainability journey is deeply rooted in our mission to offer ethical, Sharia-compliant financial services that serve the community.

Early initiatives focused on aligning our operations with Islamic finance principles, which naturally promote social equity and environmental responsibility. Over time, our approach has expanded to incorporate broader ESG principles, making DIB a pioneer in the intersection of Islamic finance and sustainability.

Throughout our history, the Bank has achieved key milestones that highlight our dedication to sustainable growth. These steps demonstrate our commitment to a comprehensive, future-oriented sustainability strategy.

The issuance of the world's first Sustainable Sukuk which provided capital for green projects marked a turning point, blending Islamic finance principles with global green finance goals. The launch of eVolve and Nest reflects our strategy to integrate sustainability into every aspect of our operations, from product offerings to internal policies. In 2024, we updated our Sustainable Finance Framework to align with international standards and introduced a suite of new sustainable investment options, including Sharia-compliant Exchange Traded Funds (ETFs).

Sustainability strategy

The Bank's sustainability strategy reflects a balance between our Islamic finance heritage and the need to address contemporary sustainability challenges. Our approach emphasises proactive risk management, innovation in sustainable finance, and continuous engagement with stakeholders. By maintaining this balance, we ensure that our operations not only meet regulatory requirements, but also contribute to meaningful, positive change.

As we continue to enhance our sustainability performance, we remain committed to building on the momentum, striving to achieve even higher ratings and delivering meaningful, long-term value for our stakeholders.

Our approach continued

Aligning ourselves with UNSDGs

In our 2023 Sustainability Report, we provided a comprehensive overview of our key material issues, which remain central to our sustainability strategy.

Our materiality matrix, while unchanged, continues to serve as a critical tool in guiding our efforts. Looking ahead to 2025, we plan to conduct a double materiality assessment to deepen our understanding of both the external impacts of our operations and the internal factors most critical to our stakeholders.

Using our existing key material issues, we took further steps to ensure we strategically channel our efforts by aligning them with the relevant SDGs. This alignment enables us to focus on areas where we can deliver the greatest impact, ensuring that our initiatives are intentional, targeted, and effectively contribute to global sustainability objectives.

By concentrating our efforts on these high priorities, we are better equipped to deliver on the promises of the SDGs advancing economic growth, fostering social inclusion, and addressing environmental challenges. This strategic focus allows us to allocate resources more efficiently, drive innovative solutions, and strengthen our contributions to the sustainable development agenda. As a leading financial institution, this approach reflects our dedication to aligning business success with global priorities and ensures that we play a meaningful role in achieving sustainable development in the UAE and beyond.

Mapping our material topics with UNSDGs

High-priority issues	Alignment with SDGs
Greenhouse Gas Emissions	7, 12, 13
Climate Risks	12
Diversity and Inclusion	5, 10
Employee Well-being	3
Financial Inclusion	1
Transparency and Disclosure	16
Business Ethics	16
Data and Security	9, 16

Our approach continued

OUR SUSTAINABILITY STRATEGIC PILLARS

	Finance a Sustainable Future				Lead by Example		
PRIORITY AREAS							
Propel sustainable finance	Promote financial inclusion	Champion business ethics and customer privacy	Embed ESG in decision making	Reduce operational environmental footprint	Embrace diversity & inclusion	Enhance employee wellbeing	Drive transparency and disclosure
OBJECTIVES							
Significantly step up the share of our funding activities towards sustainable projects	Be the preeminent banking partner to the under-represented segments of society	Be recognised as a trusted institution to our customers and business partners	Fully integrate ESG risk assessment and mitigation into all our financing decisions	Achieve net zero within operations and significantly reduce our footprint across water, waste, and energy	Be the most diverse Islamic financial institution in our markets of operation	Position ourselves as an employer of choice in the banking sector	Disclose our financial and non-financial performance in line with best-in-class standards
LINK TO MATERIAL ISSUES							
• Financial Inclusion • Climate Risks	• Financial Inclusion	• Data and Security	• Business Ethics	• Greenhouse Gas Emissions • Climate Risks	• Diversity and Inclusion	• Employee Well-being	• Transparency and Disclosure

Our achievements in 2024

Finance a sustainable future

From innovative financial solutions to environmental stewardship, social responsibility, and governance improvements, our efforts are driving our dedication to create a resilient, inclusive, and sustainable future.

In our commitment to advance our sustainability agenda, 2024 was a true testament of our purpose-driven growth as we saw a notable improvement in our external ESG ratings namely from Sustainalytics, S&P Global, MSCI, and Refinitiv. This remarkable progress reflected the Bank's dedication to implementing its ESG strategy effectively, enhancing its disclosures, and fostering greater transparency. Among the UAE banks whose ratings are publicly available, DIB experienced the largest increase in ESG ratings across these four prominent agencies.

Committed to fostering a future that prioritises:

- Environmental stewardship
- Social responsibility
- Good governance practices
- Economic resilience
- Being Sharia-compliant

One of the key achievements of 2024 was the successful pricing of another **USD 1 billion Sustainable Sukuk** in February, 2024. This issuance, the largest by a Middle Eastern financial institution in nearly a year, attracted strong global interest from Europe, Asia, and the Middle East, reaffirming DIB's leadership in **Islamic Sustainable Finance**. This deal also brings DIB's total Sustainable Sukuk issuances to **USD 2.75 billion**, a clear reflection of our continued commitment to financing a sustainable future. The Sukuk issuance highlights the vital role that innovative financial products can play in addressing global challenges, driving economic progress while ensuring environmental and social sustainability.

The allocations for the first two Sustainable Sukuks are fully completed, while the third sukuk is currently allocated at 26%.

DIB's sustainable asset register contains assets with a total value of AED 7.37 billion. The four largest eligible categories– Employment Generation, Clean Transportation, Green Buildings and Energy Efficiency – make up approximately 75% of our total assets.

The total Sustainable Finance portfolio now also includes Sustainability-Linked Finance with selected ESG KPIs and targets. For Wealth Management clients, DIB introduced four Sharia-compliant sustainable Exchange Traded Funds (ETFs) in August 2024. Throughout the year, DIB continued developing the Wealth Management product offerings.*

Through its financing, DIB has helped avoid 96,135 tCO_2e of emissions since the issuance of our first Sustainable Sukuk, while actively contributing to the following SDGs:

DIB's Sustainable Sukuk

*Please refer to our 2024 Sustainable Finance Report for further details.

Issuer		Dubai Islamic Bank	
Date	26-Feb-2024	09-Feb-2023	22-Nov-2022
Rank	Senior Unsecured	Senior Unsecured	Senior Unsecured
Net Proceeds (USDmn)	1,000	1,000	750
Coupon	5.243	4.800	5.493
Tenure	5 yr	5.5 yr	5 yr
ISIN	XS2749764382 CORP	ZM9734348 CORP	ZN4974780 CORP

DIB's Sustainable Asset Portfolio

1	Renewable energy	9%
2	Clean transportation	15%
3	Energy efficiency	15%
4	Green buildings	15%
5	Sustainable water and wastewater management	2%
6	Access to essential services	1%
7	Affordable housing	13%
8	Employment	30%

Our achievements in 2024 continued

External ESG ratings

SUSTAINALYTICS

New score
24.9
↑ 19%

S&P Global

New score
27
↑ 13%

MSCI

New score
A
↑ 1 Letter Grade

REFINITIV

New score
61
↑ 91%

Embedding sustainability in decision-making

Innovation is essential to the Bank's sustainability strategy, enabling us to embed ESG considerations in every aspect of decision making. Our ESG Scorecard plays a central role in aligning our portfolio with sustainability goals. This assessment methodology has become a foundation of our approach, providing us with critical insights into our portfolio from an ESG risk perspective by guiding the credit decision-making processes and ensuring that sustainability considerations are factored into our business operations.

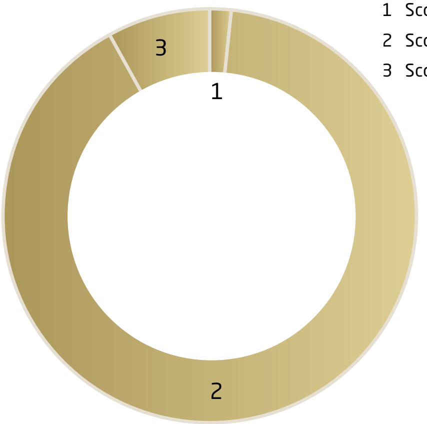
As we progress towards completing the ESG assessments for our entire portfolio, we are preparing to enter the next phase of this process, supporting our clients in addressing identified risks. Once the full portfolio assessment is complete, the outcomes will shape a second phase of effort focused on client engagement and shaping the strategic direction of our financing and investment activities.

By integrating a robust climate change lens into our ESG Scorecard, we aim to identify and mitigate climate-related risks more proactively, support clients in transitioning to low-carbon operations, and ensure that our financing activities contribute meaningfully to a sustainable and climate-resilient future.

Lead by example

As we contribute to the UAE's national Net Zero by 2050 agenda, reducing resource consumption and greenhouse gas emissions is our critical priority.

Total GHG Emissions DIB UAE[1]



1 Scope 1 (tCO_2e) 185.33
2 Scope 2 (tCO_2e) 9,039.21
3 Scope 3[2] (tCO_2e) 780.94

1. DIB UAE refers to buildings, offices, branches within our operational control in the UAE.
2. Scope 3 includes Category 5 (Waste) and Category 6 (Business Travel)

Our environmental footprint

In 2024, we took a significant step forward by publicly committing to achieve net zero emissions in Scope 1 and Scope 2 by 2030. This commitment represents a pivotal milestone in our sustainability journey, reflecting our dedication to minimise the environmental impact of our direct operations and energy use. By doing so, we are not only enhancing our environmental performance, but also demonstrating leadership in sustainable business practices and supporting the transition to a low-carbon economy.

In 2024, we established our baseline Scope 1 and Scope 2 emissions for our UAE banking operations. Due to improved data quality, completeness, and accuracy, we gained a clearer understanding of the current energy consumption across our physical infrastructure. With this data, we are well positioned to set precise and actionable decarbonisation targets that will guide our progress toward achieving net zero by 2030 for Scope 1 and Scope 2 emissions.

While we focus on managing our environmental footprint through sustainable practices within our operations, we also strive to create a positive external impact through various projects and initiatives. As part of Our One Tree for Everyone initiative, a tree is planted for every new account opened with DIB, actively involving our customers in our sustainability journey.

We planted 63,500+ mangrove trees and 720 ghaf trees across the UAE since 2023, which is projected to sequester over 1.1 million kilograms of carbon dioxide, playing a vital role in ecosystem restoration and carbon reduction. This initiative not only contributes to environmental conservation, it also fosters a sense of ownership and engagement, empowering our customers to become active participants in building a sustainable future.

Key initiatives taken in 2024 to reduce our environmental footprint

Premises upgrades

- Achieved LEED Gold Certification for select branches, an acknowledgment of our focus on energy-efficient, sustainable infrastructure.
- Moved into a newly renovated headquarters with efficient energy technologies, such as motion-activated LED lights and automated curtain systems.
- Identified and implemented opportunities to reduce carbon footprint of IT infrastructure.

Reduction of e-Waste

- Leveraged continuous digitalisation of our capabilities, contributing to the reduction of our physical footprint.
- Each end-user device that is no longer fit for corporate use is assessed for reusability.
- Identified equipment is refurbished, fitted with new storage devices, and restored to good working condition before being donated to communities in need of computers, but lacking the economic means to acquire them.

Net Zero Data Centre

- After thorough testing to ensure the Bank's high standards of security and redundancy, 15 workloads were migrated to the solar-powered data centre.
- Estimations derived from calculations by Moro Hub and DEWA approximate that each workload hosted in this data center is expected to save approximately 28.3 tCO_2e annually.

Lead by example continued

Employee well-being

Employee experience

The Bank prides itself on the wide range of benefits offered to employees of all grades. We firmly believe that employee well-being is critical to satisfaction, retention, and the Bank's overall reputation with internal and external stakeholders.

Below are some of key benefits offered to our employees:

- Medical and life insurance coverage
- Child education allowance
- Club membership
- Leave travel allowance
- Residency permits and visa processing
- Preferential rates on staff finance to aid financial commitments

Attaya – our employee recognition app

In 2024, we launched Attaya, our first digital employee recognition app and a fantastic tool designed to acknowledge and celebrate their outstanding contributions. The app enables employees to:

- Effortlessly recognise and reward their peers' achievements with just a few taps, stay updated with monthly announcements and events, and participate in fostering a positive work environment by giving and receiving appreciation.
- Be recognised and rewarded instantly through redeemable points, helping appreciate each other's hard work and celebrate successes.

Employee development

The Bank regards employees as its most valuable asset and is committed to ensuring that employees are equipped with the appropriate skills and capabilities to competently perform their job and advance in their careers. This is underscored by an approach to performance management which establishes a fair, consistent, and transparent approach to employee performance appraisal.

The goal of our Performance Management System is ultimately to enable each employee to perform to their fullest potential, while positioning themselves for optimal career development. The system bridges the gap between our strategy and culture, enhancing our ability to manage employee performance for better business outcomes.

DIB employs a management-by-objectives approach to performance management.

- Employees set annual KPIs with their line manager, which are used to evaluate performance across three phases: planning, mid-year review, and year-end evaluations.
- Employees may tailor their KPIs based on their goals and expectations across a range of competency areas aligned with the Bank's core values.
- Employees are encouraged to take ownership of their personal and professional development and actively participate in the learning activities.
- Further, the HR department conducts a detailed, organisation-wide Learning Needs Analysis to roll out consolidated annual learning plans, which include mandatory and suggested learning paths for all employees.

The Bank aims at developing the skills and competencies of its employees to advance their career through a process of development dialogue, feedback, career support, and individually tailored development journeys. Additionally, structured career development programmes are also offered.

Some examples of these career development programmes are explained here in brief.

High Potential (HiPo) Programme

The High Potential (HiPo) Programme is a strategic initiative aimed at nurturing the future leaders of our organisation. The programme's core objectives include building a robust leadership pipeline, investing in comprehensive leadership development, and fostering impactful mentorship programmes. By identifying, developing, and retaining high-potential employees from various departments, we ensure that these key individuals are equipped with the tools and resources necessary for success in senior leadership roles.

With the programme hosting its fifth cohort, 31 mid- and junior-level employees are actively engaged in this transformative journey, positioning them to drive our organisation forward with innovation and excellence. Launched in 2015, this initiative has successfully cultivated nearly 150 professionals who not only excel in their respective roles but also set exemplary standards of leadership and innovation.

Emirati talent and leadership

The Bank's active participation in the Ru'ya Careers UAE 2024 event has set a new benchmark for championing Emirati talent and leadership. This engagement has established a strong foundation for ongoing Emiratisation efforts and talent development, creating lasting pathways for Emirati youth in the banking sector. The expansion of graduate/internship programs for Emirati youth, in collaboration with universities and higher education institutions, has successfully placed 58 interns (as of September 2024). This initiative has created a sustainable pipeline for nurturing local talent, ensuring a lasting positive impact on the preparedness of Emirati youth for careers in banking.

Lead by example continued

Employee wellness

Employee wellness is a key priority at the Bank, with a range of programmes designed to support physical and mental health. Our Employee Wellness Programmes include monthly activities like the Fitze Fun Run, encouraging team building and fitness within the workplace. Additionally, the Corporate Wellness Fair provides health screenings, wellness consultations, and educational sessions on topics such as heart health, breast cancer awareness, and stress management.

In alignment with the UAE government's family support objectives, the Bank introduced flexible working hours for parents as part of our Back to School campaign, allowing employees with young children to balance work and personal commitments.

Further, our Admin team has made considerable progress in our journey of achieving WELL Certification for our headquarters. The WELL Building Standard, a globally recognised framework, prioritises health and well-being by addressing aspects such as air quality, lighting, ergonomics, and access to wellness resources within the built environment. We have completed the feasibility study and are now implementing the necessary building adjustments. This initiative enhances the well-being of our staff while supporting sustainability by creating a healthier, more energy-efficient workspace.

Community support services

DIB's community outreach initiatives extend beyond the workplace. Through a partnership with the Mohammed bin Rashid Housing Establishment (MBRHE), DIB pledged AED 29.7 million to support affordable housing and local entrepreneurship. This contribution combines financial and advisory support, empowering small businesses and individuals to thrive within a sustainable economy.

Some of our other notable contributions benefiting over 300,000 beneficiaries and contributing towards the wider UNSDG goals are:

Category	Beneficiaries	SDGs	Amount (AED)
Culture, Education and Scholarship Initiatives	28,090	4	38,996,756
Direct Charity Support annual distribution of Bank Zakat 2023 to charities	80,000	17	312,000,000
Disability Support	100	10	250,000
Humanitarian Aid and Disaster Relief	156,030	11	30,273,000
Medical and Healthcare Support	52,748	3	92,774,982
Social Welfare and Community Support	285,504	16	92,834,215
Total	602,472		567,128,953

Al-Jannah Homes project

In Tajikistan, more than 67% of orphans live in homes that lack necessities and adequate living conditions. The quality of housing for orphaned children in Tajikistan is generally poor, with many living in dilapidated structures. Approximately 80% of orphaned children in Tajikistan lack access to basic amenities like running water, electricity, and proper heating. More than 50% of orphaned children in Tajikistan suffer from various health problems due to poor living conditions. Due to a lack of resources and government support, many orphaned children in Tajikistan are forced to live in overcrowded and unsanitary conditions.

The idea of the Al-Jannah Homes project was conceived to be built on land allocated by the Tajik government, in collaboration with the Mohammed bin Rashid Al Maktoum Humanitarian and Charity Establishment. This project was initiated due to our belief in the long-term benefits it provides to widows and orphans, offering comprehensive and holistic care for orphans instead of merely providing a lump sum or constructing an orphanage. Through this project, we ensure a sustainable and ideal environment for raising orphaned children.

The project is a comprehensive complex consisting of two adjacent buildings (Al Jannah and Al Firdous buildings) for residential and commercial purposes. These buildings house 95 residential units, benefiting approximately 475 orphans. The commercial spaces within the two buildings will be leased, and the rental income will be used to operate and maintain the complex, as well as to provide income for widows and orphans. Additional income is expected from the sewing workshop and the childcare centre.

Governance

Sustainability governance

To drive accelerated progress on ESG and in recognition of its importance to the Bank's strategy and operations, DIB has established a robust governance framework, with full Board oversight and executive accountability.

The Board Sustainability Committee (BSC) serves as the primary driver of DIB's sustainability transformation. It plays a pivotal role in overseeing the implementation of the Bank's sustainability strategy and ensuring its alignment with global best practices.

The Management Steering Committee (MSC) provides strategic guidance and operational oversight for implementing the Bank's sustainability strategy. The MSC identifies and assesses sustainability-related risks and opportunities, ensuring they are effectively addressed within the Bank's initiatives, operations, and portfolios. This committee also acts as a bridge between management and the Board, reporting progress to the Board Sustainability Committee to ensure transparency and accountability.

Complementing these committees are the activity of key second- and third line Board and Management Committees. The Board Risk, Compliance, and Governance Committee (BRCGC) is responsible for the effective integration and monitoring of ESG risks within DIB's overall risk framework, while the Board Audit Committee (BAC) and Group Internal Audit (GIA) department provide the Bank with independent assurance over business activities, including sustainability-related activities.

Significant milestones taken in 2024 related to governance:

- Approval and publishing of DIB's inaugural Sustainability Policy.
- Development of DIB's inaugural ESG Risk Policy.
- Approval and publishing of Key Policy Statement Disclosure for selection of policies impacting ESG performance.
- Approval of expanded Sustainable Finance Framework.
- Drafted terms of reference for Sustainable Finance Committee.
- Quarterly sittings of the MSC and BSC.

Efforts to enhance transparency

Transparency is a key pillar of DIB's corporate governance, reinforcing our commitment to ethical, responsible banking. DIB's Board of Directors and senior management play an active role in shaping and overseeing the Bank's sustainability initiatives, ensuring alignment with our strategic objectives. In 2024, we expanded the remit of the Management Steering Committee (MSC) and the Board Sustainability Committee (BSC), which provide strategic oversight, monitor ESG performance, and ensure that all initiatives align with international leading practices.

Our Sustainability Policy formalises DIB's commitment to transparency. This policy is integrated into our corporate governance framework, guiding employees across all departments to align their actions with DIB's sustainability goals. In 2024, we conducted department-specific workshops to familiarise employees with the policy, reinforcing its importance across every level of the organisation.

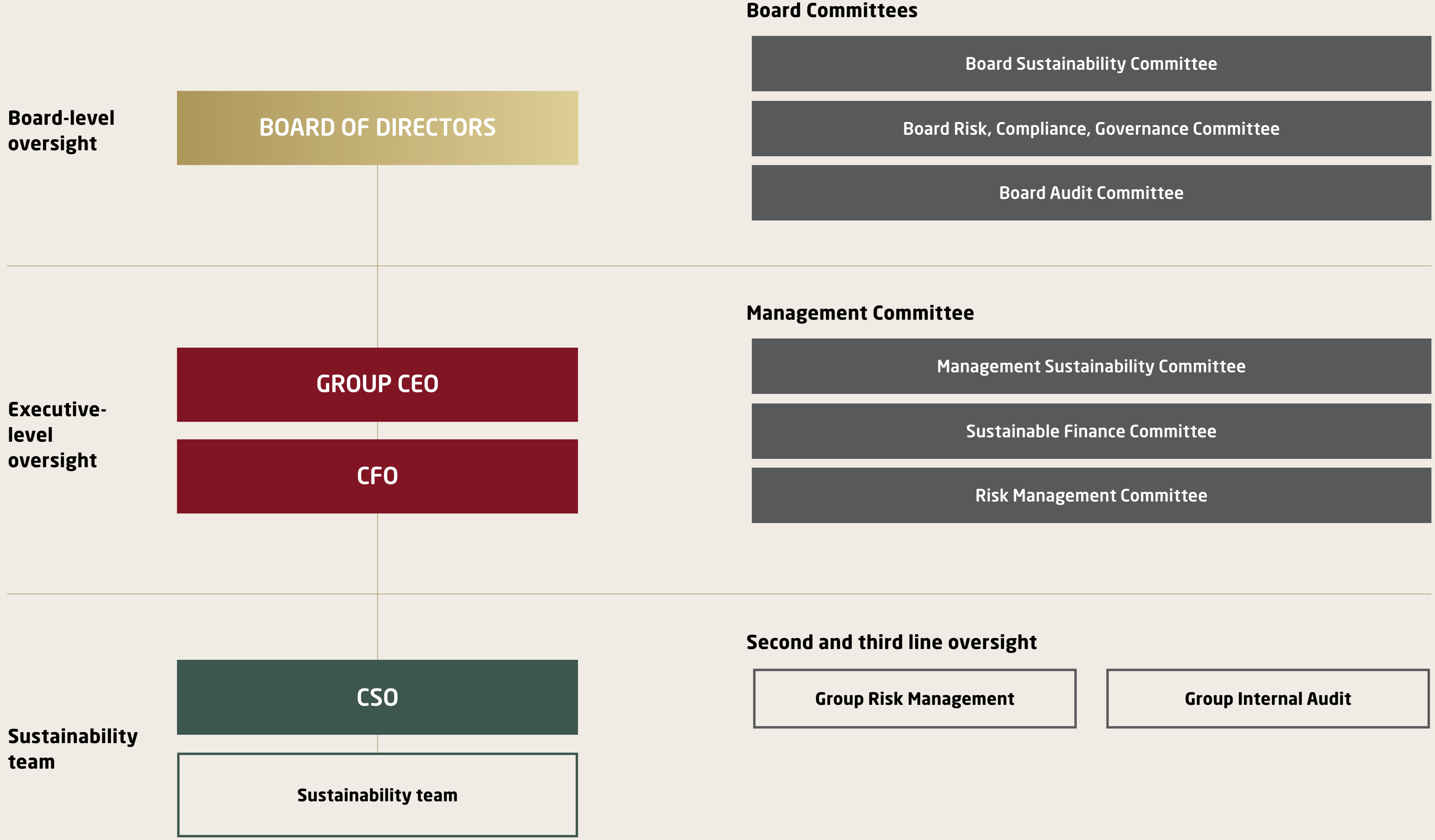
In addition, we have expanded the boundary for our carbon emissions reporting to include our headquarters and all branches across the UAE.

To achieve this, we conducted a comprehensive mapping exercise to identify and validate all facilities and properties within the scope of our UAE operations. This process involved cross-referencing facility data from internal records, conducting audits to verify operational activities, and ensuring that each location aligns with the criteria for inclusion. By broadening our reporting boundaries, we now have a more robust view of our operational carbon footprint, which will provide critical insights as we work towards setting and achieving future emissions reduction targets.

Through these efforts, DIB ensures that our sustainability journey remains transparent and accountable, reinforcing the trust of our clients, investors, and communities.

Governance continued

Sustainability Governance Structure



Looking ahead

Our ambitious long-term sustainability goals

DIB remains focused on achieving ambitious long-term sustainability goals that reflect our commitment to environmental stewardship, social responsibility, and governance excellence. To fulfil our major 2030 commitments of net zero Scope 1 and 2 emissions and 15% sustainable finance, appropriate planning in the forthcoming five-year period will be critical.

Our 2025 priorities and high-level goals from 2026 to 2029 are laid out below:

PRIORITIES FOR 2025

- Complete double materiality assessment
- Participate in Carbon Disclosure Project (CDP)
- Enhance reporting boundary to include key subsidiaries

OUR GOALS FOR 2026-2029

- Grow climate-related financial risk capability
- Develop portfolio decarbonisation roadmap
- Reduce emissions in own operations and supply chain
- Grow Sustainable Asset Register through investments in renewable energy, energy-efficient technologies, and operational adjustments, all of which are central to our vision of a low-carbon economy
- Continue to expand sustainable products and services for consumers and corporate clients
- Enhance environmental and social due diligence, and engage clients in climate risk mitigation and transition planning
- Improve financial literacy and empower underserved communities. Equip individuals with the knowledge and skills needed for financial resilience, thereby promoting social equity and economic stability.

OUR COMMITMENTS FOR 2030

- Net zero Scope 1 and 2 emissions in own operations
- Achieve sustainable finance target of 15% of total assets