



2020

SUSTAINABILITY REPORT

AL WATHBA NATIONAL INSURANCE PJSC (AWNIC)

Promise to Protect



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Introduction



Sustainability
at AWNIC



Stakeholder



Environmental
Stewardship



Introduction





Message from the CEO

“

“Reflection of Resilience”

”

Dear Stakeholders,

Over the years Awnic has remained committed to act responsibly and make positive impact through our operational presence.

We are proud to have been the First insurance company in UAE to have voluntarily stepped to disclose our commitment, strategic goals and achievements in support of the environment and society that we operate, and this is our Second year outlining our efforts in line with adopted sustainable practices.

2020 marks an exceptional period highlighting the old adage “Preparedness is the key to success”.

AWNIC has always been an advocate of how moving digital helps to stay ahead of the curve and be closer to the customers and key stakeholders.

Digital transformation remained key to our operational success and stakeholder engagement, even post emergence of COVID 19.

AWNIC has been able to swiftly navigate along with the paradigm shift in the global scenario in the recent times by providing a seamless experience to all the stakeholders. With digital solutions providing improved turnaround and response times, better connectivity and faster processing times, we have been able to create an ecosystem powered by collaboration, innovation & continuous improvement.



We have always believed in a collaborative approach while navigating through these unprecedented times and it has clearly reflected our operational resilience in these testing times. We take pride in operating business as usual while ensuring safety and well being of our employees and customers. Employee well being, online servicing to customers and value chain management remained top of our agenda. It was through our long-term vision and planning that we have ensured job security of our key resources - our employees and ensured service continuity to our key stakeholders - our policyholders.

We have maintained healthy business performance with sound capitalization supporting our long-term strategic plan. We considered COVID 19 as a strategic opportunity to review and reflect on

AWNIC's sustainable goals and achievements. The efforts were primarily focused on achieving operational resilience and efficiency all the while maintaining the service quality.

We are very pleased that our efforts have culminated in us achieving triple ISO certification during 2020 being ISO/IEC 27001:2013, ISO 14001:2015 and ISO 9001:2015.

This is a testament of our commitment to doing business responsibly, sustainably and a reflection of our operational excellence emphasizing our commitment to customers and community at large.

We believe Awnic's business sustainability long term plans have been successful with the benevolence of the UAE Government initiatives to combat the COVID 19 crisis on different areas including social & economic sectors which is duly recognized at global level. We remain committed to the UAE National & Economic vision and will strive to positively contribute through sustainable practices to the purpose of people, planet and profit.

We also express our respect and gratitude to the frontline workers who have worked tirelessly amidst the pandemic to ensure the health and well being of millions.

Bassam Chilmeran
CEO



About Us



Head Office
in **Abu Dhabi**



20+ years of
experience



207 Million AED
capital base

Al Wathba National Insurance Company (AWNIC) established in 1996, is a general lines insurance provider listed on ADX, with our Head Office based in Abu Dhabi, United Arab Emirates (UAE).

From the very beginning, AWNIC has centered its business around people. As a symbol of security and service, AWNIC has constantly innovated solutions to help manage risk in ways that meet the needs of the customer and the market. This resulted in a company that is innovative in risk management solutions that offers prudent underwriting, complete product coverage, a unique service, security, market growth, and long-term profitability.

Now, with 20+ years of solid experience in servicing the UAE insurance market, a strong capital base of 207 million AED, innovative ideas on risk management solutions, adaptability to challenges of the global market, and the support of a panel of internationally renowned reinsurers, AWNIC is viewed as a Boutique Insurer, one that creates real tangible value to its stakeholders and provides the needed security and reliability to its customers.

Our Core Values and Culture drive AWNIC's Sustainable Operations Strategy.

We care for who we are and how we achieve our goals as a team with positive influence on community.



Professionalism
in our approach



Integrity in
everything we do



Commitment to
stakeholders' interest



Teamwork for
operational excellence





A Journey of Excellence

Our journey towards becoming the Company of Choice, AWNIC's dedication, innovation, and excellence of service have been recognized over the years.

Memberships

- ➔ Emirates Insurance Association
- ➔ Gulf Insurance Federation
- ➔ Insurance Business Group (IBG)
- ➔ Federation of Arab Insurers and Reinsurers
- ➔ British Business Group

Awards & Recognitions

2020

From the Central Bank of the UAE

AWNIC was recognized for its support for Healthcare Providers and Front liners in the UAE during the COVID-19 pandemic through offering them discounts worth AED 1 million on its services.



Forbes

2020

From Forbes Middle East's

"Most Valuable Insurance Companies"
AWNIC ranked 6th place, regionally for the year 2020

2020

From the Insurance Asia Awards

AWNIC awarded the "Digital Insurance Initiative of the Year" in the UAE



2019

From the Central Bank of the UAE

AWNIC awarded the "Excellence in Digital Transformation and Smart Services award"

2019

From the Insurance Asia Awards

AWNIC awarded the "Excellence in Digital Transformation and Smart Services" award



2018

From the Central Bank of the UAE

AWNIC awarded the "Excellence in Digital Transformation and Smart Services" award

Rating & Certifications

- ➔ Financial Strength Rating by S&P Global
 - ➔ Rated BBB- (stable outlook)
- ➔ ISO Certifications by Veritas Assurance International, a certification body accredited by The Accredited Services International Board (Europe) Limited (ASIB) & United Accreditation Foundation (UAF)
 - ➔ ISO/IEC 27001:2013 (Information Security Management System)
 - ➔ ISO 14001:2015 (Environmental Management System)
 - ➔ ISO 9001:2015 (Quality Management System)





2020 Snapshot

* Financial Performance



Premium Growth

2020: 23%
2019: -8%
2018: 14%

Net Combined Ratio

2020: 82%
2019: 81%
2018: 79%

Net Insurance Profit Ratio

2020: 18%
2019: 19%
2018: 21%

Solvency Capital Ratio

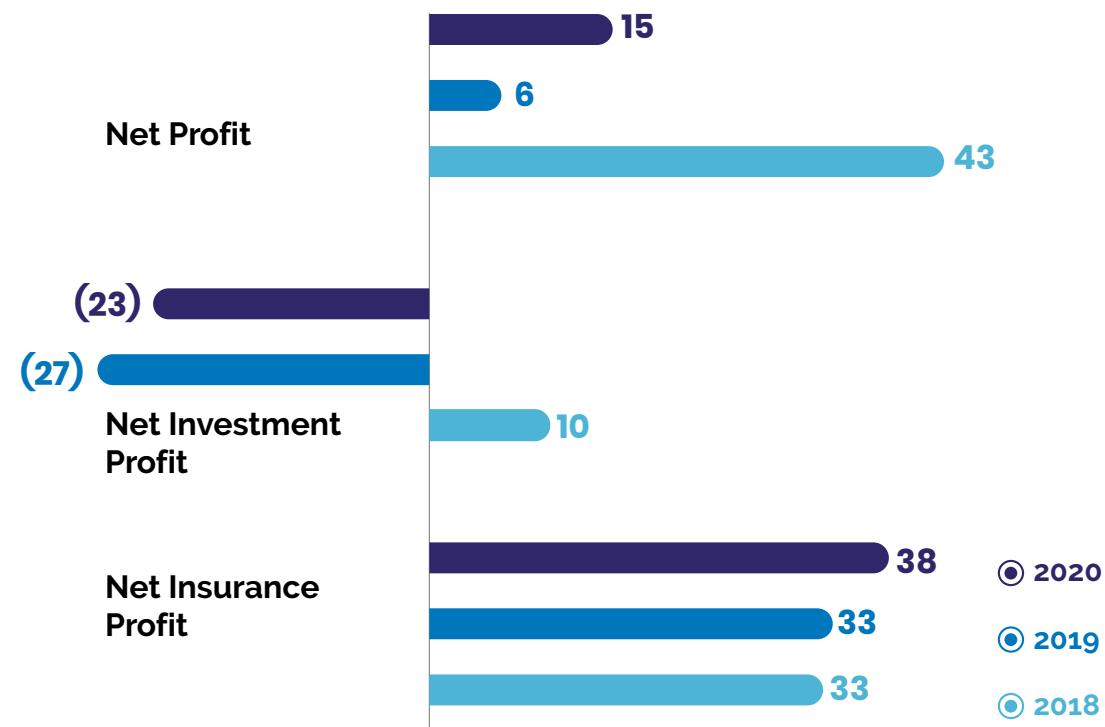
2020: 182%
2019: 138%
2018: 170%

Dividend Per Share

2020: 0.05
2019: -
2018: 0.15

**BBB-
(Stable Outlook)
S&P**

Net profit (AED in million)



* Note: For detailed information on our financial statements, please refer to our Annual Report for Fy 2020 which is disclosed separately on ADX and is available on the investor section of our company website <https://awnic.com/eng>



Our Response to COVID 19

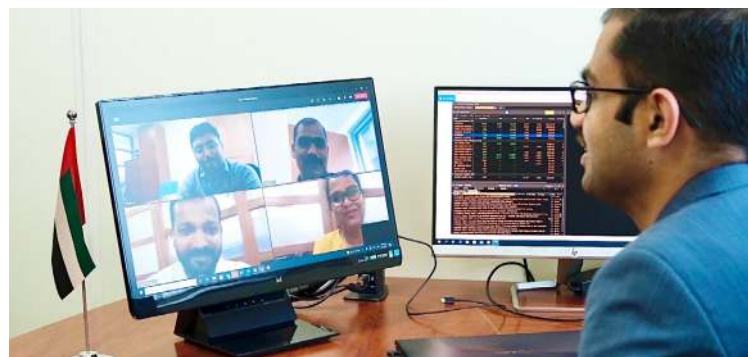


We see COVID 19 as a catalyst for the insurance industry to catch up to other sectors in terms of technology and innovation and also changing operating models enabling additional customer channels.



EMPLOYEES

- ➔ Business as usual for AWNIC facilitating WFH (digital infrastructure supporting effective remote workforce from Feb 2020)
- ➔ Regular health awareness and wellness programs for employees covering mental & physical health
- ➔ Ensuring business continuity and protecting against the growing frequency of cyber attacks amidst the WFH regime. Continued regular cyber security awareness updates for employees
- ➔ COVID 19 PCR Testing conducted at regular intervals on resumption of work from office to safeguard the employees , ensuring a safe and healthy working atmosphere



CUSTOMERS

- ➔ Enabling seamless transition of customer interactions from face to face to digital mode by augmenting our omnichannel touchpoints
- ➔ Health and Safety awareness campaigns to customers through our Social Medial Channels
- ➔ Enhancing customer knowledge and awareness on insurance

COMMUNITY

- ➔ AWNIC was recognized by the Central Bank of UAE, for its support for Healthcare Providers and Front liners in the UAE during the COVID-19 pandemic through offering them discounts worth AED 1 million on its insurance services.



About this Report

We are pleased to present our Second Annual Sustainability report 2020. This report outlines Awnic's progress and commitment to sustainability development as put forward in our earlier period.

This report is prepared in reference to Global Reporting Initiative (GRI): Core Option. The national and international standards and guidance for sustainable development such as ADX ESG Guide, UAE Vision 2021, United Nations Global Compact (UNGC) Principles, United Nations Principles for Sustainable Insurance (UN PSI) and the United Nations Sustainable Development Goals (SDGs) have been indicated, as appropriate. Based on such references, this report includes the areas which are material to our business model. Refer to our [GRI Index](#) for related disclosures.

The detailed report of Board of Directors, Financial Statement, Management discussion & analysis report and Corporate Governance report are disclosed separately on ADX and are available on the investor section of our company website <https://awnic.com/eng/>

We strive to transparently disclose our sustainability performance and progress on goals. And to achieve this, the contents of this report have been reviewed by our internal stakeholders including steering committee, senior management, concerned units / departments and compliance team. We have not sought an external, independent review for this report.

Feedback

We appreciate your valuable feedback on this report and any other queries that you may have.

You may write to us at:
sustainability@awnic.com





Home



Introduction



Sustainability
at AWNIC



Stakeholder



Environmental
Stewardship



Sustainability at AWNIC





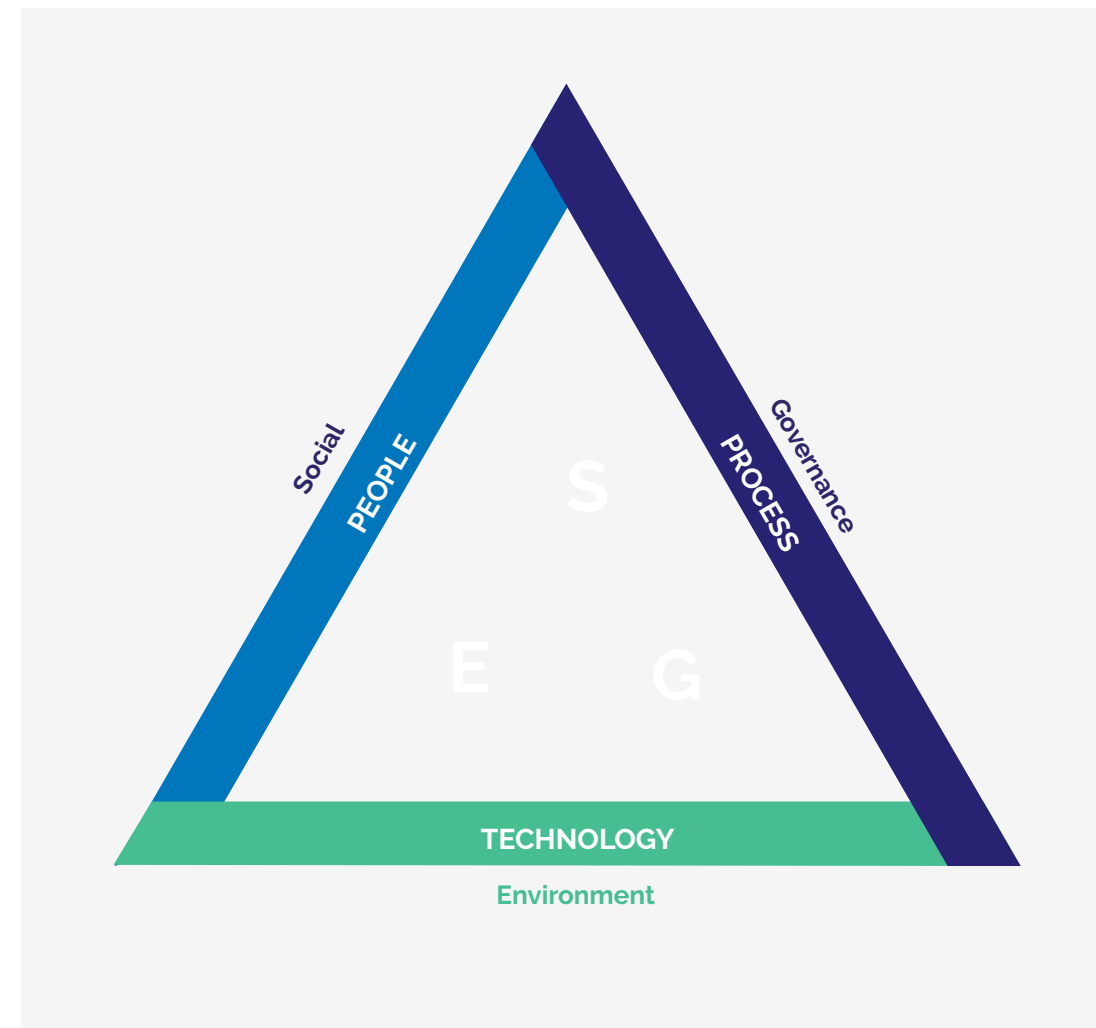
Sustainability at AWNIC

Our Approach to Sustainable development and management

Being a National Insurance Company, we play an important role in applying responsible business practices. We promote and support responsible behavior or practices throughout our value chain. Our corporate activities are steered by the Principles for Sustainable Insurance (PSI) initiative launched by UNEP FI and the United Nations Global Compact (UNGC) Principles. We strive to embed ESG factors in our risk management framework and seek to continually improve AWNIC's business activities. We understand the risks associated with insurance business operations and its implications on the society and environment. Thus, integrating ESG factors and applying principles for sustainable insurance in our core activities is our way to achieve the long-term strategic objectives of being a sustainable insurer with profitable growth on the one hand and having positive influence on society and environment on the other.

AWNIC has been an early proponent of technology supporting operational excellence, assisting in creating value for stakeholder's as well as supporting sustainable development and management at the same time.

We believe that empowering people through digitization and driving eco-friendly development is fundamental to our ESG responsibility.





Progress in 2020

- ➔ The challenging period of 2020 has helped to reflect positively on long-term sustainability plan and remains our first year as a step forward on progressing with the initiatives as put forward in 2019.
- ➔ We present the 2020 scorecard, as highlight of our efforts and commitment to sustainable practices and focus on well being of our employees.
- ➔ The ESG steering committee ensures that the priority focus areas are being discussed through employee engagement sessions, actioned, monitored and achieve measurable outcomes as planned.

Goals 2020 - 2022

2020 Priority Areas		Status	Progress
Entity Level	Corporate Sustainability Policy & framework updates	On Track	Policies are timely updated for Board review and approval
	Embedding relevant ESG issues into our business strategy	On Track	Sustainability plan is integrated along with the Annual Business planning for each operations unit and progress is discussed in management meeting
	ESG Dashboard & Scorecard	In Progress	Current Balance Scorecard is being revisited to integrate sustainability goals for each operational unit with measurable outcomes / KPIs and being automated
Governance & Risk Management	Encouraging women participation in Board	On Track	Attained women representation in Board and continued focus on promoting gender diversity on senior leadership position
	Enhancing existing risk management framework through integration of ESG factors	In Progress	External Consultant has been appointed to review the existing risk management framework in line with best practices and will be completed in 2021
	Training	On Track	Learning & Growth were optimized through virtual interactive employee trainings which were conducted through both AWNIC e-learning tool and external consultant
Operational Excellence	ISO Certification	Completed	AWNIC achieved triple ISO certification during 2020 confirming our efforts in direction of sustainable practices. ➔ ISO/IEC 27001:2013 ➔ ISO 14001:2015 ➔ ISO 9001:2015
Wellbeing & Security	Talent acquisition aiming for increasing women leadership in managerial roles	In Progress	Continued career progression through professional learning & training is being encouraged
	Health & Well being	On Track	Employee engagement activities were planned aiming to enhancing staff wellness including mental and physical well-being especially during COVID 19 focussing on healthier work environment
Responsible Business Practices	Revisit existing supply chain processes in line with best practices	On Hold	Will be covered in 2021
	Setting corporate targets on reducing CO2 emissions and optimizing asset performance and progressing on ISO Carbon Footprint certification	In Progress	External Consultant has been appointed to review the existing business operations and assist with way forward on achieving sustainable business practices on the path to net zero through switch to best practices



Stakeholder Engagement

This report presents an opportunity to highlight firstly Awnic's research and analysis on sustainable development issues and secondly our discussion with the stakeholders. In the midst of changing risk landscape, understanding the internal & external stakeholder perspectives and opinions is an important step in materiality assessment. Awnic understands that continued improvement to the stakeholder engagement process is critical to develop holistic solutions and address the concerns as we move forward together. It is only through continued engagement & discussions that enables us to operate sustainably and meet our customers, shareholders, business partners, suppliers, employees, regulators, and other stakeholders' expectations & concerns.





Materiality

During 2020, we reviewed the key items identified through materiality assessment performed in 2019 as a result of ongoing stakeholder dialogues in view of COVID 19 developments and other factors. We also considered our alignment with best practices and voluntary national and international standards and reviewed the public resources providing insight on megatrends, and emerging risks & opportunities for the insurance sector.

We identified and assessed materiality topics which have been positioned based on the relevance of our role in the society, business impact and of key importance to our stakeholders. A reassessment exercise of the same is to be performed in FY 2021.



1 
Climate Risk & Opportunities

2 
Digitalization & Paperless Insurance

3 
Data Privacy & Security

4 
Financial Market Stability

5 
Customer Experience

6 
Health & Safety

7 
Governance & Risk Management

8 
Green Products / Sustainable Solutions

9 
Employee Engagement

10 
Diversity & Inclusion

11 
Training & Development



Alignment to Standards



INTEGRATION into Strategy

Integrating the principles of sustainable operations and embedding relevant ESG issues into our business strategy. Tuning to ESG ERM across value chain, setting goals in alignment to best practices and voluntary national and international standards including the UAE Vision 2021, GRI, and SDGs and reporting to Board the progress on the achievement of sustainability goals by the steering committee.



ENVIRONMENTAL Stewardship

At AWNIC, climate change risks and its implications on business operations as well as our target to limit our environmental footprint (efficient use of energy & water, waste recycling, supporting green products, promoting ecological sustainability within our value chain) remains our priority.

[Pg. 33-37](#)

Empowering PEOPLE & COMMUNITY

We believe in fostering safe & empowered workplace. This lays the foundation for our commitment to human rights and non-discrimination. This is integrated in our Code of Conduct and related policies. We remain committed to our social responsibility towards the community in which we operate and to find ways to contribute positively.

[Pg. 28-32](#)

Corporate GOVERNANCE & Responsible Business Practices

We believe in building sustainable relationship with our stakeholders. Acting responsibly through our business value chain is of highest importance. This is formalized through comprehensive compliance policies which provide the framework on ethical business practices for all stakeholders. AWNIC maintains a good compliance track record and remains committed to comply with all regulatory requirements through strong governance standards.

[Pg. 17-19](#)



Alignment to Standards

AWNIC'S CONTRIBUTION TO UAE VISION 2021



United in Prosperity

Providing suitable health plans with wide healthcare network to support the requirements for our insured members



United in Knowledge

Nurturing young local talent through leadership development programs and on the job training in core functions such as Underwriting, Finance, IT, Claims and Compliance and mentoring them with an enriched career path

Upskilling and reskilling of employees to familiarize with the changing regulations , new ways of working, and ever evolving business landscape

[Pg. 29](#)



United in Responsibility

Promoting inclusive culture and engagement in social & cultural initiatives

[Pg. 28-32](#)



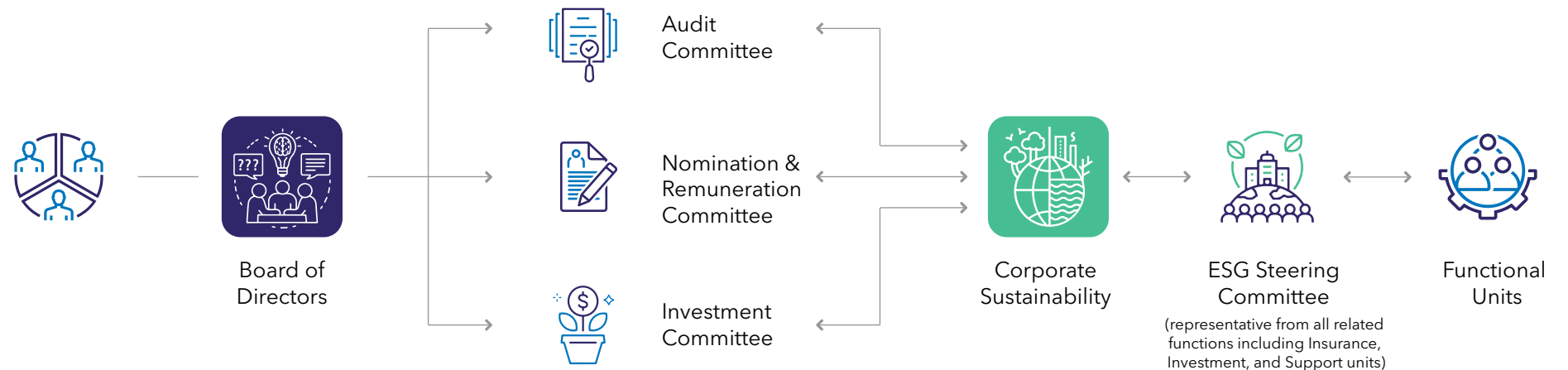
Governance & Risk Management

Our Approach

AWNIC strives to continuously enhance and strengthen corporate governance, ensuring operational transparency, accountability and maximizing long term value for all our stakeholders and positive contribution to society. The evaluation and integration of ESG factors into the corporate strategy and risk management remained a key agenda for the Board during 2020. To make the sustainability performance of AWNIC even more transparent, the measurement and monitoring of AWNIC's corporate ESG metrics remains a key target and will be presented in annual sustainability report through progress scorecard.



Fair,
Transparent
and
Responsive
approach





*Corporate Governance

Compliance & Ethical Business Practices

AWNIC's strategic direction and application of good governance is a result of visionary leadership. Our Board consists of nine members from different facets of society who intuitively see opportunities that drive material business advantage. **Seven out of nine board members are independent. Each of the three Board committees** (Audit, Nomination & Remuneration and Investment Committee) consist of three board members, majority of which being independent. There are detailed charters specifying the Board committee members role & responsibilities, composition, meeting quorum and authority. Besides laying the strong foundation on corporate governance & ethical business practices, AWNIC's Board focusses on continued learning and development for

long-term success and effective oversight. Key trending topics like digitization, cyber security, ESG (risk & opportunities) and regulatory updates remained to be of high importance on Board's agenda.

Our corporate governance is based on national statutory and regulatory requirements. While being compliant with regulatory requirements, we remain focused on best governance practices. Thus, we did voluntarily disclose on sustainability practices through our first sustainability report in 2019 reflecting AWNIC's commitment on being transparent and encouraging open dialogue with our stakeholders. During the implementation years, AWNIC has been honored by Securities & Commodities Authority as one of the outstanding companies in Corporate Governance compliance.

Goals 2020 - 2022

Encouraging women participation in the Board

Status

Achieved

Priority Initiatives 2021

Continue to promote gender diversity & encourage women participation in the Board & senior leadership position.



Operating in a dynamic risk & governance landscape, risk awareness and responsibility is deeply embedded in our corporate DNA through robust and sustainable governance mechanism. This is underpinned by a standard set of Board adopted policies & procedures, including

- ➔ Code of ethics & conduct covering corporate impact, human rights & safety, conflict of interest, anti-bribery & corruption, service contracts and whistleblowing
- ➔ Insider Trading Policy
- ➔ Related Party Transactions Policy

All the key corporate policies and procedures are subject to minimum annual review and updating, further including delegation of authority matrix, due diligence, credit policy, remuneration & incentive and others. Further, these standards collectively guide employees in acting responsibly and demonstrate high standards of ethical behavior across operations and relationships with internal & external stakeholders. We believe that effective implementation of corporate governance lies in our commitment to observing ethical business practices with integrity. It is through continued efforts, that we have cultivated a culture of employee ownership to code of conduct, contributing to our success and reputation. This culture supports our corporate objective towards sustainable business growth and being a trusted insurer.



* Note: For detailed information, please refer to our Annual Corporate Governance Report for Fy 2020 which is disclosed separately on ADX and is available on the investor section of our company website <https://awnic.com/eng/>



Risk Management

Operating in a challenging environment requires a new approach to risk management. Evolving business models, technological advancement with emerging risks, unprecedented level of sanctions and increased regulations, requires strengthened risk management strategies. We believe enterprise risk management is central to sustainable governance and a critical pillar to our overall financial viability.

AWNIC's Board Committee understands the core operations activities and its risk profile and therefore regularly monitors all material risks. Our Internal Controls function reports to the Board Audit Committee and adopts a holistic approach considering the correlations across all functions of the company and aligning the risk management framework to evolving business model, and corporate strategies. Existing and emerging risks are reviewed in line with existing controls and recommendations are discussed with unit heads and management.

This is further presented and discussed with Audit Committee. AWNIC's risk management framework comprises comprehensive policies & procedures including risk identification, assessment, risk response and control measures. This sets the tone of risk aware culture ensuring risk acceptance and management in line with risk appetite. For instance, climate change is a topic of high importance for AWNIC as a forward-looking insurance company. As part of the risk mitigation, there are climate risk improvement recommendations to customers.

Case Study: Spotlight on Risk Management & Business Resilience

While dynamic & emerging risks reviews are on Risk Management agenda, however the business readiness & implications of unprecedented times such as Pandemic remained impossible to predict.

COVID 19 pandemic challenged the business resilience. "Responsive Call centre & Remote working" digitally secure infrastructure readiness became the need of time.

"AWNIC has been forerunner in embracing digital transformation and leveraging it to evolving customer requirements. With this, the risk priorities have been aligned to continued review of cyber security measures & business continuity testing over the past years."

Goals 2020 - 2022

Enhancing our existing risk management framework through integration of ESG factors, leverage technology expertise and close tracking of ESG KPI's dashboard

Status

In progress

Schedule employee trainings focusing on sustainability related risk management program

Ongoing

AWNIC adopted agile business model with digital capabilities (including remote work access) in place well before the lockdown period. This assisted in 100% business continuity and seamless service to our customers. The associated risks on cyber security and disaster recovery have been well tested with timely upgrades"

Our successful business operations during COVID 19 highlights risk management alignment to evolving business model and corporate sustainability.

Priority Initiatives 2021

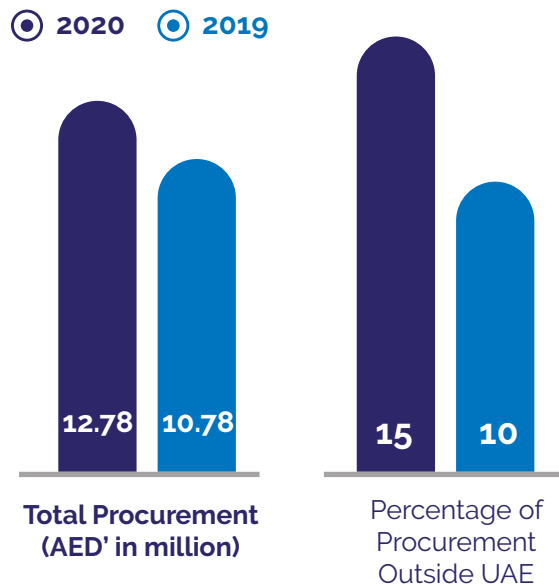
Continue to monitor implications of climate change & related risks on business & investments

Continue to present sustainability related risks to Senior Management & Board Committee.



Procurement & Supply Chain

AWNIC remains committed to development of supply chain management in consideration of social and environmental standards. We continuously aim to optimize our asset utilization while minimizing environmental impact.



Supply Chain Management

Supply Chain Management AWNIC strives to maintain mutually benefitting long-term business relations with our business partners and suppliers & vendors based on honest and fair practices. We also evaluate the business activities and credibility of our suppliers via reliable third-party due diligence service providers minimizing possible reputational risk associated from the conduct of our suppliers. Our code of conduct provides clear guidelines to employees on interactions with suppliers and zero tolerance on unethical business practices. Our procurement requirement primarily falls under two types, IT and Non-IT services & supplies.

Our supplier selection process is based on detailed request for proposal covering scope, social & governance issues and conflict of interest. Further minimum three quotations are required for major Capex and Opex and evaluation report is presented to Board Committee for consideration.

Certified ICV Score – 48.35%

* In-Country Value (ICV) scores are calculated by evaluating the economic value add within the UAE for the products or services offered by the organization, according to a pre-defined methodology considering factors that reflect the impact on business & human development like third party spend, emiratization, investment and others.

Goals 2020 - 2022

Status

Update our supply chain questionnaire to include environmental issues

Delayed due to Pandemic & other factors. Will be covered in 2021.

Introduce self-assessment questionnaire for our suppliers covering compliance requirements, sustainability and anti-bribery & corruption

Delayed due to Pandemic & other factors. Will be covered in 2021.

Priority Initiatives 2021

Continue to investigate ways of integrating ESG factors through our supply chain and evaluate our impact on environment & people through such collaboration.





Operational Excellence

Our Approach

In order to keep our insurance up to date in terms of technology, security and sustainability, the digital transformation is of particular importance for AWNIC. While the renewed processes facilitate and simplify the work of our teams, we can also significantly reduce our material consumption. At the age of digitalization, we are endeavoring to move ahead of our peers by strengthening our capabilities through adapting the latest innovation and improving our ways & means of operating and servicing our clients.



Embracing new age digital technologies to deliver significant value and high-quality services





Digital Transformation

AWNIC's digitization initiatives are driven by path-breaking technologies, built around strong partnerships and integrations with key players in Insurance, Insurtech, prominent brands & technology companies globally.

Our prime business focus is and always will be customer-centricity and their satisfaction, with the implementation of solutions like an automated Business Process Management tool, the latest **technology-driven frontend mobile and web-based tech solutions for our direct customers, State of art portals for our business partners, and RPA based automation** driven technologies for our operational needs, AWNIC is spearheading and are leaders in the Insurance space in UAE.



Creating value for our customers and being business resilient



It's not a secret that Insurance Industries are a document-heavy business, and we are mindful about our social and environmental responsibilities hence have also deployed **Enterprise Content Management System**, which takes care of our need to have paper-based contents get digitalized which improved our carbon footprint over the years. While moving to paperless insurance, **95% of claims and finance end to end transactions have been processed digitally.**

Data is core for our business, and we protect it all time. AWNIC gives a lot of importance to **data driven decision making** and for this we have adopted modern tools and technology to make business sense out of the data available with us. With a data and digital mindset at the core of everything we do, we have been able to digitally empower the customers and employees with better choices and ease of usability.

AWNIC has swiftly navigated along with the recent digital paradigm shift in the global scenario, providing a seamless experience to all the stakeholders. With digital solutions providing improved turnaround and response times, better reach, and faster processing times, we have been able to create an ecosystem powered by collaboration, innovation & continuous improvement. Being **early adopters of automation and Blockchain technologies in the UAE market** once again confirms our pioneering role.



AWNIC BOT" department established in 2019, as Centre of Excellence (COE) is spearheading our digital innovation initiatives



The fact that over 74% of the total capex (AED 1.05 million) was for accelerating the digital transformation efforts shows our commitment towards the vision of achieving end to end digitization and smoothening the customer journey





Data Security & Privacy

While being agile and adapting to digital first brings along its risks and challenges.

Our risk management team identifies cyber security, data privacy & protection and business continuity as key material areas and relates to AWNIC responsibility towards its policyholders and other stakeholders.

The Audit committee of the Board oversees the Cyber Security function which is taken care by an Information Security Officer. We also have an Information Security Governance committee comprising of key members of the executive management which ensures proper direction to the function.

A mandatory cybersecurity and data privacy training to all its employees is conducted on an annual basis. We also ensure that new age technologies and updates to the security frameworks are considered to prevent, detect and respond to the ever evolving cyber security threats.

Our Business Continuity & Disaster recovery design and Incident response plan ensures adequate timely support to our primary IT infrastructure covering untimely contingent events.

Apart from implementing mature and robust security management systems, We also do

- ➔ Comprehensive IT Audit via external consultant confirming to our best IT security practices and to drive improvements,
- ➔ Vulnerability Assessment and Penetration testing at regular intervals to test the efficacy of our cyber defenses
- ➔ Maintain sufficient cyber insurance coverage

The company's online privacy statements outline how AWNIC collects, uses and safeguards information that is gathered from customer interactions. The Company has voluntarily undergone a health check by external consultants on our adherence to the local and international data privacy regulations and are constantly striving to improve the existing practices and align towards international best practices.

We have controls in place to ensure that the customer data is obtained through lawful and transparent means and is also collected and processed only for the stated purpose. Our employee onboarding and induction process includes cyber security and data privacy elements.

Goals 2020 - 2022

Status

Getting the ISO 27001:2013 certification standard which provides assurance in the areas of information security, physical security, and business continuity

Achieved

Priority Initiatives 2021



Continue cyber security trainings & awareness communications including data privacy & security



Continue to maintain simple & clear privacy policy communications for customers





Home



Introduction



Sustainability
at Awnic



Stakeholder



Environmental
Stewardship

“

Committed to contribute
positively for people and planet
through our sustainable business
practices



Stakeholder

Building & Sustaining Relationship





Customer Stewardship

Our Approach

AWNIC's **Customer Centricity** is not just about providing quality customer service rather tailoring our solutions to create delight and produce the wow factor to all our customers and business partners in all the things we do with and for them. **We ensure innovation is tagged to every activity** that we do be it the back end or front-end process to ensure a **seamless omnichannel experience for our customers**.

Our multi-channel distribution architecture enables customers to choose their preferred mode of purchasing products.

Our presence across channels such as digital, physical and tie ups with licensed intermediaries ensures that we cater to the needs of customers across all touch-points.

This backed with sophisticated business intelligence tool empowers employees to deep dive into the developing customer needs and collaborate to deliver service efficiently & effectively.

While **digital smart platforms** are the need of time, and inevitable to business sustainability, we understand that nothing can replace distinguished support by our employees addressing customer queries professionally. AWNIC believes in **being digitized with human approach**. Our commitment & values are embraced by our employees and demonstrated in the professional support services.

Other than the digital platforms like e-commerce website, mobile application, business WhatsApp servicing the customers on the go, our state of art call center enables round the clock support.

We have multi-lingual front line customer care team ensuring that customer queries are handled suitably.



CASE STUDY

How Pandemic reflected on frontline employees and customer experience?

Customer preferences seem to change with the wind and expectations have further heightened as priorities shift to health & safety.

Building and maintaining long lasting relationship, particularly during such unprecedented times remained crucial and influenced by customer's interaction.

Customer centricity is at the heart of everything we do, and during the overwhelming pandemic period AWNIC focused on care and connection for our employees and customers while meeting customer servicing expectations by leveraging our digital capabilities to help customers navigate the pandemic safely and effectively.

AWNIC continued business as usual **100% remotely** without any interruptions. In fact, we have seen a **200% increase in premium production through our eChannel** during the second quarter of 2020. Similarly, a **customer satisfaction rate of 93.4% was** recorded from March to June 2020 as the clients were able to access and avail all AWNIC offerings by using our eChannel without any manual intervention.

Our device agnostic end to **end digital platform allows** customers **24x7 access** to their policies, to register claims online, to initiate and conclude service requests (self-service) etc.

As part of our constant endeavor to be future-ready and to cater to the millennial customer, we have also enhanced our Business WhatsApp capability as a sought-out customer service channel.



Our success depends on continued measurement of customer satisfaction which helps us to improve our products and services to meet their requirements. Customers are encouraged to provide feedback via various channels including satisfaction surveys through call, website, email and customer experience & loyalty through NPS. This enables us to measure our service levels and understand the root causes for resolution and find distinctive ways to deliver value.

Our sustained customer loyalty and lasting growth comes by meeting evolving customer expectations through delivering valued product & services, easy to use & intuitive smart platforms and ongoing personalized insurance engagement through policy cycle.

Delivering Value for our customers

- ➔ Understanding and assessing customer insurance needs
 - ➔ Guiding to make informed insurance decisions
 - ➔ Meeting customer expectations with tailored boutique insurance solutions
 - ➔ Keeping It Simple, Secure, and transparent through digital smart platforms
 - ➔ Being responsible to our Customers requirements and improving our services
 - ➔ Encouraging our customers in fostering their corporate responsibility goals
- Ongoing engagement through the policy cycle

Pillars to Customer Service



Smart digital platforms serving the AWNIC moto –
Assurance when you need insurance at your convenience

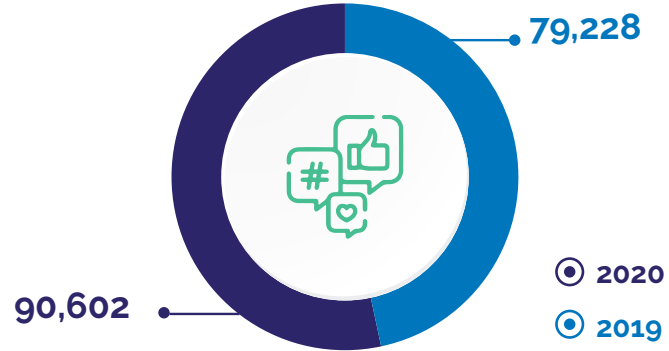


Skilled & Experienced Team



Social Media

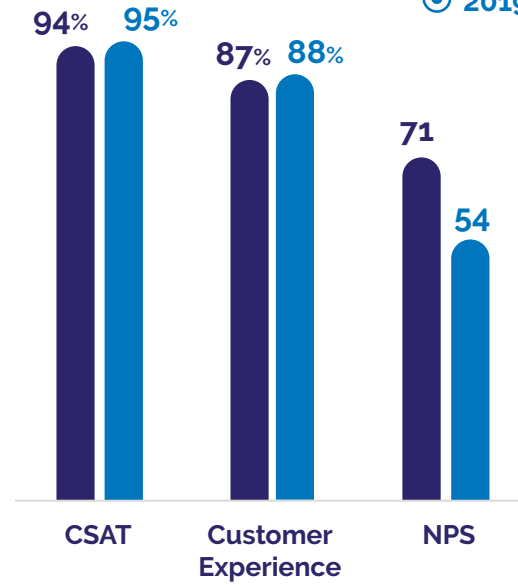
Followers



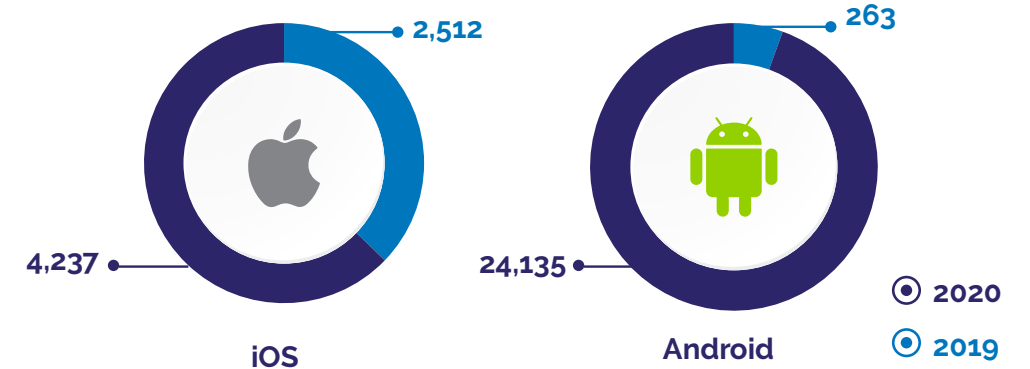
IVR

2020

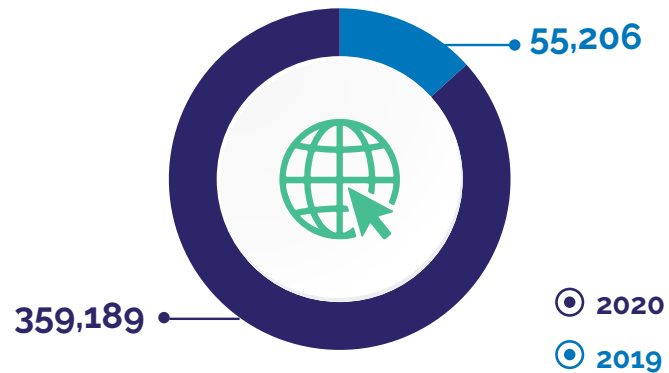
2019



Application Downloads



Website Visits



Customer Complaints IA e-portal



Affinity Programs for employees & members of

- ➔ Awnic Privilege Card (Loyalty Program)
- ➔ Etihad Guest Miles
- ➔ FAZAA
- ➔ YAS Island
- ➔ ADNOC
- ➔ ADIA
- ➔ ICAI (AUH Chapter)



Our Employees, Our Strength

Our Approach

The company's purpose on diversity and inclusiveness drives from operating in a country which has set strong guiding principles on tolerance and inclusion. UAE is home to a diverse population of close to 200 nationalities. Awnic's ethnic diversity is represented through its employees from more than 15 nationalities.

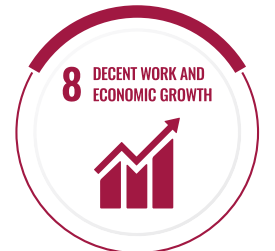
We recognize the strategic importance of being fortified with a diverse workforce complementing intellectual capital.

At the heart of Awnic's policy lies [our belief in Happy Employees, even Happier Customers](#). Awnic fosters a positive work culture through employee engagement programs, financial well-being & security, and continuous learning.

Our employee expertise and contribution have been instrumental to digital transformation of Awnic. Empowering our employees with automation & data analytics has led to organizational growth. Our "go green" purpose towards a sustainable ecosystem is embraced by the employees which is demonstrated by their active participation with fresh ideas and perspectives to sustainable workplace. As much as customer feedback, our employee's unique insights have resulted in improving the quality of service.



Building diverse, engaged
and agile workforce





Employee Engagement

Operating in dynamic insurance landscape requires high level of competence, expertise and learning agility.

Our efforts are geared towards building an inclusive and attractive work environment building foundation to strong corporate culture.

We are committed to diversity and equality. We believe that diverse work culture supplements value creation and greater employee engagement fostering ownership towards corporate goals & success.

AWNIC success is AWNIC employee's success. We support [open door communication policy](#), enabling employees to present & discuss their ideas through the decision-making process. Formal brainstorming sessions, regular CEO messages, encourage employee participation.

Other than digitally connected work environment during pandemic, our [Employee Self Service Mobile](#) App assisted employees to stay updated with regular corporate advisory posts on health & safety tips, trainings, well-ness programs, online attendance, and much more.

Awards & Recognitions

- ➔ Employees were promptly recognized for their timeless efforts and dedication to the company during the difficult period of COVID 19

Cultural Celebrations



Cultural
Festivals



UAE National
Day



Mother's
Day

Training & Development

Nurturing talent is the key driver to our success over the years. Trainings for our employees are aimed to strengthen our knowledge base as well as offer [career advancement opportunities creating digital savvy workforce](#). With the rapid adoption of technology, ongoing trainings become essential for the users who leverage it to bring success. Our IT team actively conducts awareness sessions on rising cyber security threats.

At the minimum, ten hours learnings in the form of in-house trainings or scheduled courses, workshops, and others, is being encouraged for all employees during the year. 100% of our employees have been engaged on general compliance and human resource trainings (including health & safety) and merit- based participation on special programs.

[Besides, inhouse structured learning, we encourage UAE nationals to pursue the courses offered by Central Bank and EIBFS focusing on development and career progression in Insurance.](#)

Offering long term career proposition

- ➔ [E-learning In-house & External Compliance Trainings](#) for all employees including mandatory sessions on AML/CFT updates, Anti-Bribery & Corruption, Cyber security, Code of Conduct, and others
- ➔ [Special Programs](#) on learning & growth in IT space
- ➔ [Unstructured learning programs](#) including leadership / skill development

Homegrown Talent

AWNIC supports its employees by providing supportive, fair and merit-based environment and learning and growth opportunities. The career progression priorities of the millennials, mid-career, senior executives are facilitated through on the job training, job rotations, enrichment and leadership skill development. The Company has both leadership depth and breadth.

[85% of our employees in managerial and senior executive management position are homegrown talent and have served the company for more than 7 years.](#)



Well-being & Security

AWNIC has nurtured emotional connection between employees and workplace by creating lively and positive working environment for our employees over the years.

Social employee engagement and work life balance got affected with the switch to remote work & telecommuting from home during COVID 19. While appreciating our employee's dedication we also understand the increased stress levels accompanied by social disconnection and on always on mode.

We remained committed to maintaining safe and holistic work environment for employees and prioritizing on their mental and physical well-being.

No work-related injuries / health issues were reported during 2020.



Employee Wellness initiatives included

- ➔ **Weight Loss Challenge** "Hustle for that Muscle - AWNIC Weigh to Go Challenge" (48% employee participation)
- ➔ **Wellness campaign**, each week featuring **employees sharing** their healthy lifestyle tips covering topics such as stress management, physical fitness, work life balance, and others.
- ➔ Regular **onsite health checkups**

What our Employees Say

“

Wellness posts are interesting; I love them all and always look forward to reading it. Please keep doing them

- **Adib Ziad Eiteh** (Customer Service Officer)

”

“

Will definitely do the exercises from my desk – on Article on How Does Sedentary Lifestyle Affect Your Body? (Exercises to Do At Work)

- **Muralikrishnan R** (Chief Financial Officer)

”

“

I've been loving your wellness tips and articles

- **Tina Khalil** (E-Commerce Officer)

”

“

Am expecting a huge turn-out of participants for AWNIC's Wellness (weight-loss Challenge) now that we are circulating wellness tips to the team.

- **Mayada Baghdady** (HR)

”

AWNIC Employee Excellence Awards



Outstanding Teamwork -
2 Project Teams



Award for Excellence
- 3 Employees



Certificate of Appreciation
in recognition of timeless
efforts & contribution to
the corporate goals during
COVID 19 –
For all Employees



Longstanding Service
Awardees for completing 15
years of service
– 4 employees

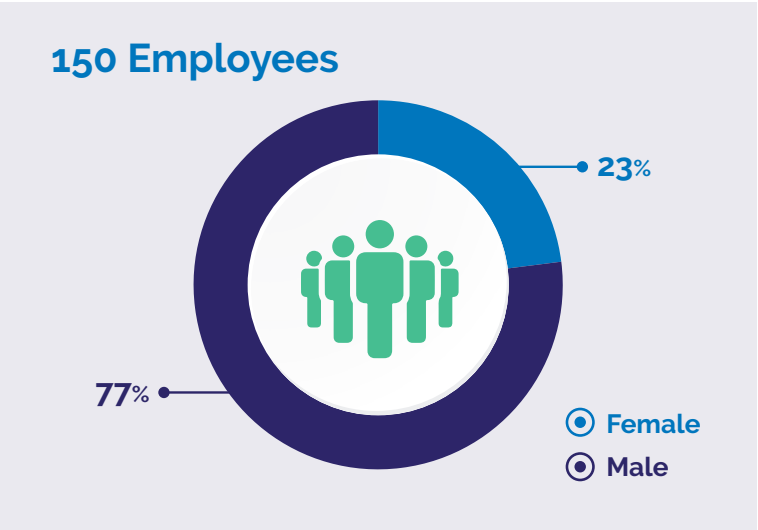


Health & Wellness (Hustle
for that Muscle) -
1 Winner & 4 Runner-up



Nationality	%
South Asia	47%
Egypt	12%
Jordan	9%
Philippines	9%
UAE	6%
Syria	5%
Iraq	3%
British	1%
Others	8%

Learning Hours
1,722



Row Labels	%
20-30	14%
30-40	56%
40-50	22%
50-60	5%
60-70	3%





Social Responsibility

As a national insurance company of UAE, we are truly thankful to the society in which we operate. Being a responsible corporate citizen, we recognize the key segments of community where we can effectively contribute to empowering people in their way forward. Our domain of community engagement primarily focuses on health care for children with disability and rehabilitation trainings for people with determination.

We also encourage our employees to volunteer in corporate community Programs. We are also engaged with NGO's, to help us fulfilling our community initiative successfully during Ramadan.

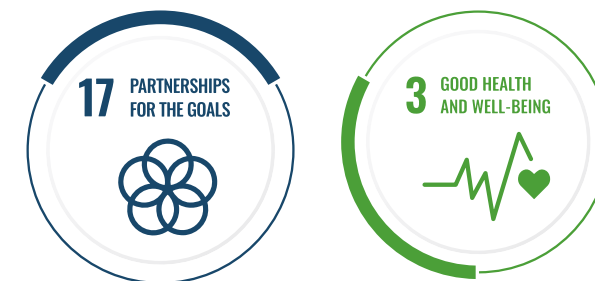
It is through these humble initiatives that we try to reflect our gratitude towards and connection with the people.

Initiatives

- ➔ Rashid Center for People of Determination
- ➔ Operation Smile
- ➔ Ramadan Boxes through Red Crescent
- ➔ Al Hadaf Center for Training & Rehabilitation Center
- ➔ UAE Heroes, in support of Healthcare Providers and Front liners in the UAE during the COVID-19 pandemic through offering them discounts worth AED 1 million on its insurance services

Public Contribution and Advocacy

- ➔ Participating in Industry Associations like Emirates Insurance Association, Gulf Insurance Federation and other industry forums representing the interests of insurance.
- ➔ Supporting core business growth in the country and future growth opportunities.
- ➔ Educating the general public on insurance related glossary of terms and the coverage included as part of a typical insurance policy
- ➔ Enhancing awareness of customers and general public on the grievance redressal mechanisms for insurance related queries and complaints
- ➔ Being a significant institutional investor in listed companies in UAE and having Board representations , we play an active role in the general meetings of investee companies and actively engage in the policy making process of these investee companies at a greater level to improve their governance and sustainability framework
- ➔ Actively investing and supporting in industries of significance like food production, infrastructure and financial services thereby supporting the UAE's vision of increasing the contribution of these industries in GDP





Home



Introduction



Sustainability
at Awnic



Stakeholder



Environmental
Stewardship



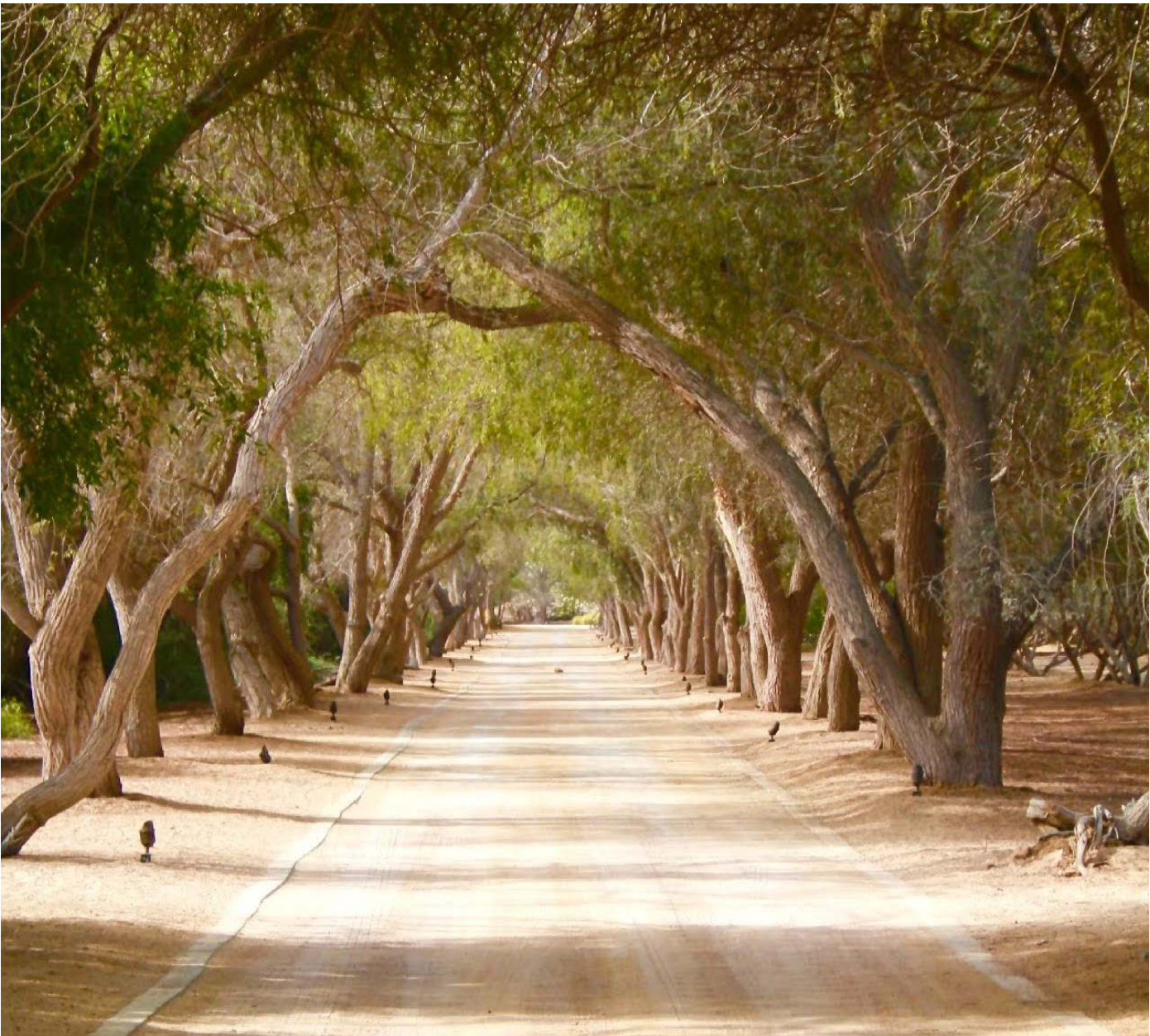
Environmental Stewardship





Our Approach

Our business strategy and operations aims to align with the UAE Energy Strategy 2050, the Agenda for Sustainable Development 2030, the Sustainable Development Goals (UNSDGs) and the Paris Climate Agreement. Hence, we track our performance and set optimization goals towards energy, fuel and paper consumption, reduction in waste generation and GHG Emissions targets, which also helps us align with UAE Energy Strategy 2050 to increase the energy consumption efficiency of the corporates by 40%.



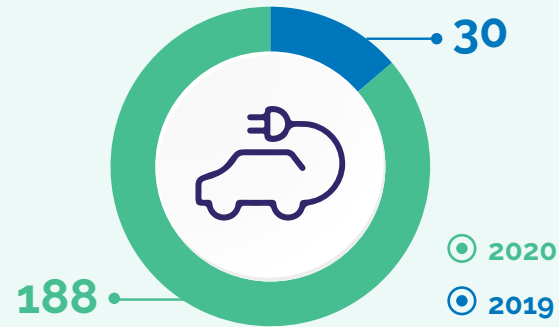


ELECTRIC VEHICLE PRIORITIZATION

With sustainability agenda becoming a key priority for the automotive sector with 75% of OEMs discussing this theme in 2020, we want to support customers' switch to more sustainable ways to drive, especially if these vehicles may also increase customers' safety. AWNIC continues to expand motor insurance propositions that make owning an electric vehicle easier.

Our business processing team is attracting customers to get our insurance, who are owning an Electric vehicle, that is also demonstrated by the below growth rate between the year 2019 and 2020 as well as preferential premium for electric vehicles at AWNIC.

No. of Eco-friendly vehicles insured



Consumption/Units	Y 2020	Y 2019	% Reduction
 Electricity (KWH)	5,314,502	6,113,529	-13%
Electricity KWH Per Sq Mtr	2,593	4,030	-36%
 Water (Cubic Mtr)	15,064	17,329	-13%
Water Cubic Meter Per Head	100	115	-13%
 Fuel Qty (Ltr)	14,754	17,048	-13%
 Paper (Kg)	5,292	7,620	-31%

ENERGY, FUEL AND PAPER CONSUMPTION

We are dedicated to restricting the environmental footprint from our business operations, ensuring prudent use of resources supporting our Go Green initiative since 2013 that focus on blending ecological habits with our corporate actions and societal impacts that we account for. We constantly plan and aim to optimize our sustainability performance in our operations including the energy and water consumption, paper recycling to name a few, which can also be seen through our below fuel (13% reduction), water (13% reduction), electricity (13% reduction) and paper consumption (27% reduction).

Digitalization backed with paperless transformation remains our priority.



WASTE MANAGEMENT AND RECYCLING

Under our Go Green Initiative and integrated efforts towards environment and sustainability, AWNIC not only ensures thoughtful consumption of resources but also keeps a thorough check on our waste generation with a great emphasis on systematic waste collection and recycling. We have installed proper color-coded waste collection bins in our premises which are monitored monthly. Organic waste comprises the maximum percent of total waste from flats, we plan to take appropriate measures to divert organic waste going into landfills, by home composting solutions.

We have also successfully managed to reduce our printing & Stationery cost significantly year on year, which is supported by significant sustainable investment in digital transformation, especially on digital storage and transmission of documents internally & externally.

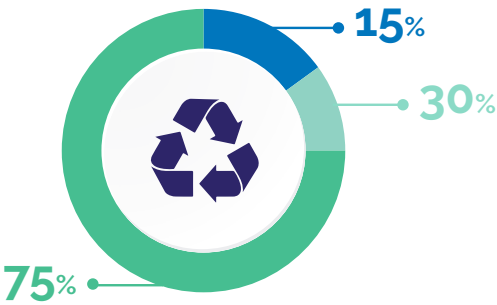
Average Daily Waste & Composition

Average Daily waste generated: 15 kg

Average Monthly Waste for HO Building : 42,300 kg/month

Waste Composition

- Recycled paper
- Others
- Organic



GREENHOUSE GAS EMISSIONS

To combat climate change and its adverse effect on the environment, the historic Paris Agreement of 2015 brought all the nations to undertake a common consensus of working together to take measurable efforts to mitigate this global issue.

In line with the global and national efforts to attenuate global warming induced climate change, we keep a track of our GHG Emissions and constantly undertake the measures to minimize it within our operations and beyond.

Following GHG Protocol Corporate Accounting and reporting Standard to calculate our GHG Emissions as presented herewith.

Consumption/Units		Y 2020	Y 2019	% Reduction
Scope 1 DIRECT Emissions	Fuel Consumption	45	52	-13%
Scope 2 INDIRECT Emissions	Water	41	47	-13%
	Electricity	2806	3228	-13%
Scope 3 INDIRECT Emissions	Waste Transportation	813		



OUR 2021 GOALS

- ➔ Switching to increased use of natural energy sources
- ➔ Reduce our paper consumption and take a step closer to paperless transformation
- ➔ Plan and manage our organic waste by in-house composting awareness and systems, to save organic waste from going into landfills and reduce our CO₂ (Carbon-Dioxide) and CH₄ (Methane) emissions.
- ➔ Monitor use of natural resources and set corporate targets on reducing GHG emissions and optimizing asset performance.

Feedback

We appreciate your valuable feedback on this report and any other queries that you may have.
You may write to us at: sustainability@awnic.com

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