Inclusion at Emirates NBD

As part of Emirates NBD’s Social Investment Strategy Framework, #TogetherLimitless programme is committed to building a disability-inclusive society, where different dreams and different potentials work towards a common purpose – to create a world without barriers.

Making our branches accessible and hiring People with Disabilities (PwD) are our key drivers to achieving financial and social inclusion in society.

Accessibility and Financial Inclusion:

Emirates NBD’s Disability Friendly Branch project was initiated to facilitate and ease the banking experience for our PwD customers. The three-phase branch transformation integrates infrastructure, technology and services to enable and enhance branch accessibility features. Our infrastructure transformation, products and services are a manifestation of our commitment to providing an inclusive banking experience for our PwD customers.

Social and Economic Inclusion:

We believe promoting and contributing to diversity and inclusion at the workplace is everyone’s responsibility. Careers Network program was launched in partnership with Community Development Authority, Manzil and Sustainable Square. The program is advocating for change, creating awareness among organizations to embrace the inclusion of People with Disabilities.

For further information or clarification, please contact Sara Ahmed at SaraA@emiratesnbd.com, Hind Alabdulla at HindALA@EmiratesNBD.com or Mahvish Tabani Baqai at MahvishB@EmiratesNBD.com.

Access to Financial Inclusion

<table>
<thead>
<tr>
<th>Year</th>
<th>New Branch Openings</th>
<th>Branch Closures</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>2017</td>
<td>19</td>
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<tr>
<td>2018</td>
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<td>0</td>
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<tr>
<td>2019</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>2020</td>
<td>2</td>
<td>6</td>
</tr>
</tbody>
</table>

Emirates NBD Disability Friendly Branches

43

4 Assistive Technologies deployed across 20 branches

61% of Emirates NBD branches are accessible

6 PwD Inclusion Workshops (Internal Staff)

90+ Emirates NBD staff trained in American Sign Language

9.75 Staff Satisfaction scores for PwD Inclusion workshops

4 PwD Inclusion Workshops (External Staff)

8.9 Satisfaction scores for PwD Inclusion workshops

Financial Inclusion

People with Disabilities have been placed into full-time employment

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>PwD</td>
<td>8</td>
<td>19</td>
<td>27</td>
<td>20</td>
<td>8</td>
</tr>
</tbody>
</table>

39 Partners (Government and Private sector) have hired throughout the Careers Network programme

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>PwD</td>
<td>3</td>
<td>8</td>
<td>13</td>
<td>12</td>
<td>3</td>
</tr>
</tbody>
</table>

Careers Network

4 PwD Inclusion Workshops (Internal Staff)

8.5 Satisfaction scores for PwD Inclusion workshops

“Every team member showed a good support for Madhushee, the team approached me, they really like how Madhushee is getting socialized with the rest of the employees, and she is very social” – Tatiana, HR Specialist (Hilton Hotel, Al Barsha)

81 People with Disabilities have been placed into full-time employment

“I have seen the ease with which people with physical disabilities are handled and Emirates NBD is leading in this field. I feel proud to bank with Emirates NBD when I see this.” – PwD Customer

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الإدماج في بنك الإمارات دبي الوطني

كونا من أساليب التوجه الشاملة المتمثلة في بنك الإمارات دبي الوطني، يطور برنامج "جمعية الأعضاء الموظفين" (PwD) للمساعدة في تحقيق أهداف بنك الإمارات دبي الوطني. يشتمل برنامج "جمعية الأعضاء الموظفين" على مجموعة متنوعة من الخدمات والمزايا التي تهدف إلى تحسين مزايا الموظفين في بنك الإمارات دبي الوطني.

ينتشر برنامج "جمعية الأعضاء الموظفين" في جميع فروع بنك الإمارات دبي الوطني، حيث يتم تنظيم مهرجانات وورش عمل ومحلات دعم، بالإضافة إلى تقديم الدعم للموظفين في الدورات التدريبية والمحلات للمواطنين.

للمزيد من المعلومات وتفاصيل البرنامج، يرجى الاتصال بمهردة آل عبدالله على "SaraA@emiratesnbd.com" أو "HindALA@EmiratesNBD.com" أو "MahvishB@EmiratesNBD.com".

#معا_بكل_حدود