



TOGETHER WE WILL CONQUER



ABOUT EMIRATES NBD SUSTAINABILITY REPORT 2020

We are proud to present our fifth annual sustainability report, highlighting our commitment to monitoring and reporting our environmental, social and governance performance.

In 2020, we collectively faced a pandemic - one of the most significant challenges humankind has faced in recent history. At Emirates NBD, during this period of uncertainty, building resiliency among our stakeholders has been a key theme woven through

all of our efforts. From supporting our employees as they work remotely with additional technology, software and online information, to new services aimed at relieving our customers of financial difficulties faced.

In this report, we have highlighted new initiatives that have been implemented to help us build confidence and be a pillar of support for our employees, customers and local communities.



SCOPE OF THE REPORT



GOVERNANCE & BUSINESS CONTINUITY

Business Continuity:

It is important for us to ensure the safety and wellbeing of all our stakeholders. Prior to COVID-19 being elevated to the status of pandemic, we had already prepared a recovery strategy which encompassed technology enhancements and business processes, detailing how our workforce would continue to operate and sustain business operations.

The following staged approach was taken as part of our response strategy:



SUPPORTING OUR CUSTOMERS DURING THE PANDEMIC

Listening to Our Customers

We paid very close attention to our customers' feedback to constantly adapt our products and services to their current needs and anticipate their future requirements. To do this, we implemented a number of initiatives that ensures the customer is fully engaged and represented throughout different phases of product and service development. Some of these initiatives include:

Voice of the Customer

Our Voice of the Customer (VOC) programme is our main source for evaluating our service performance. We engage monthly with our customers and take into consideration their experiences and perception of the Bank. We reach them through different platforms: social media, phone, SMS, ATM machines and face-to-face conversation. It helps us to set goals, address issues and continuously enhance their overall customer experience.

Customer Journey Mapping

A process that provides an overview of a customer's journey with a certain product or service. Interaction points are identified to ensure a seamless customer experience.

Better Together Community

A community platform that engages customers in our various co-creation, beta testing and mystery shopping programmes to innovate and improve together with customers.

Supporting Our Customers Financially

In alignment with the government's directives and other UAE-based banks, Emirates NBD and Emirates Islamic announced a series of relief measures to build resiliency and support our community.

One of the first actions rolled out was a series of relief measures for individual customers and small and medium-sized enterprises (SME). We gave loan instalment deferrals to roughly a third of our retail loan book, as well as offering zero percent card instalment plans on school fees and grocery payments. We refunded all cancelled travel bookings that were originally booked on our cards. Finally, all ATM cash withdrawals were made free across the country.

We reviewed some of our internal processes to address emerging customer priorities. For example, we ensured efficiency and ease for our loan customers when

they receive their end of service benefits, or when they relocate and need to finalise formalities quickly, and in some cases from outside the country.

Deferrals During the Pandemic

The UAE Central Bank was proactive in addressing the downturn in the market through a Targeted Economic Support Scheme (TESS) of AED 50 billion under Zero Cost Funding (ZCF) to enable banks to provide relief to impacted customers. The relief was predominantly in the form of instalment deferrals until 2021, post validating proof of impact such as unpaid leave, reduction in salary and drop in business turnover.

In response to market downturn due to COVID-19, we offered the following relief:

We started offering repayment holidays from 1 April 2020. Credit card customers also received the benefit of a payment holiday, up to one month. In addition to this, we are offering relief measures such as card rewriting and balance conversions at a lower interest rate.

We offered interest-free deferrals of three-month instalments. The total value of instalments deferred from April 2020 until December 2020 stands at AED 9.2 billion assisting over 103,000 customers.

We also offered retail SME customers a reduction of the monthly minimum balance required for basic business banking accounts down to AED 10,000. We also waived the minimum balance charges for our basic business banking account for three months.

At Emirates Islamic, we stayed true to our core Shari'a principles, offering relief measures to our retail, business and corporate banking customers that were facing difficulties as a result of the pandemic. We assisted over 40,000 customers with instalment deferrals to the value of AED 2.3 billion.

Green & Social Banking Choices

Offering green social banking options has always been important to us. However, it has been even more relevant and beneficial throughout the pandemic, as we understand how we impact the environment and community and can make a difference by offering innovative products:



Green Home Loans



Green Auto Loan



RTA Credit Card by Emirates Islamic

As part of our efforts to offer green products to our customers, we offer the following paperless accounts:

E-Savings Accounts

Liv. Bank

Liv. Bank

Since its launch, our Liv. account has received multiple international accolades and served over 418,000 customers. This year, we expanded to Saudi Arabia alongside a fully digital Liv. credit card. We continued to encourage our customers to save by advocating our 'Goal Saving Account' and promoting Liv. as a salary transfer account with a 'Chance to Double Your Salary' campaign.

To engage with our customers during lockdown, we launched the Liv. @Home initiative, which included:

Online Shopping Discounts

We partnered with a range of organisations to offer our customers deals for online shopping and lifestyle rewards.

Activities

We launched a series of live and recorded events on social media with over 3.5 million reach, 600,000 views and 15,000 interactions. The events helped our customers to learn new skills, including recipes, workouts and dance moves.

Incentivising our Customers to Save

We constantly encourage our customers to save by emphasising the importance of having savings set aside to ease unexpected burdens. Over the years, we have helped our customers to develop good savings habits throughout our innovative products:

Fitness Account

This account allows the customers to earn higher interest on their savings based on their balance and level of physical activity.

Smart S@ver Account

This account is an online savings account that helps customers to manage their savings entirely online.

Save. Win. Drive.

This account allows customers to increase their chance of winning a car the more they save. The account is available to individuals, UAE nationals and businesses.

Kunooz Savings Account by Emirates Islamic

This account is one of the most popular saving schemes in the UAE. It highlights our contributions to sustainability, encouraging customers to save for a brighter future while promoting sustainable products (such as Tesla vehicles) and services.

Cyber Resilience

The pandemic gave us an opportunity to rethink our priorities, improve defences around our valuable digital assets and boost cyber resiliency across our technology ecosystem. Stringent measures were put in place to secure our organisation assets as employees began to work from home.

Examples of cyber resiliency efforts include:

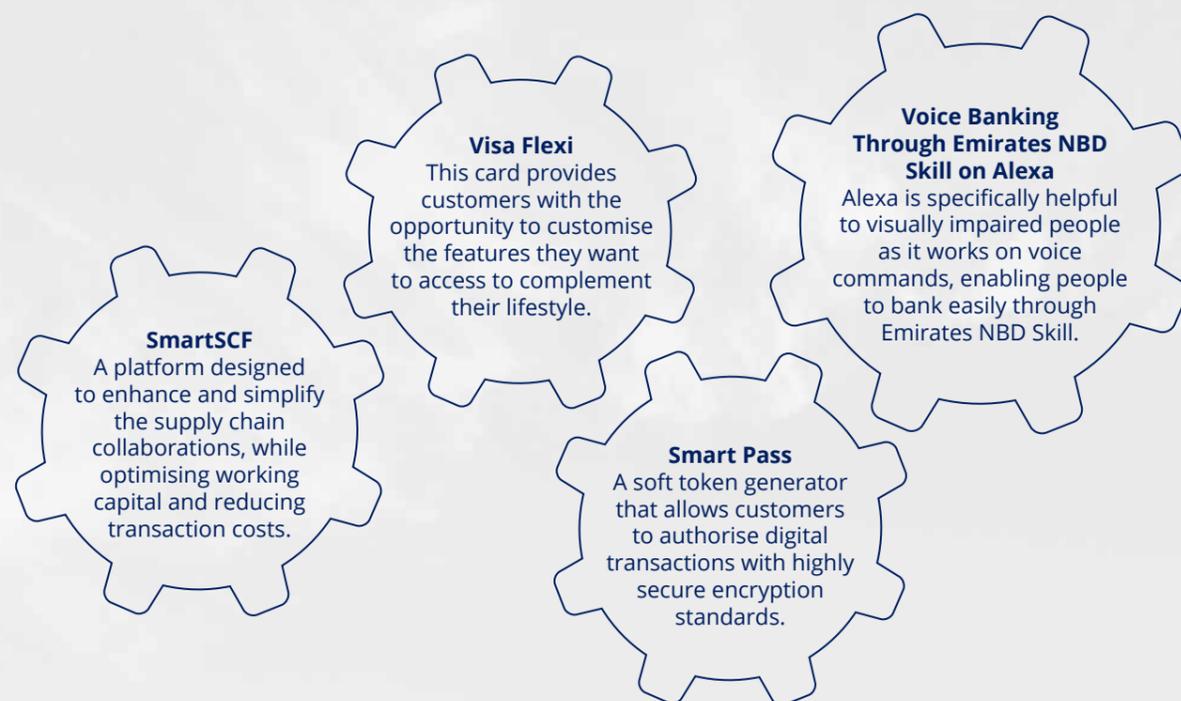
Continually ensuring that our employees are well informed about how to stay safe and vigilant, with "COVID-19" cyber-attacks on the rise as more people work remotely.

Effectively allocating resources toward systems and products that pose the highest risk and those our customers value the most, thereby aligning our cyber strategy with critical business priorities.

Technology & Innovation

We consider technology and innovation to be a priority and a strategic tool that enables us to deliver a better experience to our customers.

Below are a few examples of our innovative digital platforms:



Contactless Payment

Contactless payments are the future of making safe, secure and risk-free transactions, a technology that has been of great value throughout the pandemic. Emirates NBD and Emirates Islamic endeavour to increase the use of contactless payments through an engaging cross platform campaign. In this campaign, customers have a chance of winning prizes every time they use contactless payment methods.

Supporting our Customers Through Digital Platforms:

We optimised the digital journey for our customers, enabling them to access our products and services from the comfort and safety of their homes. During this time, we put emphasis on communicating useful features that would enable them to bank virtually.

Communicating with our customers:



Chat Banking Whatsapp

Communication for a better customer experience.



Mobile Banking

Using your mobile phone to bank from the comfort of your home.



Online Banking

Getting the most out of the banking experience from your computer.

As well as being able to request credit cards or personal loans, our customers now have access to more digital features, including:



We enabled sales and new onboarding through our digital and online platform, which helped us to reduce our carbon emissions by saving tons of paper through digital processes. During the onboarding process of our customers, we now allow the validation of scanned documents instead of presenting them physically.

	Penetration	Paper Saved (Kg)
Accounts	55%	1,990
Credit Cards	26%	732
Personal Loan	92%	1,717

We put in place the following initiatives for our wealth customers:

Skype & Microsoft Teams

Our Investment Advisors reviewed the portfolio of our private banking clients via online communications such as Skype or Microsoft Teams.

Retail Wealth Clients

We built an in-house tool for our Retail Wealth clients (new and existing) to simplify the overall order request for our advisory and execution only trades.

Syncova

Syncova is our new wealth platform that calculates Loan To Value (LTV) on securities across asset class (Equities, Bonds, Funds, ETFs and structure products).

With the goal of remaining accessible to our Corporate customers, a strategy with three pillars was developed:

Product Launch / Enhancements

- **BusinessONLINE** - Omnichannel platform that delivers a full suite of cash management, trade finance and liquidity management solutions to all our corporate clients.
- **smartCollections** - Contactless Export trade collections.
- **smartGuarantees** - This online platform to manage trade guarantees helped to reduce transaction time by 80%.
- **smartTrade** - Online submission of invoice discounting and factoring documents.

Process changes

- Electronic transfer and payroll instructions through Self-Serve and General Correspondence module.
- Onboarding via digitally signed emails for smartBUSINESS and smartTRADE.
- Enabled developers and body corporates to send online instructions.

Client Business Support

- Zero charges to activate the new smartTrade.
- Significant reduction in fees for transaction processing and handling.

Emirates NBD Digital Enablement - Our Social Media & Website Platforms

Throughout the pandemic, our social media strategy served as a powerful tool in raising awareness about the virus and sharing information on how to stay safe. To do this well, it was vital for us to have a standardised platform to communicate with our customers and avoid misinformation. The Emirates NBD website proved to be ideal for doing so, being the first source people looked to for updates and information. Our website also became a preliminary source to opening an account.

Examples of our campaigns include:

Website Updates

We ensured agile communication and access to information through weekly insights and daily updates.

Online & Mobile Support

We launched a number of campaigns increase the online and mobile banking adoption.

Staying Close to our Customer

We asked our Private Banking customers to share how they were keeping themselves inspired during these challenging times, sharing their stories in a video.

Security Awareness Campaigns

To keep our customers alert, and help them secure their accounts, we run several security awareness campaigns.

RESPONSIBLE LENDING & INVESTMENT

Emirates NBD Corporate and Institutional Banking aims to be a value creator in sustainable finance. The following three initiatives empower us to achieve our responsible lending and investment goals:

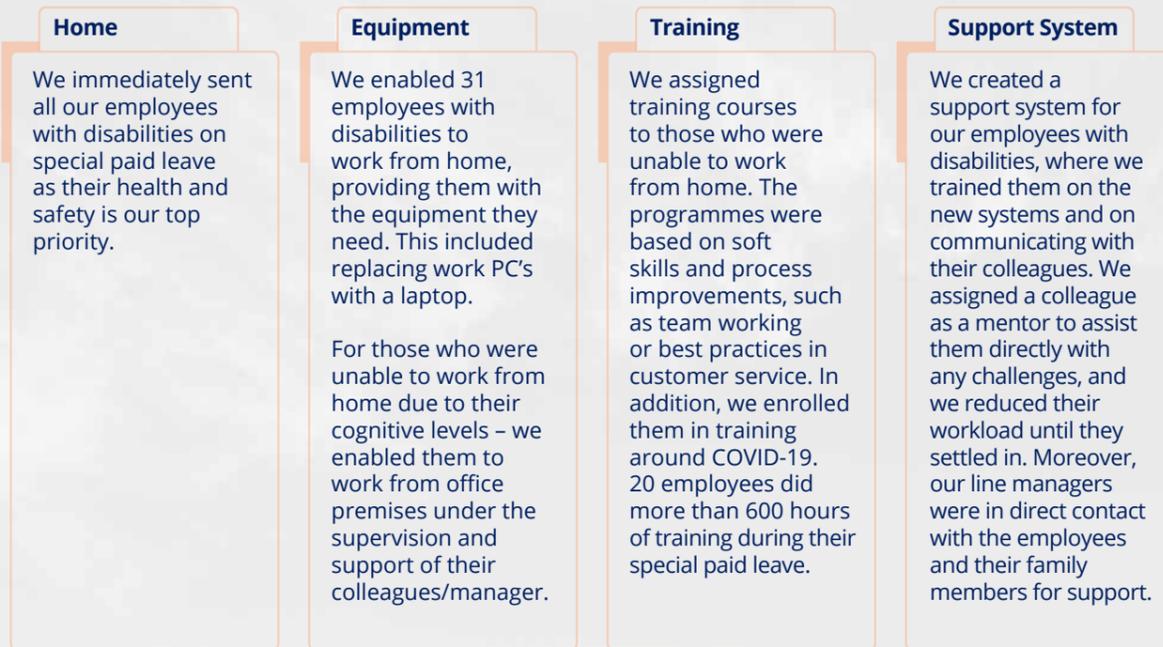
Initiative	Description	Value/Impact
Product Innovation: Digitisation to Reduce Paper Flow	Identifying ways to make our products environmentally and socially responsible.	We are continuously automating our Transaction Banking Services with enhancements in electronic platforms. Our efforts resulted in digitising the paper-heavy trade finance products through: <ul style="list-style-type: none"> - Contactless Export trade collections, - Online submission of invoice discounting and factoring documents and - 80% reduction in time to issue Guarantees.
Lending Portfolio Diversity	Diversifying the sectors to which we lend with an increase in lending activities towards the health, education and agriculture (including soft commodities) sectors.	This resulted in increased lending to the education sector by 8% and agriculture by ~170% over December 2019.
New Sustainable Finance Opportunities	To actively contribute to sustainable initiatives, we focused our financing activities towards clean energy, food security, vertical farming, mass transit services, and infrastructure projects. Moreover, Emirates NBD's investment arm, Emirates NBD Capital, has successfully closed Islamic Development Bank (IsDB)'s first ever USD Sustainability Sukuk.	In 2020, we were able to grow the portfolio in these strategic areas.



OUR PEOPLE

Working from Home for our Employees with Disabilities:

We implemented a number of initiatives and programmes in order to support and protect our employees with disabilities:



Digital Learning

In 2019, there was a notable shift towards investing in digital learning content. This accelerated exponentially this year due to the number of people working from home. The pandemic provided an opportunity to innovate how we leverage our technological resources to engage and develop our people and add value to their professional lives.



Cornerstone on Demand by Emirates NBD Bank

The Learner Experience Platform enables the Bank to provide a more intuitive and engaging learning experience for all employees.



Axonify

Axonify is a mobile application portal which helps to enhance the knowledge of the Group's frontline employees.

Our Learning Platforms:



Skillsoft & Udemy by Tanfeeth

Tanfeeth has provided its employees with access to online learning platforms with hundreds of subjects. Skillsoft is used by associates and Udemy by managers.



Virtual classroom platform (MS Teams)

Our classroom training transformed from In-Person to 100% virtual classroom mode.

HEALTH, SAFETY & WELLNESS

As the health, safety and mental wellbeing of our employees is one of our top priorities, we have been providing various wellness programmes, facilities and activities for employees across the Group.



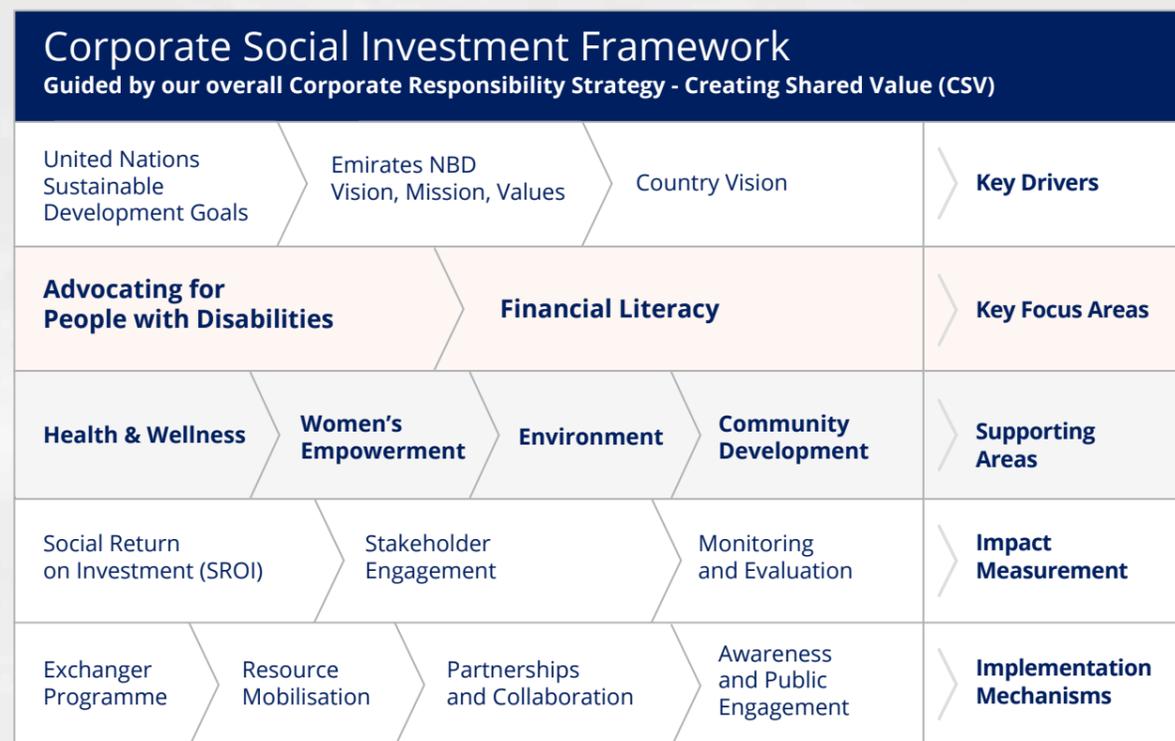
COVID-19 Health & Safety Measures

Throughout the pandemic, significant measures were taken to mitigate the effects of COVID-19 on our premises and prevent the spread of the virus between employees, and consequently throughout the community.



OUR SOCIAL INVESTMENT

Even though the pandemic restricted our social investment activities and forced us to revisit our current approach of how we conducted these activities; we ensured to continue progressing in innovative ways that were consistent with our corporate social investment framework.



Our Social Return on Investment

We conducted two Social Return on Investment (SROI) reports for the years 2018 and 2019. One of the studies was on the accessibility and inclusivity of our banking services, and the second one on our Careers Network programme.

Advocacy for People with Disabilities - #TogetherLimitless

As part of Emirates NBD's Social Investment Strategy Framework, the #TogetherLimitless programme is committed to building a disability-inclusive society. We achieve financial inclusion by developing the right products and services for our people with disabilities.



* Includes Emirates NBD employees salaries

Careers Network

We believe that promoting diversity and inclusion in the workplace is everyone's responsibility. We took action on this belief by launching The Careers Network programme in partnership with the Community Development Authority, Manzil and Sustainable Square. The programme advocates for change, creating awareness in organisations to embrace the inclusion of people with disabilities.



* Includes Emirates NBD employees salaries

Financial Commitment to our Social Investment Programmes

In addition to the various types of in-kind support we provide, we are committed to supporting each key focus area with financial investment. The table below showcases our financial commitments over the past four years in each focus area.

Social Investment Area	Amount in AED			
	Emirates NBD, Tanfeeth and Emirates Islamic	Emirates NBD, Tanfeeth and Emirates Islamic	Emirates NBD, Tanfeeth and Emirates Islamic	Emirates NBD and Tanfeeth
	2020	2019	2018	2017
Health & Wellness	58,857,305	19,680,000	40,580,000	1,070,000
Humanitarian	9,329,704	14,620,000	4,570,000	"We started monitoring the contributions in 2018"
Islamic Contributions	6,509,000	2,005,000	12,080,000	
Women's Empowerment, Environment & Education	4,143,710	28,269,000	2,130,000	850,000
Community Development & Year of UAE	1,760,330	20,705,000	19,060,000	18,140,000
Advocacy for People with Disabilities: #TogetherLimitless	1,214,803	2,790,000	8,950,000	3,855,000
Financial Literacy: #moneywise platform	154,528	192,000	1,110,000	500,000
Resource Mobilisation	Amounts falling under this category have been reallocated to the rest of the categories in this area	Amounts falling under this category have been reallocated to the rest of the categories in this area	Amounts falling under this category have been reallocated to the rest of the categories in this area	4,520,000
Total	81,969,380	88,261,000	88,480,000	28,935,000
International	8,534,922	1,074,065	725,000	40,000
Total	90,504,302	89,335,065	89,205,000	28,975,000

In 2020, Emirates NBD made over AED 90 million in financial contributions to the local community.

Amount in AED			
Social Investment Area	Social Contribution*	Community Contribution	Total
Health & Wellness	58,857,305	0	58,857,305
Humanitarian	9,329,704	0	9,329,704
Islamic Contributions	6,509,000	0	6,509,000
Women's Empowerment, Environment & Education	4,133,710	10,000	4,143,710
Community Development & Year of UAE	1,500,000	260,330	1,760,330
Advocacy for People with Disabilities: #TogetherLimitless	964,803	250,000	1,214,803
Financial Literacy: #moneywise platform	75,000	79,528	154,528
Resource Mobilisation	Amounts falling under this category have been reallocated to the rest of the categories in this area	Amounts falling under this category have been reallocated to the rest of the categories in this area	Amounts falling under this category have been reallocated to the rest of the categories in this area
Total	81,369,522	599,858	81,969,380
International	8,534,922	0	8,534,922
Total	89,904,444	599,858	90,504,302

*As per the definition of the UAE Central bank

Our Philanthropy

Emirates Islamic supported, among others, the following two programmes during the pandemic:

Social Solidarity Fund Against COVID-19

We contributed AED 10 million to support the 'Social Solidarity Fund Against COVID-19' initiative, launched by the Islamic Affairs and Charitable Activities Department in Dubai. The fund aims to mitigate the health, economic and social challenges posed by the COVID-19 outbreak.

Arab Hopemakers

We contributed AED 5 million to Arab Hopemakers, an initiative by Mohamed bin Rashid Al Maktoum Global Initiatives to honour the individuals and institutions that improve their communities and make a positive impact on the lives of people through humanitarian initiatives, projects and programmes.



Exchanger is our award-winning volunteering programme which enables employees, customers and community members to give back to society. In the face of lockdowns and social distancing, volunteers have shown great resilience in their response, moving online and finding ways to help the community.

OUR ENVIRONMENTAL RESPONSIBILITY

Go Paperless Programme

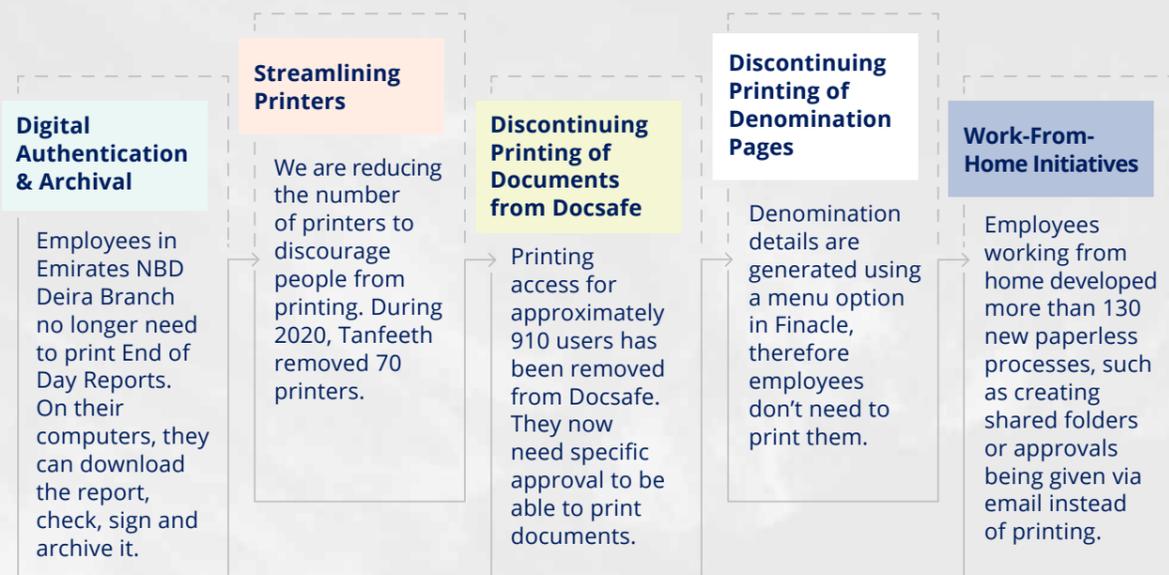
A part of the entrusted mission of Smart Dubai 2021 project is the Dubai Paperless Strategy. The Dubai Paperless Strategy was launched in 2018 with six entities, and in alignment with this, we launched our Sustainability Programme in February 2020. The first initiative under this programme was 'identification and implementation of policies and processes to reduce paper consumption'. This initiative maps our journey toward Environmental Sustainability by using paper responsibly, saving trees and reducing our carbon footprint.

With the collaborative effort of Emirates NBD, Emirates Islamic and Tanfeeth, the Group has launched more than 78 initiatives which has saved 28 million sheets of paper.

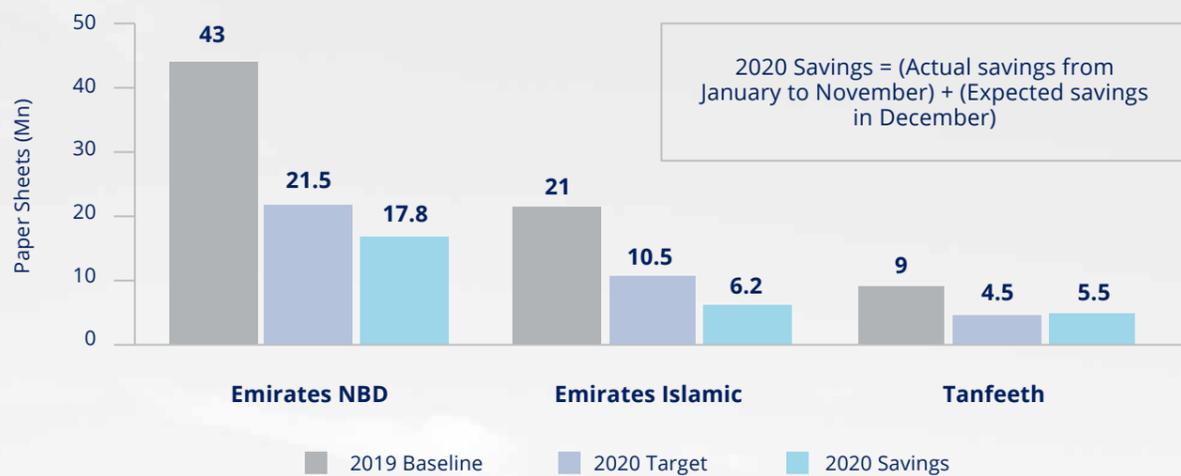
Impact and Social Return On Investment



Below are our top five environmental initiatives:



2020 Baseline vs. Savings (Paper Sheets in Millions)



We are committed to continue monitoring our sustainability performance in order to identify areas of improvement and opportunities for growth. We invite our stakeholders to read our full sustainability report, which can be found on our website: www.emiratesnbd.com under the 'About Us' section.