



دار التأمين
INSURANCE HOUSE
ش.م.ع - P.J.S.C



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2021

AEI000401010

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STATEMENT OF IH CEO HEADLINES

The impact of COVID-19 affected our sustainability goals, but we have been one team to reach our objective. However, this also guides our approach to our customer and employee relationships, helping ensure that we have the right value for our business and the communities we serve to build on our strong portfolios.

Insurance House has reset its sustainability goals in 2021 to become the most responsible company in the insurance sector. Despite 2021 being a game-changing year for everyone, IH registered a Net Profit of AED 9.520 million compared to AED 10.89 million in the previous year. Considering the upheavals endured during the course of the year, this is a resilient performance that provides a solid foundation for sustained profitable growth in the near future.

Gross Premiums Written during 2021 weighed in at AED 207.31 million compared to AED 217.37 million written during the previous year. Net Premiums Earned in 2021 were slightly lower at AED 134.43 million compared to AED 150.17 million in the previous year. At the same time, Net Claims Incurred during 2021 were flat at AED 66.64 million compared to AED 84.21 million in the previous year.

Another key highlight of the year 2021 is that the investment grade credit ratings of the Company- Long-Term Issuer Credit Rating of “BBB-” and a Financial Strength Rating of “B+” (Good) have been reaffirmed in Q4 2021 by AM Best, the international credit rating agency.

Several expense rationalization and expense reduction measures have been initiated, and the full year impact of these measures will be realized in 2022.

AMR HINDAWI
Acting Chief Executive Officer of Insurance House





IH - OVERVIEW

Insurance House PJSC engages in the insurance businesses, which provides non-life insurance solutions. It operates through two business segments: underwriting of general insurance business and investments. The company was founded in 2010 and is headquartered in Abu Dhabi, the United Arab Emirates.

Offering a diverse portfolio of consumer and corporate insurance products and services that are in compliance with local requirements and up to par with international standards, our utmost goal is catering to a growing pool of insurance policy demanders. We take pride in offering a range of customized covers that encompass both conventional and specialized insurance classes.

IH- ESG ISSUES

The ESG team considers feedback from internal and external stakeholders, employees, customers, and regulators. However, in 2021, the ESG team identified the below issues as key structural drivers of our growth, while we continue putting our efforts into operating in a sustainable way. More details will follow in the coming sections of this report.



COVID-19



PREVENTING BRIBERY
AND CORRUPTION



ANTI-MONEY LAUNDERING
AND COUNTER TERRORIST
FINANCING



DATA LEAKAGE
PREVENTION
-CYBERSECURITY
PREPAREDNESS



PREVENTING
FRAUD



EMPLOYEE
ENGAGEMENT



RELATIONSHIPS WITH
CUSTOMERS



DIVERSITY AND
INCLUSION



EMPLOYEE
TURNOVER



TRAINING AND
DEVELOPMENT



EMIRATISATION



WORKPLACE SAFETY



CORPORATE
GOVERNANCE



RISK MANAGEMENT



BOARD STRATEGY



CODE OF CONDUCT



CLIMATE
ENGAGEMENT



PAPER USAGE



ENERGY AND EMISSIONS



THE CARBON
FOOTPRINT OF
OUR INVESTMENT
PORTFOLIO



IH APPROACH TO ESG

IH ESG efforts are being made towards our internal and external stakeholders so that our operations are made better; leading to a successful insurance business portfolio in the UAE and fulfilling the brand promise we made to our customers.

By addressing sustainability challenges in our business, we are able to manage four key areas that impact our operations:

- **Supporting Business Portfolio**
- **Responsible for the Right People**
- **Our Social Community**
- **Governance and Risk Management**

A hand holding a glowing lightbulb, symbolizing an idea or goal. The background is a dark green gradient. Surrounding the lightbulb are several circular icons representing different ESG goals: a leaf (environment), a person (social), a factory (environment), a water drop (environment), a recycling symbol (environment), a person with a gear (social), a person with a heart (social), a person with a dollar sign (social), a person with a gear (social), a person with a heart (social), a person with a dollar sign (social), a person with a gear (social), a person with a heart (social), a person with a dollar sign (social).

ESG – GOALS

SUSTAINABLE DEVELOPMENT GOALS



SUPPORTING BUSINESS PORTFOLIO



Resting on a solid foundation of stability, trust and enduring values, our aim is to bring vital features such as speed, care and added value into the insurance arena. Committing to always ensuring our clients' most intricate of needs are addressed through offering abundant policies which are not limited to: Motor Insurance, Engineering Insurance, Fire Insurance, Liability Insurance, Marine Insurance, Medical Insurance, Personal Insurance, Aviation Insurance, Energy Insurance, and more.



YEAR 2021 - FINANCIAL & OPERATIONAL HIGHLIGHTS

REGULAR DIVIDEND PAYOUT TO SHAREHOLDERS	
YEAR	'IN '000 AED
2019	4,751
2020	4,751

SOUND OPERATIONAL PERFORMANCE	'IN '000 AED
GROSS WRITTEN PREMIUM	207,315
GROSS CLAIM SETTLED	147,137
OPERATING PROFIT	46,482

STRONG FINANCIAL PERFORMANCE	'IN '000 AED
NET PROFIT	9,520
INVESTMENT INCOME	5,053
TOTAL ASSETS	385,659

WEALTH CREATION FOR SHAREHOLDERS	
EARNING PER SHARE	0,08
DIVIDEND PER SHARE	---
RETURN ON EQUITY	6%

	'IN '000 AED
RETAINED EARNINGS	7,549
SHAREHOLDER EQUITY	149,026



REGULAR DIVIDEND PAYOUT TO SHAREHOLDERS IN 2021

One of the key objectives of management and BOD is to maximize shareholders' value. This objective has been addressed through various strategic initiatives that have kept IH profitable, healthy from capital adequacy and funding perspectives. Consequently, the shareholders have been awarded adequate dividends in cash since inception of Insurance House. However, the market movement in stock has not been favorable and is clearly not reflective of the future prospects of Insurance House.

Hence, it was proposed that IH address this shortcoming through direct intervention into the market through "Share Buyback Program" for a maximum of 10% of share capital with the key objectives of:

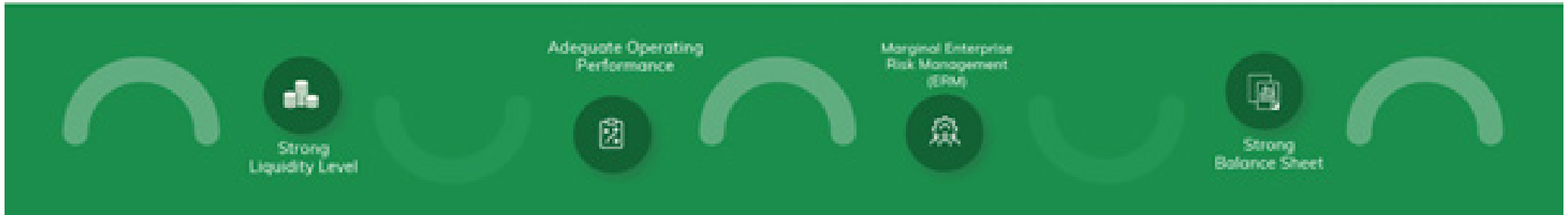
- a. Generating liquidity for the stock,
- b. Enhancing value for shareholders,
- c. Appropriately utilize funds,
- d. Positive signal of value,
- e. Impacting staff morale.

2021 Insurance House Maintains Credit Rating with Stable Outlook



B +
Financial
Strength Rating

BBB -
Long-Term Issuer
Credit Rating



Insurance House P.J.S.C (IH) has maintained its Financial Strength of “B+” (Good) and Long-Term Issuer Credit Rating of “BBB-” with a stable outlook for both; by AM Best, the international credit rating agency.

According to IH’s Financial Strength Rating (FSR) and Issuer Credit Rating (ICR), this credit rating reveals financial strength in terms of strong liquidity level, a strong balance sheet, adequate operating performance, and marginal enterprise risk management (ERM).



دارالتأمين

INSURANCE HOUSE

FDIC - ٤٠٠٠



For Vaccinated staff against Covid-19

Only staff fully vaccinated against Covid19- and displaying a valid "Green Pass" on Alhoshn application can be allowed entry into FHG premises/offices. Additionally, for those currently traveling to Abu Dhabi from Dubai, an active "E" or "Star Icon" will also be required.

"E/Star Icon" Status on Alhoshn Application can be maintained only if staff is fully vaccinated and receive a negative PCR test result **every 7 days**.



"Green Pass" status on Alhoshn Application can be maintained only if staff is fully vaccinated and receive a negative PCR test result **every 30 days**.

Note: Please note that "Green Pass" will turn into "Grey" post a period of 6 months from vaccination 2nd dose date, hence staff must take booster shot to maintain "Green Pass" status.



دارالتأمين

INSURANCE HOUSE

FDIC - ٤٠٠٠



For Un-Vaccinated staff

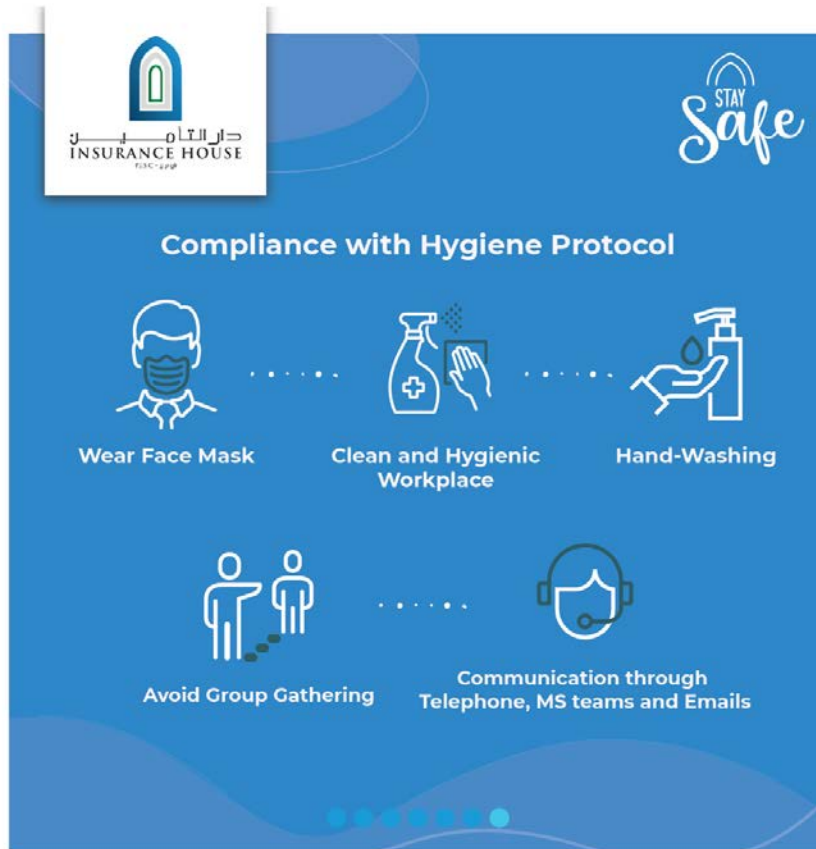
Unvaccinated staff who joined the organization recently must submit a negative PCR test result **every Sunday (every 7 days)**. **Staff must complete vaccination (both doses) within 60 days from visa permit entry date.**

Note: if staff is vaccinated at home country, procedures must be followed to register their vaccination status with the local authorities in the UAE. Kindly contact HC for further assistance.

Other unvaccinated staff must provide certified medical report that their health condition does not permit to be vaccinated in order to be allowed exceptional permit for office entry.

COVID 19

In COVID-19 business continuity, IH supported and protected the health of their staff, communities, service providers, and clients. Adapting to the new environment during the pandemic, the core business moved to remote, flexible, and safe working conditions.



Senior Management supported employees by communicating with them the updated Office Entry Protocols Reference that was announced by local authorities.

PREVENTING BRIBERY AND CORRUPTION

Insurance House sets a very strict policy concerning anti-corruption and the detection and deterrence of bribery in operations. This high-standard procedure is followed by Insurance House employees and where applicable, such as Insurance House contractors, associates, insurance brokers, automobile agencies, and suppliers - if fraud is suspected or detected.

Moreover, this subject can affect assets that are both small and large in value. For the purposes of Insurance House's policy, fraud includes but is not limited to the following:

- 1- Accepting or offering a bribe or other favours under circumstances that might lead to the inference that the gift or favour was intended to influence a decision;
- 2- Accepting of any gift from Insurance House customers, suppliers, or any other parties is not permissible; only exception are gifts/ souvenirs inscribed/ printed with gifting company's logo/ signage and value not exceeding AED 100.





CODE OF CONDUCT

The Insurance House code of conduct is to provide a statement of the policies and procedures of Insurance House for continuing to conduct its business in a legally and ethically appropriate manner. As such, this code constitutes an integral part of Insurance House personnel policies and procedures. Specific guidance is provided with respect to the following topics:

- 1- Insurance House values
- 2- The role of Insurance House supervision
- 3- Conflicts of interest
- 4- Protecting Insurance House information and assets
- 5- Compliance with laws and regulations
- 6- Violations of policy: reporting obligations and discipline

Insurance House Board of Directors has charged all the company's employees with the responsibility of enforcing the compliance program and ensuring that the code and Insurance House related policies govern the business activities of all company employees. This charge, however, in no way diminishes each employees responsibility to understand and comply with the code and Insurance House related policies. It also does not diminish each supervisors responsibility to ensure that those employees for which he or she has responsibility comply with the code and all related Insurance House policies in effect including, without limitation, the contract policy, security policy, purchasing policy, travel and entertainment policy, accounting policy and procedure, privacy policy, immigration policy and equal employment opportunity and with other employment-related policies.



PREVENTING FRAUD

Insurance House's attitude to fraud is that of zero tolerance. Insurance House will not tolerate fraud, dishonest or illegal activity amongst its employees, contractors, customers, garages, insurance brokers, automobile agencies or suppliers under any circumstances. Insurance House prevents fraud under four aspects:

1- Internal Controls: Are the key element in preventing fraud, and they are documented and communicated to all staff members so that they are constantly reminded of the importance of compliance. It is the responsibility of management to ensure that these internal controls have been documented and communicated.

2- Management Checks/ Monitoring: The prevention detection of fraud and impropriety is only possible where strong internal controls are present and constantly applied. Routing checks and monitoring by controls include duly approval scheme of delegation of authorities, override/ exception report monitoring and review, and being cognisant of change of staff members beyond their means.

3- Corporate Governance: As part of governance it will be important to continue to develop an environment in which awareness of responsibility for fraud prevention and detection can flourish. It is the system principle of corporate governance as:

- Openness;
- Integrity; and
- Accountability.

4- Promotion of Code of Conduct: Is to guide employees in their day-to-day activities. Moreover, the HR Department and Insurance House is continuously improving the Code of Conduct and presenting short courses to all employees; consequently increasing awareness among internal stakeholders. A Code of Conduct clarifies what is ethical acceptable behavior, and it also communicates to external stakeholders that IH takes its ethical commitments seriously.



ANTI-MONEY LAUNDERING AND COUNTER TERRORIST FINANCING

Insurance House is committed to the efforts of the Government of UAE, Central Bank of UAE, and Global efforts in combating Money Laundering & Terrorist Financing. These operational policies are primarily derived from the UAE Federal Law. This applies to Insurance House businesses (or business units), business under IH's management control, and staff in all departments and subsidiaries.

These policies include a risk-based approach to conducting customer due diligence, ongoing monitoring, suspicious activity reporting, training, and record keeping. Insurance House uses a comprehensive AML/CTF monitoring software/online tool to screen, risk profile, and monitor customer activity. In addition, all Insurance House employees have completed AML and CTF training.



DATA LEAKAGE PREVENTION - CYBERSECURITY PREPAREDNESS

Insurance House implemented a Data Leakage Prevention (DLP) system across its network in order to ensure appropriate preservation of data confidentiality, secure data and ensure applicable compliance standards are met. DLP consistently monitors and identifies sensitive data on the network where intentional/ unintentional leakage is happening, however, the risk to the company is substantial.

A DLP system has the ability to locate (Discover) confidential electronic data within Insurance House's core system and determine if there is a potential data leakage. The system has the ability to monitor and detect data leakages happening at:

- 1- Data in motion: Email, Uploads to internet websites and FTP servers, Transmitted over file shares, Instant Messaging.
- 2- Data at rest, compressed data storage drives, removable media, file servers etc.
- 3- Data in Desktop and Laptops.

On Cybersecurity Preparedness, the increasing complexity of the Insurance House environment requires the creation of a Cybersecurity Incident Respond Plan (CSIRP) to efficiently handle cybersecurity incidents, while further protecting Insurance House's sensitive and critical information damage and/ or exposure due to any security breach. These services are offered to instill a sense of trust with our customers, employees, and business partners who have provided us with a range of sensitive information. Insurance House has in place a Data Privacy and Cybersecurity Policy to ensure adequate safeguards for our customer and business data as well as compliance with data protection legislation.

This Policy is communicated via classroom sessions and e-learning to all employees when they join Insurance House and are regularly given refresher training and awareness activities focusing on topics such as proper data handling, breach reporting and phishing.



RELATIONSHIPS WITH CUSTOMERS

During our annual Customer Relationship meetings at Insurance House, we are achieving our promise to offer better services while engaging with our customers in a meaningful way. Consequently, we are customizing our products and services in our core business. Moreover, this has allowed us to develop propositions to better address customer needs across our communities; including protocols for dealing with customer issues and to focus on:

- 1- Customer Engagement.
- 2- Customer Complaints.
- 3- Listening to Customers.

NOW



OPEN
at *Baniyas*

Insurance House opened its 10th location at ADNOC's Vehicle Inspection Centre in Baniyas Street, P.O.Box. 129921, Abu Dhabi, U.A.E. We opened this branch keeping in mind the needs of IH customers and to better service the community of this area. We always want to be located next to our customers, and we promise to deliver our best to them at all times.

RESPONSIBLE FOR THE RIGHT PEOPLE

3 GOOD HEALTH
AND WELL-BEING



4 QUALITY
EDUCATION



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



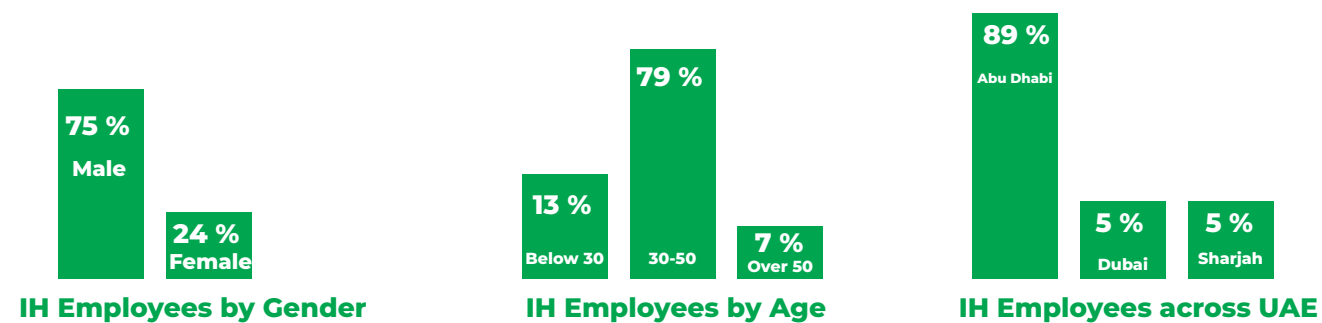
10 REDUCED
INEQUALITIES





Insurance House employees are one of the vital resources of our organization. The company believes in the effective management of Human Capital in order to achieve the organization's objectives. Hence, the company aspires to recruit the right people, develop and retain the best talent, and create robust policies and procedure on Human Capital engagement that will enable the company to achieve its objectives and aspirations.

Total head count of IH employees on 31 December 2021: 99





EMPLOYEE ENGAGEMENT

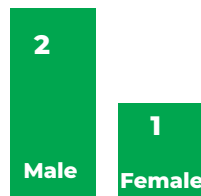
Insurance House creates and maintains a positive work environment, Whereby all new employees are required to complete the company orientation program in addition to a set of e-learning modules centered on the learning and development framework.

Our Code of Conduct includes the professional services that we offer our customers and all external stakeholders. It provides clear guidance on how to conduct business at all times, and it is protected by the risk management matrix.

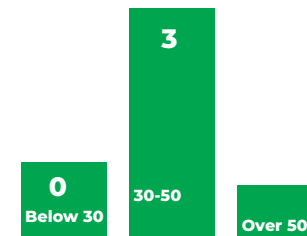
Employees are encouraged to resolve issues by talking to and working with their direct line managers and the Human Resources department (open door policy). This builds a collaborative and inclusive workplace which prioritizes employee engagement.

EMPLOYEE TURNOVER

Insurance House's demand and competition for skilled talent (employee turnover rate) in 2020 was less during the COVID-19 period, and it was at the low management level.



IH Employees by Gender



IH Employees by Age



EMIRATISATION:

Insurance House encourages UAE nationals to achieve their full potential and further develop their competencies, and we surely do not take this task lightly. With internally set and structured Emiratisation programs, we provide a school of support and guidance to UAE Emiratis throughout their career journey with us. With a drive to become the nation's preferred insurance sector with UAE National employees, our Emiratisation programs are lucratively designed to develop and attract local talent.

IH UAE - Employees by Gender

Female 9

Male 1

TRAINING AND DEVELOPMENT:

Insurance House is committed to building a high-performance culture that encourages enhancing employees' skills to meet current needs and to develop capabilities to meet future needs. It also strives to ensure that all training activities undertaken have a direct impact on enabling the skills required, whilst adopting a cost-effective approach in choosing the most appropriate solution.

Keeping this in mind, the training and development function within the Human Capital Department was established to ensure that all IH employees have the access to career development opportunities as part of their employment.

IH Employees by Gender Training Hours

Female: 352 Hours

Male: 456 Hours

IH Employees Average training hours by employee level:

JUNIOR STAFF: 408 Hours

MIDDLE MANAGEMENT: 139 Hours

SENIOR MANAGEMENT: 261 Hours





LINKEDIN LEARNING

As part of our learning and development provisions, IH took a step for online training to have a partnership with LinkedIn Learning to develop IH employees and help them become better at their job. Employees have access and can choose to attend as many training programs as they want job-related.

DIVERSITY AND INCLUSION

Insurance House respects and appreciates cultural diversity and supports talented people to create value and promote the development of culturally responsible and responsive curricula while promoting innovation, better decision making, and problem solving.

At Insurance House, we hire talent based on attitude, skills, and knowledge, and we have a zero-tolerance policy for discrimination or harassment in any form, across all aspects of diversity, including race, color, religion, gender, nationality, age, disability, and marital status.



WOMEN'S LEADERSHIP:

The company has taken many sustainable steps to ensure that advancing gender equality in the business portfolio leads to better access to talent, higher productivity, and the quality bottom line. However, as part of its move to create a gender-smart workplace, IH has enhanced women's presence in leadership positions via mentoring and building succession pipelines.

Badria Alblooshi, a very supportive, hard-working, and loyal IH employee, started in 2011 as a Motor Underwriter Supervisor. With such a positive attitude and flexibility in completing tasks, she has climbed up the ladder to become Branch Manager.

Badria has successfully developed strategies that have resulted in a systematic delivery of Company services.

Her highly satisfactory performance was a direct result of her positive attitude towards her job, co-employees, and especially her clients.

Ms. Badria Alblooshi
Branch Manager – Sharjah

Covid-19 Precautionary Measures During Eid

As we approach Eid, we would like to kindly highlight the importance of practicing preventive and precautionary measures to protect the public health and the community's safety during these blessed times.



Always wear your mask



Practice social distancing



Extend Eid greetings and wishes using online communication platforms



Sanitize your hands frequently, and do not touch your face



Avoid physical gatherings and opt to interact with friends and family virtually



Avoid giving gifts, especially money, to children. Instead, transfer money digitally

We wish you a Eid Mubarak and many happy returns!

WORKPLACE SAFETY

At Insurance House, we take measures to ensure a healthy, safe, and secure environment for all our employees, agents, and customers. Our admin team is responsible for conducting fire drills at all premises.



RECOGNIZING IH EMPLOYEES

Insurance House recognizes the excellent performance of the Motor Underwriters Department, as each employee showed hard work and commitment, resulting in the best sales record this year despite the pandemic challenges. This has helped us stand out from the competition

OUR SOCIAL COMMUNITY





NATIONAL DAY CELEBRATION

In celebration of the UAE's 50th National Day, Insurance House launched a new campaign, offering a 50% discount to customers on Motor Insurance Policies. This initiative falls under IH's sustainability campaigns that help to spread joy amongst customers.



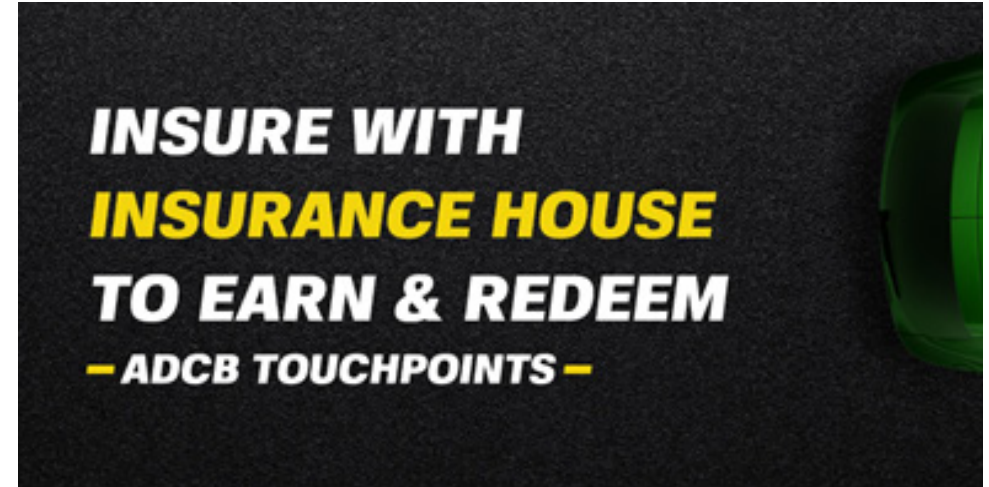
PARTISANSHIP WITH TRAVELLERPASS

Insurance House offered distinguished clients a discount if they purchased a Motor Insurance policy through the TravellerPass application. TravellerPass LLC is a leading marketing consultancy with over 15 years of experience in the Middle East. It is committed to helping businesses deploy strategic marketing campaigns and loyalty programs.



CSR (BLOOD DONATION)

The Insurance House staff joined the Blood Drive Donation and contributed in making a difference in other people's lives. The blood donated was to benefit Accident Victims, Fire Victims, Anemia Patients, Hemophilia Patients, Patients undergoing surgeries, and Cancer Patients.



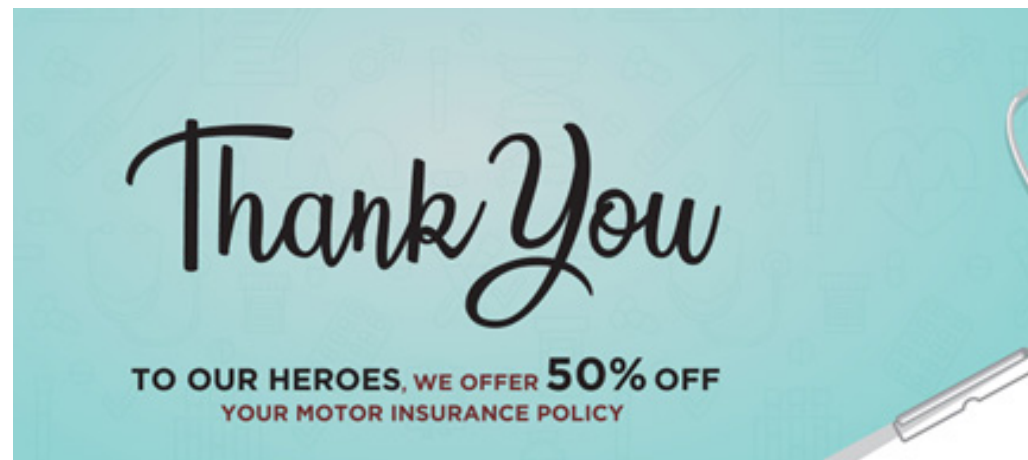
STRATEGIC PARTNERSHIP

Insurance House is glad to announce a new partnership with ADCB. This partnership will allow ADCB customers to redeem their TouchPoints at Insurance House and get a Motor Insurance policy or any other Insurance policy in return.



EARTH HOUR

Insurance House this year, as every year, joined the Earth Hour initiative. Earth Hour is more than just an hour for the planet- it's a movement for our future. The climate is changing faster than nature can adapt, and the health of our planets is at stake; therefore, we are speaking up for nature.



COVID 19

To support the first defense team of doctors and nurses for their sincere efforts in caring for the affected during the pandemic, and to return the favor, Insurance House announced the reduction of their car insurance fees to 50%.



INTERNSHIP PROGRAM AT IH

The Internship Program is a unique work-experience that will be offered to university students in their third and fourth years of education and will be available for both local and expatriate students. The duration of the training must not exceed three calendar months.

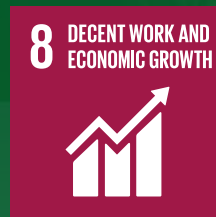
GOVERNANCE AND RISK MANAGEMENT



6 CLEAN WATER
AND SANITATION



7 AFFORDABLE AND
CLEAN ENERGY



8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



16 PEACE, JUSTICE AND
STRONG INSTITUTIONS



17 PARTNERSHIPS
FOR THE GOALS



THE ENVIRONMENT

The environment may directly impact the health of our employees and customers, and the company's energy consumption may be used in evaluating any environmental risks.

CORPORATE GOVERNANCE

Playing the detrimental role of establishing a solid corporate governance culture within the company, is our Board of Directors. Defining and enforcing standards of accountability within our daily operations, our board members are required to submit themselves for re-election at least once every three years and ensure that the company is being managed in compliance with the best interests of its shareholders. With formally set meeting schedules, our board takes the responsibility of the company's overall strategies, acquisitions, divestment policies, capital expenditure proposals and other significant matters related to investment. Nonetheless, the board is continually monitoring the company's exposure limits to key business risks, its annual budget and the progression of its budgeted proposals, taking into consideration both environmental and employee related variables.

Chairman of the Board: The role of the Chairman of the Board is to facilitate the board's independent functionality, while maintaining and enhancing the quality of Insurance House's corporate governance.

Committee of the Board: We have three Committees of the Board of Directors, which are the Internal Audit & Compliance Committee, the Nomination and Remuneration Committee, and the Investment Committee. The committees operate under written charters that set out their responsibilities and composition requirements. The committees are composed of Independent and Non-Executive Directors.



ESG GOVERNANCE

ESG issues have the potential to impact business performance. All Insurance House employees are responsible for contributing to the realization of our ESG priorities. This is core to who we are and how we operate. The Insurance House ESG team is responsible for overseeing governance around ESG, in addition to integrating and addressing ESG issues within our business and providing input on our ESG approach, environmental targets, submissions to sustainability indices, and in reviewing this Report.

The Insurance House ESG team also considers the latest ESG research and feedback raised by key stakeholders, in order to provide input on specific ESG issues relevant to the Insurance House operations.

EFFECTIVE RISK MANAGEMENT

The Insurance House Risk Management Framework ensures that while operating, we have the capabilities and processes in place to identify, quantify, monitor, and report risk.

The company has improved its capabilities in managing the ESG-related risks and has produced higher returns over the long term. At Insurance House, a comprehensive approach to risk management

ensures that we have the frameworks in place across our business to address relevant risks.

The Board retains ultimate responsibility for the oversight of the Insurance House risk management activities, whether they are relevant to the businesses. We constantly review the Insurance House risk framework to ensure that the nature of the risk to our operations is sufficient and under monitoring.

During COVID-19, Insurance House conducted stress testing for its employees in addition to business continuity analysis to ensure sufficient capital is earmarked to provide protection to our policyholders and to ensure business continuity under stressed conditions.



GO GREEN INITIATIVE (BOARD STRATEGY):

Being environmentally cautious has always been embedded within our operations. Recycling paper, supporting energy saving alternatives, and educating the public about going green are among our top priorities. Moreover, we have implemented more stringent environmental risk management procedures that affect both our business and the companies that we invest in.

INSURANCE HOUSE STRATEGY

Paper Usage

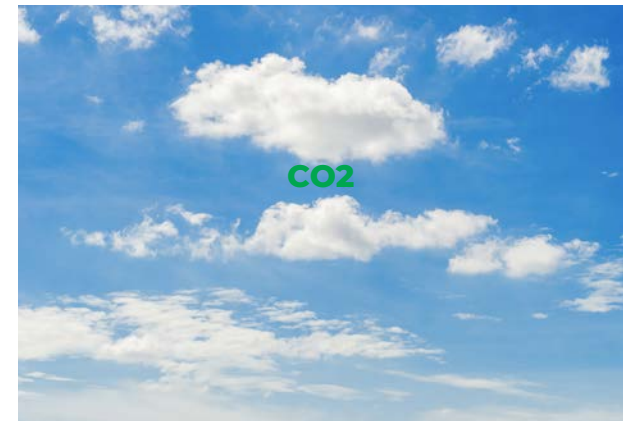
Paper is a large source of waste in the insurance industry, and traditionally, the industry has been known to heavily rely on paper documents. In 2021, Insurance House's paper usage was 80%; however, it is now addressing change by digitalizing.

CO2

The weighted average of issued carbon intensity at IH is 2.9 tons of CO2 per employee. This will be part of the IH ESG risk assessment process for 2022.



Paper Usage



CO2

Energy and Emissions

In 2021, IH reported a base year of energy consumption amounting to 3,851 kWh per employee, and the reduction target per employee in five years' time, by 2026, will be 10%.

Water Management

IH monitors and manages its water consumption responsibly and efficiently. Non-drinking water consumption in 2021 was 2,357 m³.



Energy and Emissions



Water Management



Insurance House creates value for people and businesses with the aim of protecting society from economic and environmental factors. We at Insurance House are confident that we have the necessary technological advancements to help us further grow in the Insurance sector. Insurance House ESG's mission is to help the community as a whole stay safe and rest assured.

Reported by:

Hussain Ishaq Alblooshi
Insurance House P.S.C