



SUSTAINABILITY

REPORT

2015 - 2016

Our Environmental Footprint (103-1), (103-2), (103-3)



We are committed to supporting the nation’s vision towards a green economy and being an active citizen when it comes to environmental stewardship.

As a responsible, ethical bank, we understand that managing our carbon footprint and ensuring environmentally-friendly processes is crucial to the overall sustainability of the Bank. Operating in the UAE, we are committed to supporting the nation’s vision towards a green economy, and being an active citizen when it comes to environmental stewardship. Therefore, we monitor our energy consumption, calculate our carbon footprint, monitor water usage, manage our waste and introduce innovative environmental initiatives that ensure inclusion of our employees and local communities.

Employees are encouraged to raise critical environmental risks with the Board Committees depending on the committee’s responsibility area. The Committee receiving the concern then addresses the issue with management and employees and takes necessary action.

During the reporting period, no fines or non-monetary sanctions were imposed on the Bank for non-compliance with environmental laws.

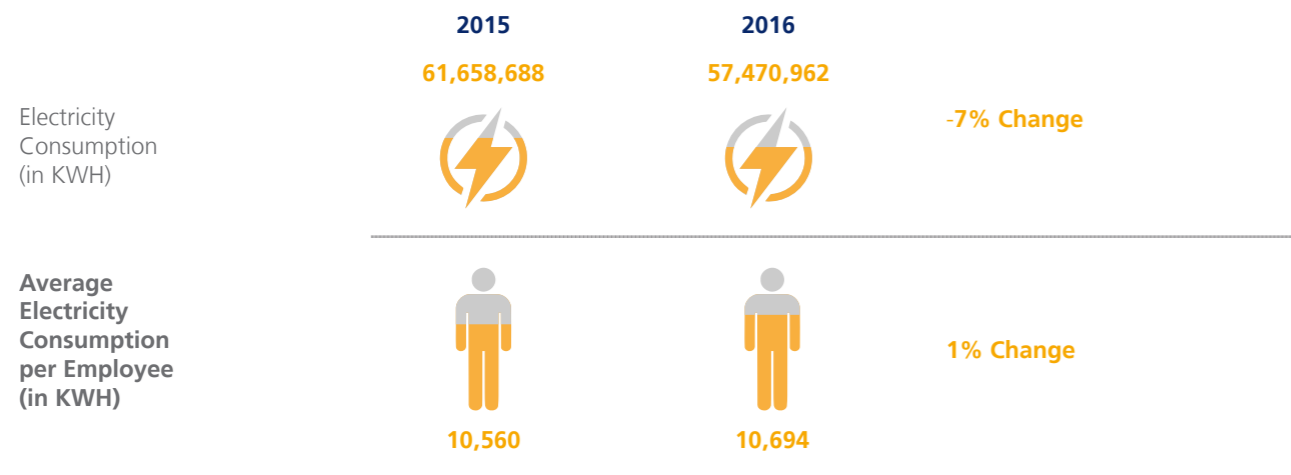
At the Bank, environmental risks fall under Operational and Reputational Risk and are addressed accordingly. The Chief Risk Officer (CRO) is responsible for implementing risk policies and strategies as required. The CRO reports on the overall risks and management landscape to the Board Risk Committee on a quarterly basis.

Energy Consumption (302-1), (302-3), (302-4)

Electricity

We understand that we operate in a geography where electricity usage is ever increasing due to air conditioning usage and a growing population. Therefore, we take full responsibility for monitoring our water and electricity usage, developing reduction goals, using technological solutions to preserve resources and mobilising our employees through internal engagement tools and communication.

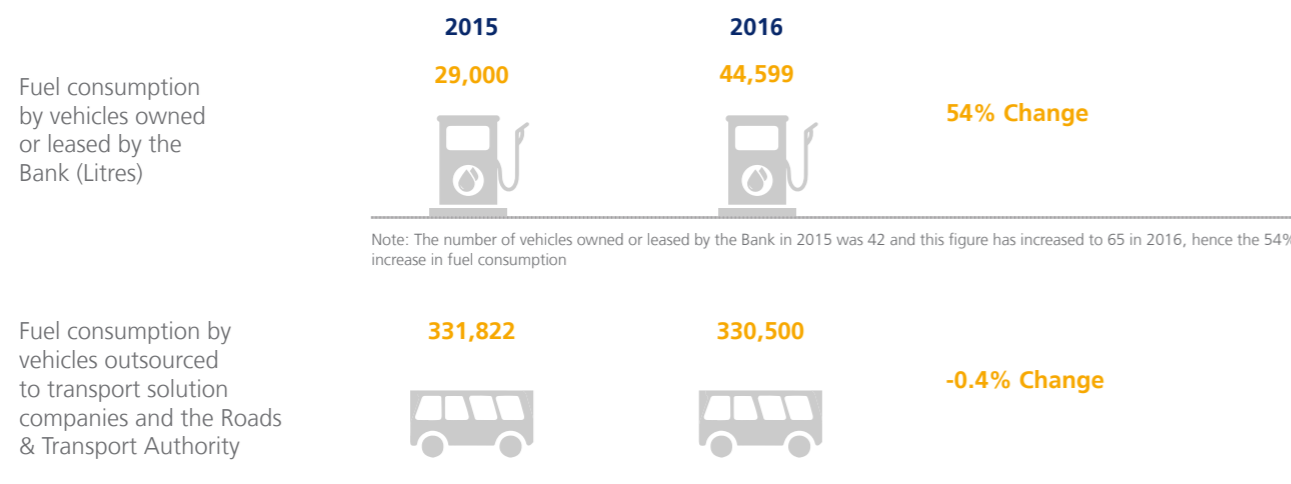
We purchase energy through local authorities. The figures below represent consumption by our main offices and branches in Dubai – they are taken from bills we receive from Dubai Electricity and Water Authority (DEWA).



Note: These figures exclude our mall branches. The consumption at mall branches is considered part of the mall's internally authorised overhead and is addressed accordingly.

Fuel Consumption

We own and lease vehicles for our employees' use. We also provide group transportation solutions to support all employees commuting to work and to ensure minimal negative environmental impact. We have partnered with a private transportation company, along with the UAE Roads & Transport Authority (RTA), to provide safe, convenient and environmentally friendly options for our employees. All vehicles that we own, lease or hire from contractors use petrol or Green Fuel. None of them use diesel fuel. All details related to transportation are mentioned in our Group Vehicle Fleet Policy.



Note: The number of vehicles owned or leased by the Bank in 2015 was 42 and this figure has increased to 65 in 2016, hence the 54% increase in fuel consumption

Greenhouse Gases (GHG)

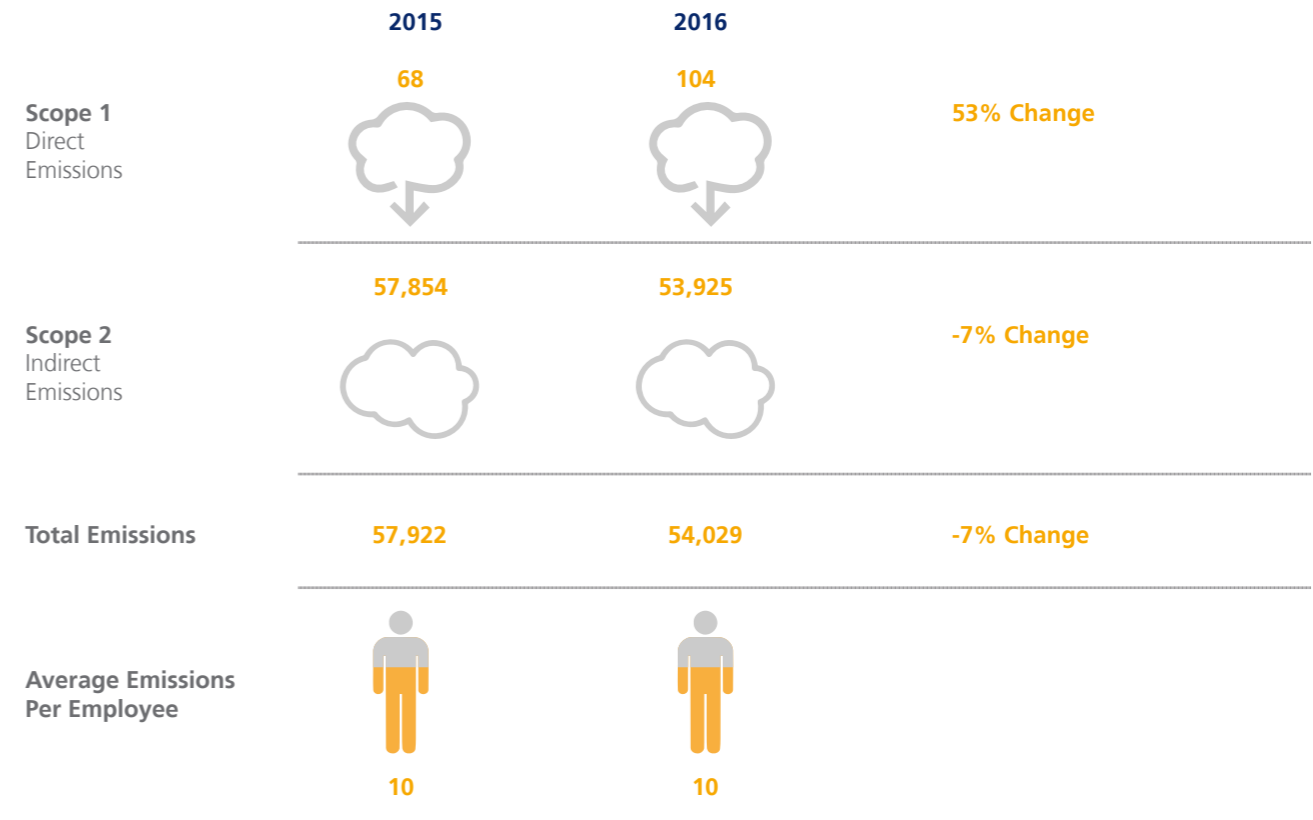
Emissions (103-1), (103-2), (103-3), (305-1), (305-2), (305-4), (305-5)

Managing our GHG emissions is crucial to acknowledging our responsibility towards climate change. On the UAE level and on a global level, we believe that conscious environmental practices help us create efficient processes that create a shared responsibility, help save operational costs and ultimately control unnecessary emissions with negative environmental impact.

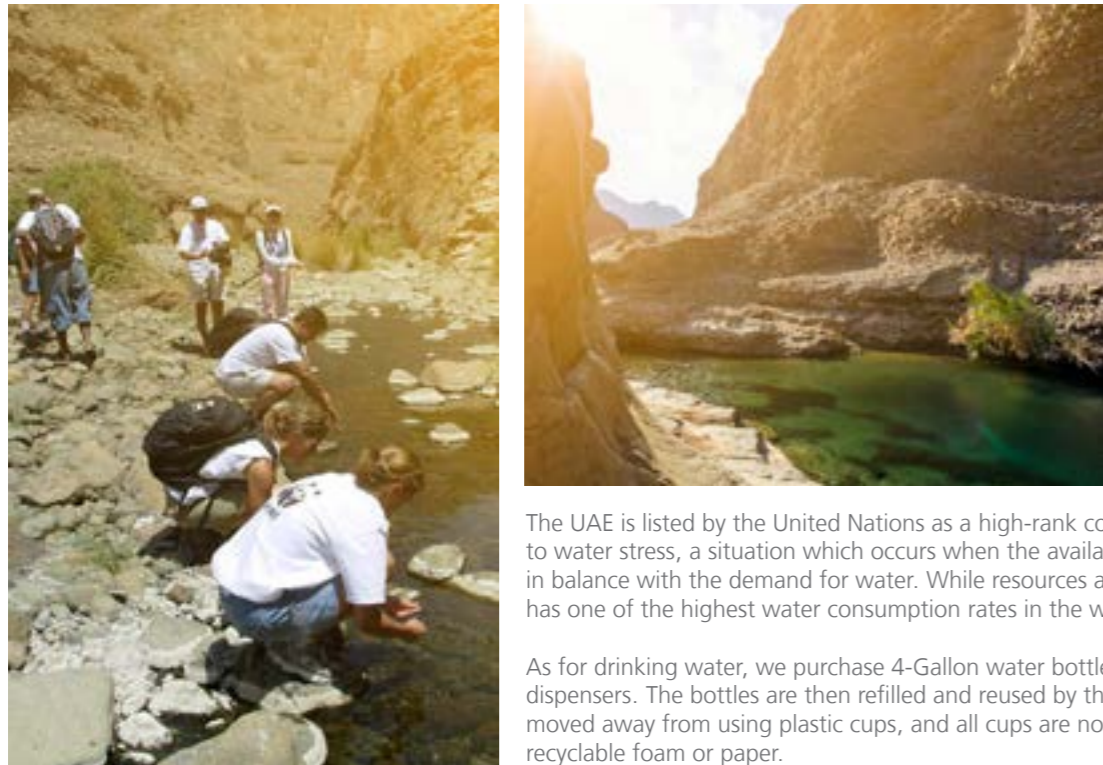
Our Procurement Team analyses our operations and identifies major sources of emissions at the Bank. For the reporting period, three main sources have been identified: emissions resulting from vehicles owned or leased by the Bank, electricity usage and employee travel.

For this report, we have included only Scope 1 and Scope 2 emissions in our calculations for 2015 and 2016. We plan to extend the calculations to include Scope 3 for our future reports to cover all emissions resulting from employee travel.

tCo2e (Tonnes of CO2 Equivalent)



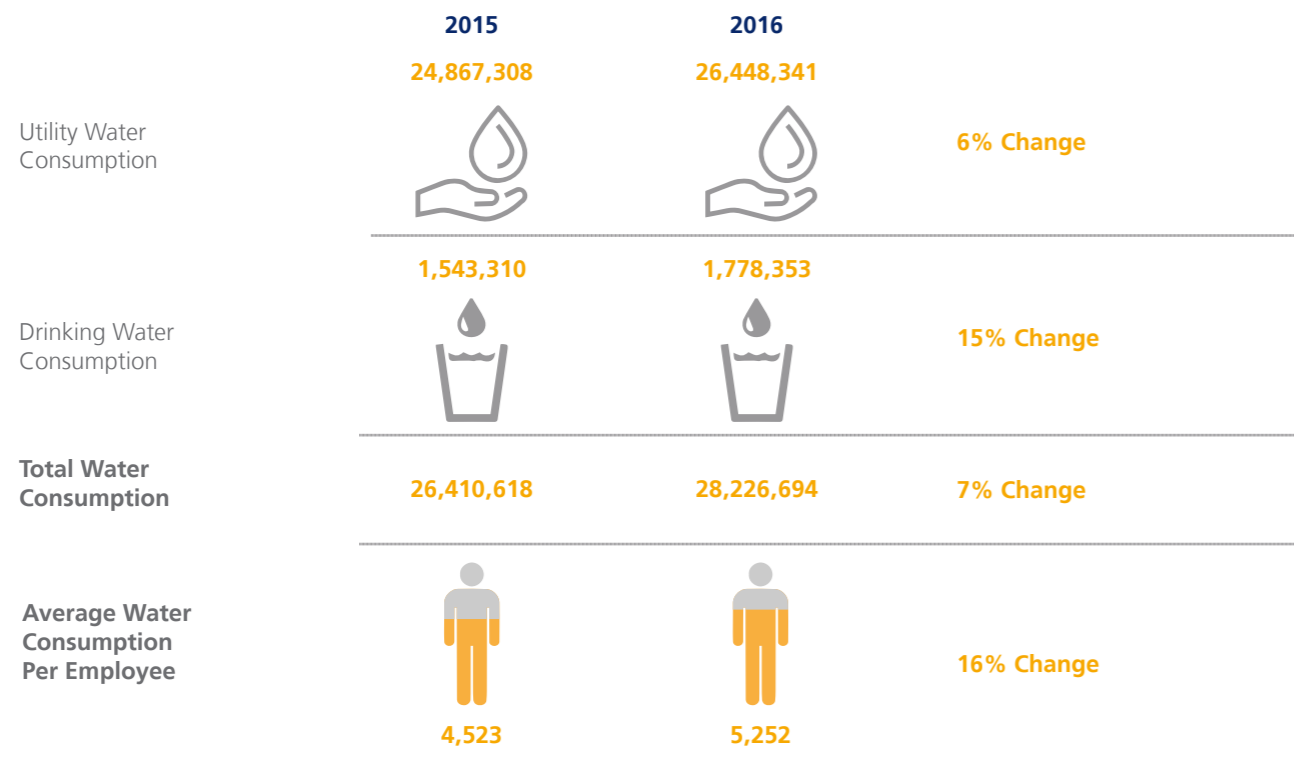
Water Consumption (103-1), (103-2), (103-3), (303-1)



The UAE is listed by the United Nations as a high-rank country when it comes to water stress, a situation which occurs when the availability of water is not in balance with the demand for water. While resources are limited, the UAE has one of the highest water consumption rates in the world.

As for drinking water, we purchase 4-Gallon water bottles for the water dispensers. The bottles are then refilled and reused by the company. We have moved away from using plastic cups, and all cups are now made of either recyclable foam or paper.

Water Consumption (Litres)



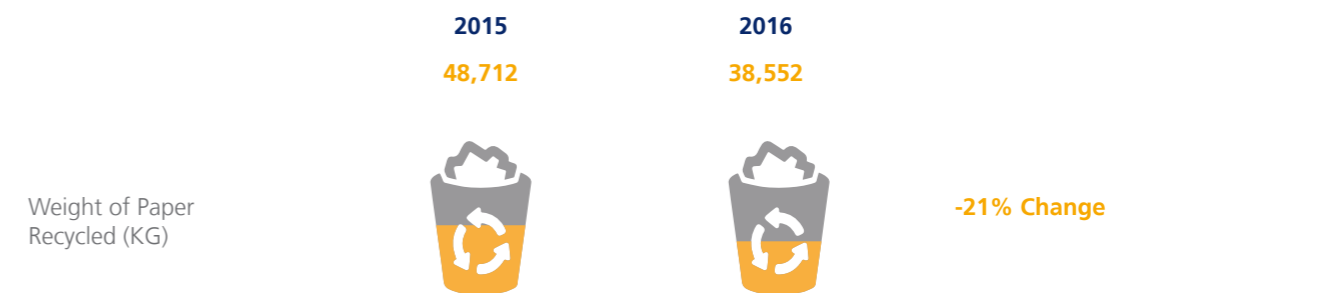
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Waste Management (103-1), (103-2), (103-3), (306-2)



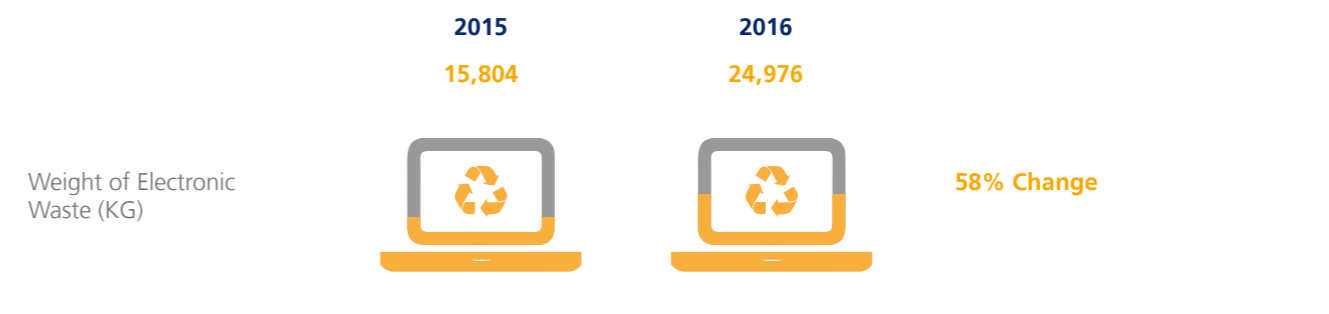
Paper Waste

In the banking industry, the majority of our waste is in the form of paper. We have partnered with Trashco, a UAE waste management company, which collects our paper waste and reports monthly on our consumption.



Electronic Waste

We understand the potential negative impact that electronic waste has on the environment. Therefore we have partnered with EnviroServe, our supplier for recycling all electronic waste, to dispose of any remaining items in an environmentally-friendly manner.



The Go Green Initiative



Background

During 2016, The Group Digitisation team at the Bank estimated that our annual paper consumption was close to 35 Million sheets annually: the equivalent to trees that would fill eight large football fields.

As a result, the Emirates NBD Group Executive Committee mandated a “Go Green/ Paperless” initiative in May 2016 – aimed at reducing paper usage through four pillars: process streamlining, digitization, mass engagement and awareness.

Implementation

The initiative involves a core committee of 15 champions from various departments, who will drive mass engagement. The champions are encouraged to drive “Go Green” campaigns to reduce paper consumption and encourage employees in their departments to come up with innovative reduction ideas.

For continuous engagement, a bi-weekly meeting of the champions will brainstorm ideas, discuss challenges and share success stories. Additionally, regular bulletin updates will be shared across the Emirates NBD Group through internal communications.

The Go Green Initiative's goal is to reduce total paper consumption by **10 - 15%** by April 2017



Rewards & Recognition

Every month, a voucher worth AED 1,000 is awarded to the department with the best idea. Ideas are evaluated based on the extent of their cost reduction, scalability, ease of implementation and the positive impact on employees' day-to-day practices. Every quarter, employees with the three top ideas get a chance to present them to the Executive Committee and are awarded an iPad.

Implemented Ideas

- > Around 20% of overall paper consumption comes from employees printing the “End of Day Report”. This report is now being digitised – a process that will save 7.5 Million sheets of paper annually once fully implemented. Furthermore, this proposal has a positive impact on our carbon footprint because the reports no longer need to be couriered to archive centres
- > Introducing an option on printers to preview jobs before printing. This ensures that employees have the option to delete print items which had been requested by mistake or were no longer required
- > ‘No Print Day’: Every second Monday of the month is celebrated as a ‘No Print Day’, which has resulted in significant reductions in printing
- > Providing training material in digital format and avoiding paper format unless absolutely necessary
- > Elimination of printing bank-branded diaries and reusing envelopes

Expanding the Impact

The initiative's success has led to the implementation of other ideas beyond paper consumption, such as:

- > Swapping plastic cups with ceramic mugs
- > Replacing individual plastic water bottles with large dispensers that can be refilled
- > Providing training material in digital format instead of print

300 ideas have been generated

30 have been implemented



Preferred Interest Rates on Loans for Electric and Hybrid Cars

The Bank offers preferred interest rates to customers taking out loans to purchase electric and hybrid cars. This project is part of our initiative to promote responsible transport and decrease our carbon footprint.

Waterless Car Wash Services

We introduced a Waterless Car Wash Service at our Meydan location, available to all employees. Waterless car wash products are biodegradable and environmentally-friendly.

Raising Funds for Water Education

The Bank has developed a philanthropic opportunity which enables high-net-worth clients to make individual donations to support water education and conservation programmes. These are administered by our partner, Emirates Wildlife Society (EWS), in association with World Wide Fund for Nature (WWF).

Other Initiatives

Our Procurement team is always working on identifying facilities where physical upgrades can achieve energy efficiencies, as described below:

In 2016, we achieved estimated savings of AED 850,000 due to switching to LED Lights in several branches.

Initiative	Premises
Replaced all lights with LED energy saving lights in all floors' common areas, lift lobby, corridors and staircases	Head Office, Meydan Buildings N, P & Q
Installed solar film in the entire building	Meydan Buildings N, P & Q
Fixed aerators in the pantry sinks	Key premises
Decreased the working duration of lights in parking lots, all floors' common areas, lift lobby, corridors and staircases	Key premises
As part of rebranding, the Bank replaced all external signboard lights with LED	All branches

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