

We believe that our long-term success as a national bank lies in growing people's best interest and their trust in us by increasing our responsibility towards the community. Our Corporate Social Responsibility is structured around 3 pillars and 5 main commitments.

**Pillars:**

- I. Economic Responsibility
- II. Social Responsibility
- III. Environmental Responsibility

**Commitments:**

1. Responsible Lending
2. Corporate Philanthropy
3. Community Support
4. Ethical Employment
5. Preservation of Natural Resources

**I. Economic Responsibility***Responsible Lending*

Our primary responsibility as one of the leading retail banks in the UAE is to finance the UAE's growing economy by offering financial solutions to individuals and businesses. At the heart of this responsibility is the Bank's commitment to a responsible lending policy and to financial stability at all times. We keep the welfare of our employees, our shareholders and the nation's economy at the core of everything we do. We also ensure financial inclusion, whereby the Bank is committed to serving customers in the seven emirates through branch or ATM presence and by offering financial solutions to the unbanked population.

We conduct our business in accordance with all applicable laws, rules and regulations and manage operations fairly, responsibly and ethically. We comply with Union Law no. 10 on Banking, Commercial Transaction Law, and the AML Law while adhering to the Central Bank's regulations.

**II. Social Responsibility**

We are serious about corporate citizenship and take pride in being an active and involved member in our communities across the emirates through corporate philanthropy, community support, and ethical employment.

*Corporate Philanthropy*

In 2014, we lent our financial support to local and global charities and initiatives. With a focus on education and healthcare projects that provide much needed help to people with special needs, we sponsor the Ras Al Khaimah Autism Centre, which provides a rehabilitation program for autistic children in the northern emirates and prepares them for enrolment at schools. Over the course of the year we also worked with Awladouna Centre, Ajman Club for Disabled, Manzil School for Special Needs, Ibdaa Summer School, Rashed Paediatric Centre, Emirates Association for the Visually Impaired, Smile Train, and others. In regards to *Zakat* obligations for the year 2014, the Zakat Fund supported various charities in Ras Al Khaimah and other emirates.

### *Community Support*

We continue to work with our partners on social initiatives such as the collaboration with global insurer Zurich International Life to raise funds for Manzil Centre for Children with Special Needs. Also during the year, we sourced our corporate gifts from the workshop of Awladouna School for Special Needs to promote their work and encourage their effort.

As one of the leading banks in the UAE in small business banking, we lent our support and expertise to 'The RAK Startup Weekend' in November 2014. Facilitated by Young Arab Leaders and co-sponsored by the Khalifa Fund, the Weekend provided a platform for local leaders and budding entrepreneurs from universities in the northern emirates to network, share ideas, cultivate concepts and launch start-ups.

### *Ethical Employment*

RAKBANK complies with the Code of Conduct produced by the UAE Banks Federation and with the UAE's Labour Law. The Bank also enforces its internal guidelines, which stipulate a safe working environment, and one that encourages diversity and equal opportunities for all including women. In fact, by end of 2014, 48% of Bank employees were women, 60% of which are UAE nationals.

In 2014, we extended our responsible employment efforts by integrating students and graduates with special needs into the bank's workforce. We opened work placement and full-time positions across different business functions to train UAE Nationals and residents with special needs in branch work and back office support. The program develops students' skills to prepare them for full-time employment and ensure that they too are given the opportunity to become productive members of society.

## **III. Environmental Responsibility**

We continue to honour our sustainability commitments year-on-year by reducing our consumption of paper, toners and energy. Our two main operation centres in Dubai and RAK run on sustainable waste management principles and are environmentally sound in both building design and construction. Thanks to LED light bulbs and motion-sensitive lights, both premises saved 659,200 kilowatts of power throughout the year, equivalent to 645,000 kilograms of carbon, despite an increase in staff numbers and consequently an increase in consumption. By using and treating groundwater from boreholes and having grey water treatment for hand washbasins, the Bank's main premises also saved approximately 10 million gallons during the year, mainly in irrigation. In regards to paper recycling, we worked with Shred-It and Union Paper Mills to save over 1000 trees throughout the year.

We also strengthened our cooperation with the Wildlife Consultant Organization and sponsored its wildlife research and conservation project in our home emirate. The project consists of wildlife research and public education led by a team of veterinarians, biologists, herpetologists and ornithologists, as well as volunteers and students from the UAE University and American University of RAK, all committed to preserving the mountains of Ras Al Khaimah and the iconic species such as the Arabian Tahr and the Arabian caracals which live there.