

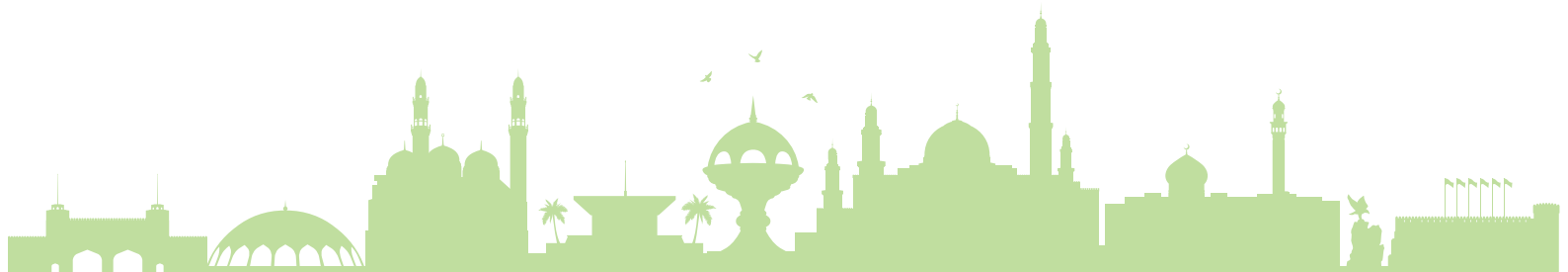


المدينة تكافل
Al Madina Takaful
Everything in harmony في تناغم تام

SUSTAINABILITY REPORT

2025

RESILIENT GROWTH. RESPONSIBLE FUTURE.





His Majesty Sultan Haitham bin Tarik

TABLE OF CONTENTS:

INTRODUCTION

Chairman Message	4
CEO Message	5
2025 Sustainability Performance Highlights	6
Report Overview	7

2. ABOUT US

2.1 Overview	8
2.2 Our Products and Services	10
2.3 Ownership Structure	11
2.4 Financial Performance and Stability	11
2.5 Awards & Recognition	12

3. SUSTAINABILITY AT AL MADINA TAKAFUL

3.1 Sustainability Governance	16
3.2 Sustainability Strategy	18
3.3 ESG Policy	19
3.4 Stakeholder Engagement	20
3.5 Materiality Assessment	21
3.6 Alignment with Oman Vision 2040 and UN SDGS	24



4. GOVERNANCE

4.1 Board of Directors	28
4.2 Board Committees	29
4.3 Corporate Governance	31
4.4 Risk Management	35
4.5 Data Privacy and Information Security	36

5. SOCIAL

5.1 Diversity, Equity and Inclusion	40
5.2 Omanization	47
5.3 Employee Development and Attracting Talent	49
5.4 Responsible Procurement	54
5.5 Local Community	56
5.6 Innovation and Research	63

6. ENVIRONMENTAL

6.1 Climate Change	65
6.2 Waste Management	68
6.3 Water Usage	69

7. APPENDIX

7.1 Al Madina Takaful GRI & MSX Content Index	70
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CHAIRMAN'S MESSAGE

We are pleased to present Al Madina Takaful's 2025 Sustainability Report, marking another important milestone in our journey toward responsible and sustainable growth. Building on the foundation established in our inaugural report, this year reflects measurable progress and a deeper integration of sustainability into our governance, strategy, and daily operations.

Sustainability remains a core commitment of the Board and Executive Management. I continue to take personal pride in witnessing the dedication and professionalism of our teams as they translate our values into tangible outcomes. In 2025, we moved from establishing frameworks to delivering clear results — achieving significant reductions in greenhouse gas emissions, strengthening governance and data protection standards, advancing Omanization, and expanding our community investment efforts.

Our environmental performance this year demonstrates that responsible transformation is achievable. Through digitalization, operational optimization, and disciplined energy management, we recorded a substantial reduction in our carbon footprint. These results reinforce our alignment with Oman's Net Zero 2050 ambitions and reflect our belief that sustainable practices enhance long-term resilience and competitiveness.

Equally important is our social commitment. By maintaining an Omanization rate exceeding 82% and engaging predominantly with local suppliers, we continue to contribute to national economic development in line with Oman Vision 2040. Our investment in community and sustainability initiatives further reflects our dedication to inclusive growth and shared value creation.

From a governance perspective, the Board remains steadfast in upholding the highest standards of transparency, accountability, and ethical conduct. Our continued record of regulatory compliance and strong risk oversight demonstrates the robustness of our governance framework and reinforces stakeholder confidence.

While we are encouraged by the progress achieved, we recognize that sustainability is a continuous journey. The Board is committed to strengthening oversight, enhancing disclosures, and ensuring that sustainability considerations remain embedded in strategic decision-making at every level of the organization.

To our valued stakeholders — customers, employees, partners, regulators, and shareholders — your trust and collaboration remain fundamental to our progress. Together, we will continue to build a resilient, responsible, and forward-looking organization that creates lasting value for future generations.

With Appreciation,

H.E. Dr. Mohammed Ali Al Barwani
Chairman of the Board

CEO'S MESSAGE



Dear Stakeholders,

I am pleased to present our 2025 Sustainability Report, reflecting another year of measurable progress in our journey toward long-term sustainable growth. Building on the foundation established in our inaugural report, this year demonstrates how sustainability is becoming deeply embedded within our strategy, operations, and culture.

At Al Madina Takaful, we believe sustainability is about delivering lasting value to our customers, employees, shareholders, and the communities we serve. In 2025, we moved beyond commitments to tangible, data-driven results across all Environmental, Social, and Governance pillars.

On the social front, we continued to strengthen our contribution to national development. Our Omanization rate exceeded 82%, reinforcing our commitment to developing Omani talent in line with Oman Vision 2040. We further supported the local economy by maintaining 94% engagement with local Omani suppliers and invested **₹ 30,000** in community and sustainability initiatives. Through programs such as Bina'a, our market readiness initiative for youth, we are actively building a pipeline of future-ready professionals and supporting long-term economic resilience.

Governance remains the cornerstone of our sustainability framework. In 2025, we maintained a zero identified data breach record and continued our strong compliance track record, with no penalties or regulatory sanctions imposed by the Financial Services Authority or the Muscat Stock Exchange over the past four years. These outcomes reflect the strength of our internal controls, ethical standards, and risk management systems.

Our environmental performance this year reflects steady progress in improving operational efficiency and managing our carbon footprint. Through digital transformation, remote working activation, energy efficiency initiatives, and improved Motor fleet management, Al Madina Takaful reduced its total Scope 1 and Scope 2 greenhouse gas emissions by approximately 7.5% compared to 2024. These improvements demonstrate how operational optimization and responsible resource management can support environmental progress while maintaining business efficiency, aligned with Oman's Net Zero 2050 aspirations.

Our sustainability strategy is not static; it continues to evolve as we enhance our data governance, strengthen climate-related disclosures, and expand the scope of our reporting. We recognize that sustainable growth requires continuous improvement, innovation, and collaboration with all stakeholders.

As we look ahead, we remain committed to balancing financial performance with environmental stewardship, social responsibility, and strong governance. Sustainability is no longer an initiative — it is an integral part of who we are and how we operate.

Together, we will continue to build resilience, foster trust, and create lasting value for generations to come.

Sincerely,

Usama Al Barwani
Chief Executive Officer

2025 SUSTAINABILITY PERFORMANCE HIGHLIGHTS

In 2025, Al Madina Takaful delivered strong performance across key environmental, social, and governance indicators, reinforcing its commitment to responsible growth and long-term value creation.



GOVERNANCE & COMPLIANCE

- **Zero** identified data breaches recorded in 2025
- No penalties or regulatory sanctions imposed by the Financial Services Authority or the Muscat Stock Exchange over the past **4 years**



SOCIAL PERFORMANCE

- Omanization rate exceeding **82%**, supporting national workforce development
- **94%** of suppliers are local Omani businesses, strengthening the local economy
- **30,000** invested in community and sustainability initiatives in 2025



ENVIRONMENTAL PERFORMANCE

- Total Scope 1 & Scope 2 GHG emissions reduced by **7.5%** compared to 2024, demonstrating steady progress in managing our operational carbon footprint.
- Fuel-related emissions decreased by approximately **10%**, supported by improved fleet efficiency, operational optimization, and the adoption of digital working practices.

These results demonstrate measurable progress across all ESG pillars and reflect Al Madina Takaful's commitment to operational excellence, regulatory compliance, climate responsibility, and social impact.

REPORT OVERVIEW

We are pleased to present Al Madina Takaful's second Sustainability Report, marking an important step in our ongoing sustainability journey. This report highlights our continued commitment to creating long-term value and delivering positive environmental, social, and governance (ESG) outcomes.

Covering the period from 1 January 2025 to 31 December 2025, the report provides a comprehensive view of our operations and sustainability performance across the Sultanate of Oman. It outlines our key initiatives, achievements, and progress in integrating sustainability into our business activities.

To support transparency and performance tracking, the report includes comparative data from previous years, enabling a clear assessment of progress and year-on-year improvement across material sustainability topics.

This Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards and the MSX ESG Framework, and is aligned with Oman Vision 2040 and the United Nations Sustainable Development Goals (SDGs).

SCOPE OF THE REPORT

RESTATEMENT	During the preparation of the 2025 Sustainability Report, Al Madina Takaful conducted an enhanced review of its greenhouse gas (GHG) emissions data and calculation methodologies. As part of our commitment to continuous improvement in data accuracy, transparency, and alignment with best reporting practices, certain GHG emissions figures previously disclosed in the 2024 Sustainability Report have been restated.
EXTERNAL ASSURANCE	<p>All financial information disclosed in this Sustainability Report has been audited by an independent third-party external auditor in accordance with applicable financial reporting standards and regulatory requirements.</p> <p>With respect to non-financial information, including environmental, social, and governance (ESG) data, the Company applies internal review and validation processes to ensure accuracy, completeness, and reliability. Relevant departments and internal stakeholders are responsible for data collection, verification, and consolidation prior to publication.</p>
MONETARY VALUE	All monetary figures presented in this report are stated in Omani Rial (₹), unless otherwise indicated.
CONTACT INFORMATION	<p>For any questions or further information regarding this Sustainability Report, please contact:</p> <p>Wifaq Al Harthi Social Innovation and Sustainability Lead ✉ Wifaq.alharthi@almadinatakaful.com</p> <p>Amal Mahmood Al Balushi Acting HR Manager – Social Innovation and Sustainability Committee member ✉ amal.albalushi@almadinatakaful.com</p>

2. ABOUT US

2.1 OVERVIEW:

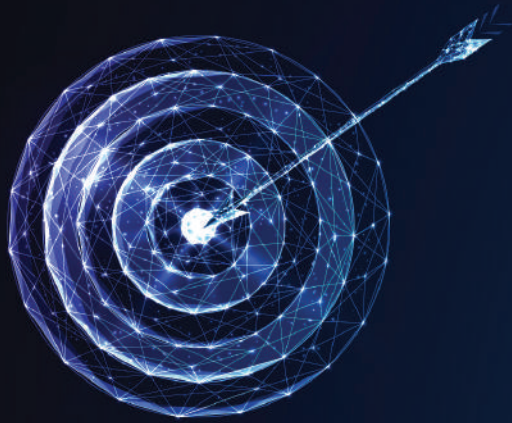
The company was founded as Al Madina Insurance Company SAOC, in 2006. With the historic introduction of Islamic Financial Services in Oman, Al Madina converted to Takaful Insurance Company on January 1, 2014 with registered name of Al Madina Insurance Company SAOG.

The Company's trade name 'Al Madina Takaful' symbolizes a vision of harmony with its stakeholders.

Al Madina Takaful is among the top 3 insurance companies in Oman and is listed on the Muscat Stock Exchange (MSX). The Company is strongly capitalized, well above the regulatory minimum capital requirement.

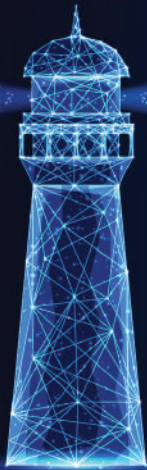
Al Madina Takaful distinguishes itself by providing solutions appropriate to the needs of policyholders, superior customer experience, and being empathic to claimants during their hour of need.





OUR MISSION

To provide cost effective Takaful solution and superior customer service in a manner that is compliant with Sharia.



OUR VISION

To be the leading insurance Company in Oman where leadership is measured in terms of:

- Profitability for its stakeholders
- Satisfaction for its customers
- Commitment to its employees



OUR CORE VALUES

Innovation Always seeking new and better ways to deliver the best to our customers, partners and stakeholders.

Social Responsibility Sharing with all, for the greater good to contribute to the community and country.

Transparency Open and honest in all interactions and dealings, building trust and accountability.

Integrity Staying true to our beliefs and commitments in all engagements.

Teamwork Working together towards a common objective for enduring success.

2.2 OUR PRODUCTS AND SERVICES

Al Madina Takaful provides a comprehensive suite of Shari'ah-compliant risk management solutions designed to protect the assets, health, and livelihoods of our participants. Our portfolio is divided into two primary segments, each contributing to the stability of Oman's economy and the well-being of its people.

PERSONAL TAKAFUL SOLUTIONS:

Al Madina Takaful offers a wide range of personal takaful solutions designed to provide individuals and families with reliable protection and peace of mind at every stage of life. Our offerings ensure appropriate coverage that supports financial security and well-being.



CORPORATE TAKAFUL SOLUTIONS:

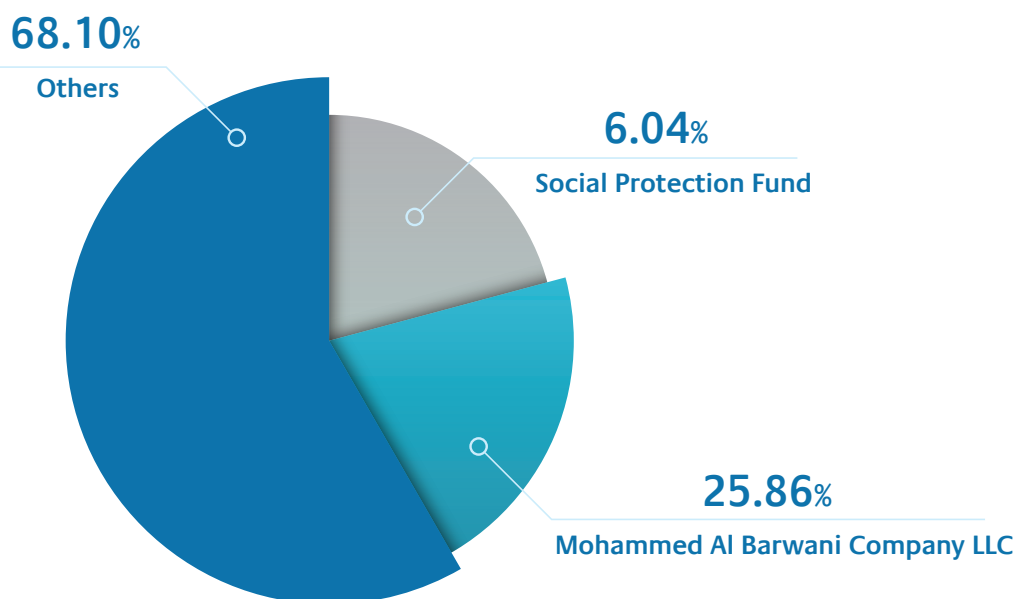
Our corporate takaful solutions are designed to support businesses, including SMEs, by protecting them against everyday operational risks. Through a comprehensive range of coverage options, we help safeguard business continuity, assets, and employees against potential liabilities and property-related risks.



Our diverse portfolio spans key areas such as motor, health, property, and marine takaful, ensuring comprehensive and tailored coverage to meet the evolving needs of our customers. Guided by ethical business practices, innovation, and a customer-centric approach, we continue to strengthen our market position and support sustainable growth.

For more information on our products and services, please visit our website: <https://almadinatakaful.com/>

2.3 OWNERSHIP STRUCTURE



2.4 FINANCIAL PERFORMANCE AND STABILITY

Al Madina Takaful's financial performance reflects the strength and resilience of its business model, supported by prudent financial management and a disciplined approach to growth. The following table presents a summary of key financial indicators for the years 2024 and 2025, demonstrating the Company's ability to generate sustainable value for its stakeholders.

Particulars	All figures in Omani Rial (₹)	
	2024	2025
Gross Written Contributions	51,460,175	55,669,540
Recognised takaful contributions	39,324,018	40,916,100
Net participant's (deficit)/surplus	671,645	(1,475,538)
Investment income	1,678,109	1,756,780
SH Profit after tax	581,114	4,001,457
Combined profit	1,252,759	2,525,919
Net assets per share attributable to shareholders	0.114	0.131
Basic earnings per share	0.003	0.023

These results demonstrate Al Madina Takaful's financial strength, operational stability, and consistent improvement, reinforcing our commitment to long-term value creation and sustainable growth. The positive trends reflect effective risk management, disciplined cost control, and continued expansion of our takaful portfolio.

For a more detailed analysis of our financial performance, please refer to the Financial Reports.

<https://almadinatakaful.com/the-company/financial-reports>

2.5 AWARDS & RECOGNITION:

In 2025, Al Madina Takaful continued to strengthen its market position and industry leadership, earning recognition for excellence, trust, and corporate responsibility. These achievements reflect the dedication of our employees, the confidence of our customers, and the continued support of our stakeholders.





Al Madina Takaful is honoured to be named **Oman's Most Trusted Insurance Brand 2025.**

Al Madina Insurance Company SAOG (Al Madina Takaful) was voted the winner in the Insurance category, reflecting strong customer confidence and brand credibility.



Al Madina Takaful Wins **'Insurance Company of the Year'** at Oman Leadership Awards 2025


Recognition of the Company's leadership, performance excellence, and contribution to the insurance sector.



"Al Madina Takaful" Company has been Awarded the "prestigious 2025 Gold Category International Excellence Award in Social Responsibility (CSR) title by the UK-based CSR Excellence Awards organization.

Recognition of Al Madina Takaful's impactful corporate social responsibility initiatives and commitment to sustainable development.

THESE RECOGNITIONS REINFORCE AL MADINA TAKAFUL'S REPUTATION AS A TRUSTED, RESPONSIBLE, AND FORWARD-LOOKING INSURER.



Awards and recognition reflect the **dedication** and **commitment of our team**, the **faith** our customers have invested in us, and the **support** of our stakeholders

Usama Al Barwani
CEO, Al Madina Takaful



MEMBERSHIPS AND MARKET POSITION

Al Madina Takaful is a publicly listed company on the Muscat Stock Exchange, operating in full compliance with applicable regulatory, disclosure, and corporate governance requirements. As a listed entity, the Company adheres to high standards of transparency, accountability, and investor protection.

As a Takaful operator, Al Madina Takaful conducts its business in accordance with Shari'ah-compliant insurance principles and internationally recognized industry best practices. This framework ensures ethical operations, risk-sharing mechanisms, and responsible financial management aligned with Islamic finance standards.

Our memberships, market positioning, and regulatory alignment reflect our commitment to sustainable corporate governance and responsible growth. Through active participation in leading industry platforms and professional networks, Al Madina Takaful remains engaged with evolving regulatory developments and Shari'ah-compliant financial innovation across the sector.

To learn more about our Awards & Recognition, please visit the dedicated section available on our corporate website: <https://almadinatakaful.com/the-company/award-recognition>

3. SUSTAINABILITY AT AL MADINA TAKAFUL



3. SUSTAINABILITY AT AL MADINA TAKAFUL

At Al Madina Takaful, sustainability is an integral part of how we operate, make decisions, and create long-term value. Guided by our Shari'ah-compliant principles and commitment to ethical conduct, we embed environmental, social, and governance (ESG) considerations across our business to support responsible growth, resilience, and stakeholder trust.

Our sustainability approach is structured to ensure clear oversight, strategic direction, and measurable impact. Through a robust Sustainability Governance framework, we provide effective leadership and accountability for sustainability initiatives. Our Sustainability Strategy defines clear priorities and long-term objectives, ensuring that sustainability is embedded within our business model and aligned with evolving market and regulatory expectations.

This approach is supported by a comprehensive Sustainability Framework built around key pillars that reflect our responsibility to the environment, our people, the communities we serve, and innovation. Stakeholder Engagement plays a central role in shaping our sustainability journey, enabling us to understand stakeholder expectations, strengthen transparency, and build lasting relationships.

To ensure focus and relevance, we conduct a structured Materiality Assessment in line with GRI 3: Material Topics, identifying the ESG issues that are most significant to our stakeholders and our long-term performance. These priorities guide our actions, performance monitoring, and disclosures.

Our sustainability efforts are aligned with Oman Vision 2040 and the United Nations Sustainable Development Goals (UN SDGs), reinforcing our contribution to national development objectives and global sustainability commitments. Together, these elements form a cohesive and forward-looking sustainability approach that supports Al Madina Takaful's mission to deliver lasting value for our stakeholders and society.

3.1 SUSTAINABILITY GOVERNANCE

Sustainability at Al Madina Takaful is overseen through a dedicated Social Innovation and Sustainability Committee, established to drive the integration of sustainable practices across all areas of the organization. The committee operates within a clearly defined governance and reporting structure, enabling effective coordination, accountability, and execution of sustainability initiatives.

The Social Innovation and Sustainability Committee works closely with senior management and relevant business units to ensure sustainability considerations are embedded into strategic planning, operational decision-making, and day-to-day activities.

SOCIAL INNOVATION AND SUSTAINABILITY COMMITTEE

Strategic oversight and direction are provided by the Social Innovation and Sustainability Committee, which plays a central role in guiding Al Madina Takaful's sustainability journey. The Committee is responsible for ensuring alignment with regulatory requirements, internal policies, and stakeholder expectations.

Comprising senior leaders and cross-functional representatives, the Committee oversees the planning, implementation, and monitoring of sustainability initiatives across the organization. This cross-functional composition ensures that sustainability is integrated consistently across business functions.

Committee Members		
Employee Name	Position	Role
Mr. Hitesh Popat	Head of Finance	Member
Mr. Issac Ipe	Head – Technical Underwriting	Member
Ms. Amal Mahmood AL Balushi	Acting HR Manager	Member
Ms. Sheikha Al Arimi	Deputy Manager - Bancassurance	Member
Mr. Mohammed Al Rawahi	Senior Officer - Shariah Committee Secretary and Shariah Audit	Member
Ms. Samar Al Zadjali	Senior officer - Marketing	Member
Ms. Adhara Al Ajmi	CEO Office Secretary / Acting Corporate communication In-charge	Member



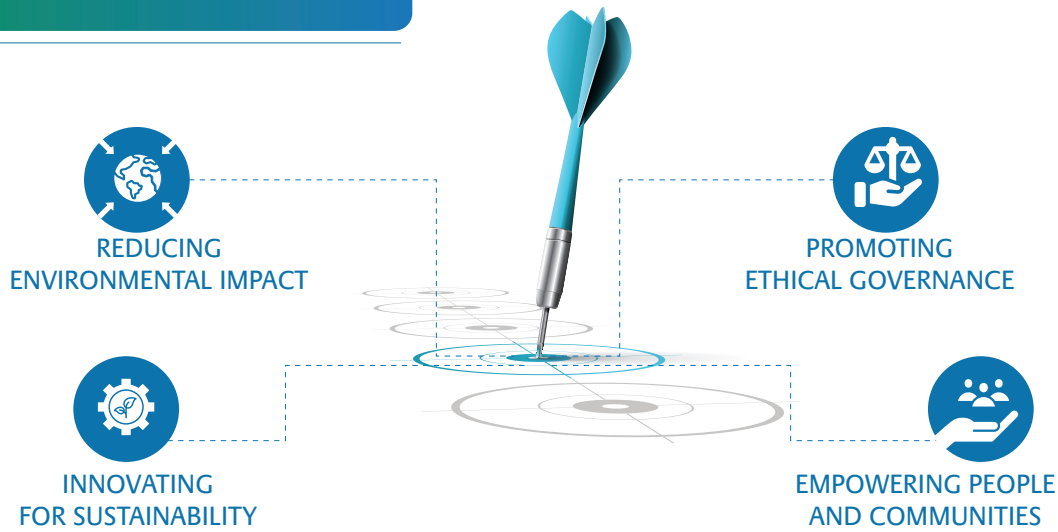
Through this robust governance framework, the Social Innovation and Sustainability Committee ensures that Al Madina Takaful maintains strong ESG performance while fostering a culture of sustainability across the organization.

3.2 SUSTAINABILITY STRATEGY

At Al Madina Takaful, sustainability is integral to our mission and long-term strategic direction. Our approach extends beyond environmental considerations to encompass a holistic integration of environmental, social, and governance (ESG) principles across all aspects of our business. Guided by our core values of Innovation, Social Responsibility, Transparency, Integrity, and Teamwork, we are committed to creating shared value for our stakeholders while contributing positively to society and the environment.

We view sustainability as a key driver of long-term value creation, business resilience, and responsible growth. By embedding sustainability into our business model and decision-making processes, we are better positioned to respond to evolving market dynamics while supporting national and global sustainability priorities. Our strategy is aligned with Oman Vision 2040 and the United Nations Sustainable Development Goals (SDGs), reinforcing our role as a responsible and forward-looking takaful provider.

STRATEGIC OBJECTIVES



By aligning our operations with these strategic objectives, Al Madina Takaful aims to achieve sustainable growth that benefits both the organization and the wider community, ensuring that financial performance and sustainability progress go hand in hand.

SUSTAINABILITY ROADMAP

Our sustainability roadmap outlines a phased approach over the next 5 to 10 years, guiding the implementation and evolution of our sustainability initiatives:



We recognize that sustainability is a continuous journey. As we progress, our focus on ongoing improvement, transparency, and stakeholder engagement will remain central to driving meaningful and lasting change.



3.3 ESG POLICY

Al Madina Takaful's ESG Policy sets out the Company's commitment to responsible, ethical, and sustainable business practices, grounded in Shari'ah-compliant Takaful principles, regulatory requirements, and long-term value creation. The policy provides a structured framework for integrating environmental, social, and governance considerations into strategic decision-making, operations, and risk management.

The policy is supported by a robust governance structure, with oversight from Senior Management and the Social Innovation and Sustainability Committee to ensure accountability, regulatory alignment, and continuous improvement. It addresses key governance areas including corporate governance, ethical conduct, compliance, risk management, data privacy, business continuity, and transparent disclosure.

On the social dimension, the ESG Policy focuses on employee wellbeing, diversity, equity and inclusion, occupational health and safety, human rights, talent development, responsible procurement, and community engagement through structured CSR initiatives. Environmentally, the policy commits the Company to reducing its environmental footprint through energy efficiency, climate-conscious practices, waste reduction, water conservation, and responsible supplier engagement.

The ESG Policy is aligned with the GRI Standards, Muscat Stock Exchange ESG Disclosure Guidelines, Oman Vision 2040, and the United Nations Sustainable Development Goals (SDGs). It builds on Al Madina Takaful's existing internal policies and sustainability framework, ensuring a consistent and integrated ESG approach across the Company.

For further information, please refer to our published ESG Policy available on MSX website https://www.msx.om/msmDocs/EnvironmentDocs/AMAT_2025_E71_25032026_43.pdf

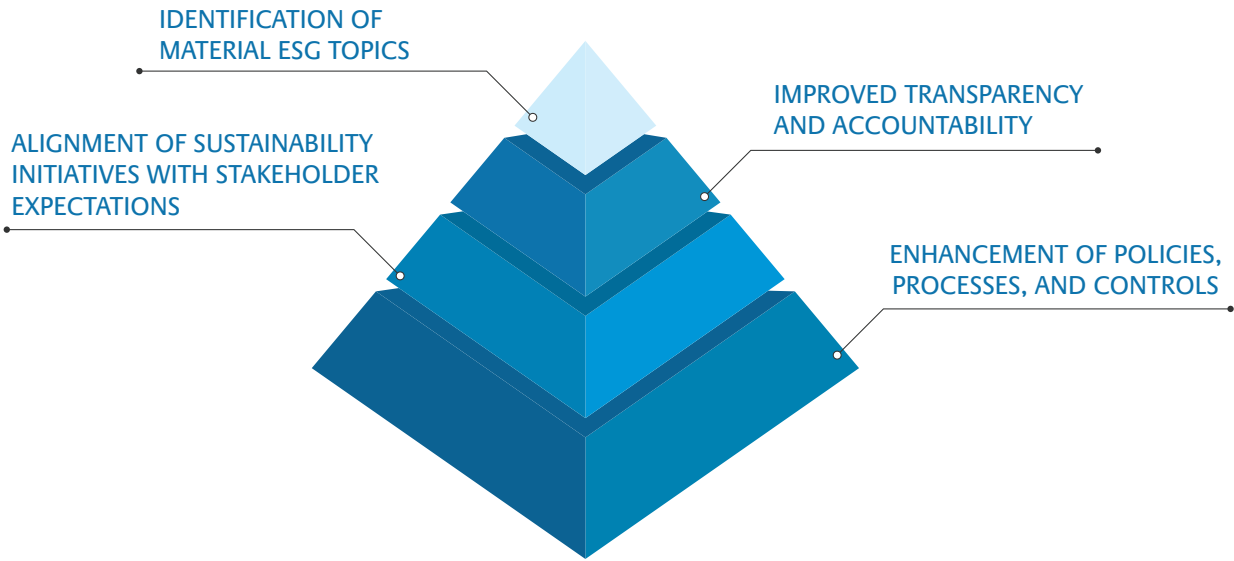
3.4 STAKEHOLDER ENGAGEMENT

Effective stakeholder engagement is a cornerstone of Al Madina’s sustainability strategy. Understanding the priorities, expectations, and concerns of our stakeholders enables us to design initiatives that create meaningful and long-term impact. Through open, transparent, and continuous communication, we strengthen trust, enhance collaboration, and ensure our sustainability efforts address the needs of those affected by our operations, including customers, employees, investors, regulators, and the wider community.

Feedback gathered through our engagement activities plays a critical role in identifying material sustainability topics. This input is systematically reviewed and integrated into our assessments, ensuring that our sustainability strategy remains relevant, responsive, and aligned with stakeholder expectations.

STAKEHOLDER	METHOD OF ENGAGEMENT	
CUSTOMERS	<ul style="list-style-type: none"> ■ Social Media Channels ■ Marketing Campaigns ■ Events ■ Annual Reports 	<ul style="list-style-type: none"> ■ Digital Applications ■ Call centre and customer care ■ Website ■ Emails
SUPPLIERS	<ul style="list-style-type: none"> ■ Contracts ■ Meetings ■ Tenders and Invitations to bids ■ Phone Calls ■ Emails 	
GOVERNMENT	<ul style="list-style-type: none"> ■ Annual/Sustainability reports ■ Audit and compliance reports ■ Meetings 	<ul style="list-style-type: none"> ■ Press releases ■ Phone calls ■ Disclosures on investor relations web page
COMMUNITY	<ul style="list-style-type: none"> ■ Events and Campaigns ■ Donations ■ Sponsorship ■ Social Media 	<ul style="list-style-type: none"> ■ Website ■ Advertisement ■ Annual/ sustainability reports ■ In App push notifications
INVESTORS / SHAREHOLDERS	<ul style="list-style-type: none"> ■ Annual/ Sustainability Reports ■ Investor conferences ■ Annual General Meeting (AGM) ■ Quarterly Reports ■ Emails 	<ul style="list-style-type: none"> ■ Meetings ■ Roadshows ■ Phone Calls ■ Earnings Calls ■ Disclosures on Investor Relations ■ Web Page
EMPLOYEES	<ul style="list-style-type: none"> ■ Annual/ Sustainability Reports ■ Phone Calls ■ Emails ■ Performance Reviews 	<ul style="list-style-type: none"> ■ Meeting ■ Seminars ■ Intranet
BOARD OF DIRECTORS	<ul style="list-style-type: none"> ■ Annual/ Sustainability Reports ■ Phone calls ■ Emails ■ Board Members ■ Seminars 	

OUTCOME OF STAKEHOLDER ENGAGEMENT



3.5 MATERIALITY ASSESSMENT

At Al Madina Takaful, our Materiality Assessment helps us focus on the Environmental, Social, and Governance (ESG) topics that matter most to our stakeholders and are most critical to our long-term success. This process ensures our sustainability efforts are impactful, relevant, and aligned with national and market expectations.

We begin by identifying a broad range of sustainability topics relevant to the Takaful and insurance sector through Review of global insurance and ESG trends, monitoring local regulatory and MSX requirements, Benchmarking against regional and international peers, Insights gathered from stakeholder engagement activities.

In accordance with GRI 3: Material Topics, Al Madina Takaful Company reviewed and refined its material topics for the 2025 Sustainability Report to reflect changes in business context, stakeholder expectations, and data maturity. As a result, the total number of material topics was reduced from 21 in 2024 to 13 in 2025 through consolidation, refinement, reclassification, and exclusion of topics with limited material impact or insufficient data.

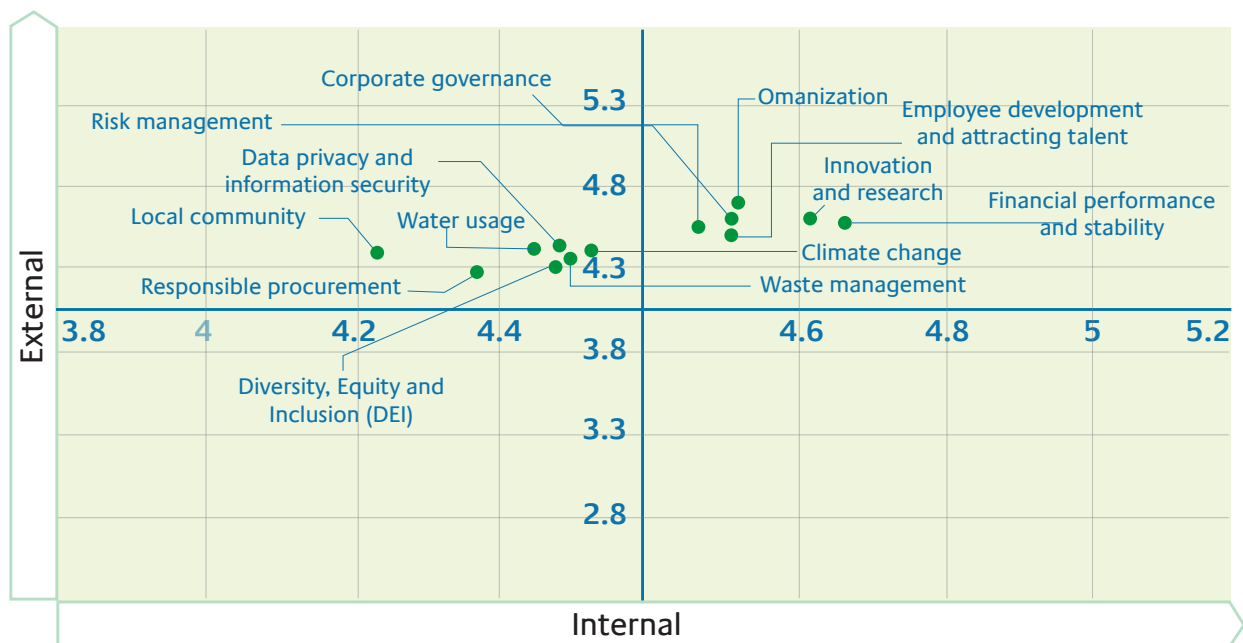


Key Changes to Material Topics:

ADDED DEFINED TOPICS	
CORPORATE GOVERNANCE	Introduced as a consolidated material topic to provide an integrated view of governance practices, including board effectiveness, regulatory compliance, transparency, and ethical conduct.
RISK MANAGEMENT	Refined from business continuity and risk management to better reflect enterprise-wide risk oversight, with business continuity addressed as a sub-topic.
LOCAL COMMUNITY	Introduced through the consolidation of community engagement and partnerships with local communities to strengthen clarity and reporting coherence.
RESPONSIBLE PROCUREMENT	Added to reflect the social and ethical impacts of supply chain management, incorporating supplier environmental and social performance considerations.
CONSOLIDATED TOPICS	
CLIMATE CHANGE	Refined from climate change and emissions, with energy efficiency and GHG emissions addressed as sub-topics to enhance focus and data consistency.
EMPLOYEE DEVELOPMENT AND ATTRACTING TALENT	Consolidated from employee training and development and attracting talent to reflect an integrated approach to workforce sustainability.
DIVERSITY, EQUITY AND INCLUSION	Expanded to include human rights, integrating workers' rights within a single, cohesive topic.
WASTE MANAGEMENT AND WATER USAGE	Separated from a combined waste and water topic to improve performance tracking and disclosure quality.

RECLASSIFIED TOPICS	
ETHICAL BUSINESS PRACTICES	Reclassified under corporate governance to ensure ethical conduct is addressed within the governance framework.
SUPPLIER ENVIRONMENTAL PERFORMANCE	Reclassified as responsible procurement under the Social pillar to reflect its broader supply chain responsibility focus.
OMANIZATION	Reclassified from the Economic pillar to the Social pillar due to its human capital and workforce development relevance.
STAKEHOLDER ENGAGEMENT	Moved to a dedicated section of the Sustainability Report rather than treated as a standalone material topic.
ENVIRONMENTAL COMPLIANCE	Excluded from the 2025 material topics due to limited data availability, while compliance continues to be managed operationally.

MATERIALITY MATRIX



3.6 ALIGNMENT WITH OMAN VISION 2040 AND UN SDGS

At Al Madina Takaful, aligning our sustainability strategy with both national and global development agendas is fundamental to ensuring that our efforts create long-term value and meaningful impact. Our approach integrates the priorities of Oman Vision 2040 and the United Nations Sustainable Development Goals (UN SDGs) into our Environmental, Social, Governance, and Economic (ESG) material topics.

By embedding these frameworks into our sustainability strategy, we ensure that our initiatives contribute to national development priorities, support global sustainability ambitions, and reinforce responsible growth across our operations.



ESG PILLARS	TOPICS	ALIGNMENTS WITH OMAN 2040 VISION	ALIGNMENTS WITH SUSTAINABLE DEVELOPMENT GOALS
Environmental	<ul style="list-style-type: none"> • CLIMATE CHANGE • WASTE MANAGEMENT • WATER USAGE 	ENVIRONMENT AND NATURAL RESOURCES	13 CLIMATE ACTION 7 AFFORDABLE AND CLEAN ENERGY 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 6 CLEAN WATER AND SANITATION
Social	<ul style="list-style-type: none"> • DIVERSITY, EQUITY AND INCLUSION (DEI) • EMPLOYEE DEVELOPMENT AND ATTRACTING TALENT • RESPONSIBLE PROCUREMENT • LOCAL COMMUNITY • OMANIZATION 	<ul style="list-style-type: none"> • LABOUR MARKET AND EMPLOYMENT • EDUCATION, LEARNING, SCIENTIFIC RESEARCH AND NATIONAL CAPABILITIES • WELL-BEING AND SOCIAL PROTECTION 	4 QUALITY EDUCATION 8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION, AND INFRASTRUCTURE 11 SUSTAINABLE CITIES AND COMMUNITIES
Governance	<ul style="list-style-type: none"> • CORPORATE GOVERNANCE • RISK MANAGEMENT • DATA PRIVACY AND INFORMATION SECURITY 	LEGISLATIVE, JUDICIAL AND OVERSIGHT SYSTEM	16 PEACE, JUSTICE, AND STRONG INSTITUTIONS
Economic	<ul style="list-style-type: none"> • INNOVATION AND RESEARCH • FINANCIAL PERFORMANCE AND STABILITY 	ECONOMIC DIVERSIFICATION & FISCAL SUSTAINABILITY	8 DECENT WORK AND ECONOMIC GROWTH

Through this alignment, Al Madina Takaful reinforces its commitment to responsible business practices, national development, and global sustainability objectives. This integrated approach ensures that our sustainability initiatives not only support regulatory and strategic priorities but also contribute positively to economic resilience, social well-being, and environmental stewardship.



4. GOVERNANCE





4. GOVERNANCE

Strong governance is the foundation of Al Madina Takaful's sustainability approach and long-term resilience. We are committed to the highest standards of ethical conduct, transparency, and accountability, ensuring that our operations are aligned with regulatory requirements, stakeholder expectations, and the principles of Takaful.

Our governance framework is guided by the Code of Corporate Governance for MSX-listed companies and the Code of Corporate Governance for Insurance Companies issued by the Financial Services Authority (FSA). Oversight is provided by an experienced and independent Board of Directors, supported by specialised Board Committees that strengthen decision-making, risk management, compliance, and Shari'ah governance.

Ethical business practices are embedded across the organization through robust policies, a dedicated Compliance function, effective risk management, and clear mechanisms for transparency, disclosure, and whistleblowing. We also prioritise data privacy, information security, and regulatory compliance to safeguard stakeholder trust in an increasingly digital environment.

Through this comprehensive governance structure, Al Madina Takaful ensures responsible leadership, effective oversight, and sustainable value creation for our participants, employees, shareholders, regulators, and the wider community.

4.1 BOARD OF DIRECTORS

The Board of Directors at Al Madina Insurance Company SAOG provides strategic leadership and oversight, ensuring that the Company operates with integrity and consistently prioritises the interests of its stakeholders. The Board plays a central role in guiding the Company's long-term direction, supporting sustainable growth, and maintaining strong governance practices.

The Board is composed of seven highly qualified non-executive Directors, including five independent and two non-independent members. Collectively, the Directors bring extensive experience across key disciplines such as investment, law, digital transformation, transportation, and strategic planning. This diversity of expertise enables the Board to make well-informed decisions that enhance operational excellence, strengthen risk management, and support the Company's sustainability objectives.



H.E. Dr. Mohammed Al-Barwani
Chairman



Eng. Abdulrahman Awadh Barham
Deputy Chairman



Mr. Saleh Nasser Sulaiman Al Riyami
Director



Ms. Safana Mohammed Ali Al Barwani
Director



Mr. Said Saleh Al Jabri
Director



Dr. Yousuf Salim Al Hinai
Director



Ms. Maha Ali Al Muscati
Director

The Board holds overall responsibility for the Company, including the approval and oversight of:

- Strategic objectives and business plans
- Corporate governance framework and policies
- Organizational culture and ethical conduct
- Oversight of Senior Management performance

Through effective governance and active engagement, the Board ensures that management actions remain aligned with the Company's values, regulatory requirements, and stakeholder expectations.

All Directors are elected for a three-year term, with the most recent election conducted in 2024. All members serve in a non-executive capacity, reinforcing independent oversight and accountability.

4.2 BOARD COMMITTEES

Al Madina Insurance Company's governance framework is strengthened through specialised Board Committees, each entrusted with clearly defined responsibilities. These committees support the Board in ensuring robust oversight, effective decision-making, regulatory compliance, and alignment with best corporate governance practices.

COMMITTEE	
<p>Audit Committee: The Audit Committee acts as the primary Oversight Authority for the company's financial health and internal controls. Its main goal is to ensure transparency and accountability to shareholders and regulators.</p>	<p>Executive, Nomination and Remuneration Committee: This committee bridges the gap between high-level strategy and day-to-day execution, while also managing the company's leadership talent.</p>
CORE RESPONSIBILITIES	
<p>External Audit Oversight: Recommending the appointment of statutory auditors and reviewing their findings.</p>	<p>Strategy & Performance: Monitoring the implementation of board-approved strategies and reviewing investment performance.</p>
<p>Financial Accuracy: Monitoring the fairness of financial statements and solvency margin calculations.</p>	<p>Financial Planning: Reviewing budgets, forecasts, and financial targets.</p>
<p>Internal Controls: Assessing the adequacy of internal systems in line with MSX (Muscat Stock Exchange) and FSA (Financial Services Authority) requirements.</p>	<p>Governance & Talent: Managing Board nominations, evaluating Board effectiveness, and approving remuneration frameworks for senior management.</p>
<p>Internal Audit Supervision: Overseeing specialized areas such as underwriting, claims, re-takaful, and technical reserves.</p>	<p>Compliance: Ensuring financial discipline and adherence to regulatory limits.</p>
COMMITTEE MEMBERS	
<p>Mr. Saleh Nasser Al Riyami – Chairman Ms. Safana Mohammed Al Barwani – Member Dr. Yousuf Salim Al Hinai – Member Ms. Maha Ali Al Muscati – Member</p>	<p>H.E. Dr Mohammed Ali Al Barwani – Chairman Eng. Abdulrahman Awadh Barham – Member Mr. Said Saleh Al Jabri – Member</p>
<p>Subsequent to the year end 31 December 2025, Dr. Yousuf Salim Al Hinai submitted his resignation from the Board, due to the issuance of Royal Degree No. 21/2026 appointing him as Chairman of the Government Communication and Performance Improvement Unit at the General Secretariat of the Council of Ministers, the Board of Directors approved his resignation effective from 4th February 2026. The vacant position for the new Board Member will be included in the agenda of Annual General Meeting</p>	

The establishment of these Board Committees strengthens the Company's governance framework by enhancing oversight, accountability, and transparency, and supports informed decision-making that contributes to the Company's long-term stability, regulatory compliance, and sustainable value creation.

For detailed information about our Board of Directors, Board Committees, remuneration, and other related matters, please refer to our Corporate Governance Report: [https://www.msx.om/MSMDOCS/FinancialReports/AMAT_2025_Yearly%20\(Audited\)_e/7_AMAT_CooperateGovernanceReport_01032026_3_U.pdf](https://www.msx.om/MSMDOCS/FinancialReports/AMAT_2025_Yearly%20(Audited)_e/7_AMAT_CooperateGovernanceReport_01032026_3_U.pdf)

COMMITTEE

Shari'ah Supervisory Committee (SSC):

As a Takaful (Islamic insurance) operator, Al Madina Takaful maintains a Shari'ah Supervisory Committee (SSC) to ensure that all aspects of its operations comply with Islamic law and ethical principles. Although the SSC operates independently from the Board of Directors, it plays a critical role within the Company's broader governance framework by providing oversight and assurance on Shari'ah compliance.

The Committee supervises the Company's business activities, products, and financial practices to ensure adherence to Islamic principles and internationally recognized Islamic finance standards.

CORE RESPONSIBILITIES

Shari'ah Compliance Oversight:

Supervising the Company's operations, products, and transactions to ensure full compliance with Islamic rules and principles.

Standards and Financial Review:

Reviewing accounting policies, financial statements, and operational practices to ensure alignment with the standards issued by the Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI).

Ethical Assurance:

Providing independent verification that Takaful products, investment activities, and re-takaful arrangements adhere to Islamic ethical guidelines and Shari'ah requirements.

COMMITTEE MEMBERS

Dr. Mohammed Daud Baker – Chairman

Sheikh Abdul Sattar Kattan – Vice Chairman

Dr. Amin Fateh – Executive Member

Dr. Wail Saif Al Harrasi – Member

Subsequent to the year end 31 December 2025, Dr.Mohammed Daud Baker Submitted his resignation from the Shari'ah Supervisory Committee effective from 2nd February 2026.

Through the oversight of the Shari'ah Supervisory Committee, Al Madina Takaful ensures that its operations maintain the highest standards of Shari'ah compliance, ethical integrity, and transparency, reinforcing stakeholder confidence in its Islamic insurance model.



4.3 CORPORATE GOVERNANCE

At Al Madina Insurance Company SAOG, strong corporate governance is fundamental to maintaining trust, ensuring accountability, and supporting long-term sustainable growth. The Company has adopted and implemented the principles of corporate governance in full compliance with the Code of Corporate Governance for Muscat Stock Exchange (MSX) listed companies and the Code of Corporate Governance for Insurance Companies issued by the Financial Services Authority (FSA) of the Sultanate of Oman.

Our governance framework supports the Company's vision of being a leading Takaful insurance provider in Oman, where leadership is defined by profitability for stakeholders, satisfaction for customers, and commitment to employees. We aim to deliver Shari'ah-compliant insurance solutions that are aligned with the cultural values, social ethos, and evolving needs of the communities we serve.

The Company operates in accordance with clear guiding principles of transparency, integrity, innovation, teamwork, and social responsibility. These principles underpin our decision-making processes, risk management practices, and stakeholder engagement, ensuring ethical conduct across all levels of the organization.

The Board of Directors plays a central role in overseeing the Company's governance practices and is fully committed to upholding the highest standards of corporate governance. The Board provides strategic direction, monitors performance, and ensures the effectiveness of internal controls and risk management systems. An appropriate business strategy, supported by robust internal policies and procedures, enables the Company to operate efficiently while managing risks responsibly.

Transparency in disclosures, regulatory compliance, and effective oversight are key to achieving the Company's objectives. Through continuous monitoring and adherence to governance best practices, Al Madina Insurance Company SAOG ensures accountability, protects stakeholder interests, and reinforces its commitment to sustainable and responsible business conduct.

For more details about our corporate governance, please refer to our Corporate Governance Report:

[https://www.msx.om/MSMDOCS/FinancialReports/AMAT_2025_Yearly%20\(Audited\)_e/7_AMAT_CooperateGovernanceReport_01032026_3_U.pdf](https://www.msx.om/MSMDOCS/FinancialReports/AMAT_2025_Yearly%20(Audited)_e/7_AMAT_CooperateGovernanceReport_01032026_3_U.pdf)

A COMPREHENSIVE CORPORATE GOVERNANCE FRAMEWORK

Al Madina Takaful's corporate governance framework is built on a structured and integrated approach that aligns strategic direction with effective operational oversight and robust risk management. This framework supports sound decision-making, strengthens accountability, and ensures long-term organizational resilience.

BOARD-MANAGEMENT COORDINATION:

Promoting clear roles, responsibilities, and strategic alignment to enable effective and timely decision-making.

STAKEHOLDER ENGAGEMENT:

Protecting the rights and interests of stakeholders through transparent communication, accountability, and ethical conduct.

RISK MANAGEMENT:

Proactively identifying, assessing, and mitigating governance-related risks to safeguard the Company's stability and performance.

REGULATORY COMPLIANCE:

Ensuring full adherence to applicable laws, regulations, and industry standards to maintain trust, credibility, and market confidence.

In recent years, Al Madina has further strengthened its governance practices by enhancing internal control systems and clarifying roles and responsibilities across all levels of the organization. This ongoing commitment to governance excellence reinforces ethical leadership, supports sustainable business practices, and positions Al Madina as a trusted and responsible Takaful provider.

ETHICAL BUSINESS PRACTICES

At Al Madina Takaful Insurance Company SAOG, ethical business conduct is fundamental to maintaining trust, safeguarding our reputation, and ensuring sustainable long-term success. We are committed to conducting our operations with integrity, transparency, and accountability, embedding ethical principles into all aspects of our business activities and decision-making processes.

To reinforce this commitment, Al Madina has established a dedicated Compliance & Regulatory Department responsible for overseeing and strengthening ethical governance across the organization. The department plays a critical role in:

Developing, implementing, and enforcing robust policies and procedures that uphold corporate ethics and regulatory compliance.

Promoting awareness of ethical standards and responsible business practices across all levels of the organization.

Monitoring, identifying, and proactively addressing potential governance and compliance risks.

Investigating and resolving ethics-related issues to ensure fairness, integrity, and accountability.

This function reflects Al Madina's commitment to responsible business conduct and ensures that ethical considerations remain central to both strategic decisions and day-to-day operations.

In parallel, we actively foster a culture of integrity through comprehensive ethics training and awareness initiatives. Employees are regularly provided with workshops and online training programs covering key topics such as anti-corruption, ethical decision-making, and adherence to the Company's Code of Conduct. These initiatives are designed to equip employees with the knowledge and confidence to identify ethical risks and act responsibly in their roles.

Particular emphasis is placed on leadership and executive management, reinforcing their role in setting the tone from the top and embedding ethical behavior throughout the organization. Through continuous learning, open communication, and clear accountability, Al Madina strives to create a workplace where ethical conduct is not only understood but consistently practiced.

REGULATORY COMPLIANCE

Al Madina Takaful Insurance Company SAOG remains firmly committed to full compliance with all applicable regulatory and Shariah requirements. The Compliance Department continues to play a central role in strengthening the Company's compliance culture by supporting regulatory adherence, enhancing internal controls, and promoting awareness across the organization.

During the reporting period, the Compliance Team focused on fostering a strong culture of compliance through effective communication, continuous engagement, and motivation. These efforts aim to ensure that employees understand their regulatory responsibilities and recognize the importance of compliance in supporting sound governance and sustainable operations.

In parallel, Al Madina Takaful maintains robust Shariah governance arrangements, ensuring that all Takaful operations, products, and activities are conducted in line with approved Shariah principles and relevant regulatory requirements. This reinforces stakeholder confidence and ensures ethical and responsible business practices.

As a testament to the effectiveness of its compliance framework, no penalties or regulatory sanctions were imposed by the Financial Services Authority or the Muscat Stock Exchange on the Company over the past four years. This achievement reflects Al Madina's proactive approach to regulatory compliance, strong internal oversight, and ongoing commitment to maintaining the highest standards of governance and transparency.

TRANSPARENCY AND DISCLOSURE

Transparency and accountability are central to Al Madina Takaful Insurance Company SAOG's operations and governance practices. We are committed to maintaining the highest ethical standards by ensuring full compliance with all applicable laws and regulations and embedding these principles into every transaction and business decision. Our Code of Conduct Policy forms the cornerstone of our ethical framework, guiding employees to act in accordance with legal requirements, regulatory expectations, and industry best practices.

Our compliance efforts are overseen by a dedicated Compliance & Regulatory function responsible for monitoring and managing compliance-related risks across the organization. This includes preventing, detecting, and responding to potential compliance breaches; enforcing anti-bribery, anti-corruption, and whistleblowing policies; and delivering ongoing compliance training and awareness programs to employees at all levels.

Al Madina also conducts comprehensive due diligence on third parties and ensures timely and impartial investigations into any reported cases of misconduct. Our governance framework is subject to regular review and continuous enhancement to strengthen internal controls, improve accountability, and address emerging regulatory and ethical risks.

In line with our commitment to transparency and ethical business practices, the Company maintains high standards of disclosure and accountability. Stakeholders are provided with accurate, complete, and timely information through our annual reports and regulatory disclosures, which cover key areas such as social responsibility initiatives, employee development and benefits, and operational performance. In addition, we proactively share relevant updates with regulators and the public, including improvements to insurance claims processing and service delivery. By prioritizing transparency, Al Madina reinforces stakeholder trust and demonstrates its ongoing commitment to ethical governance and integrity.

WHISTLEBLOWING

Al Madina Takaful Insurance Company SAOG maintains a robust Whistleblowing Policy that provides employees with secure and confidential channels to report any observed or suspected misconduct, including violations of anti-bribery and anti-corruption policies. The policy is designed to promote transparency and accountability while ensuring protection against retaliation for individuals who raise concerns in good faith.

Employees may report concerns through the following confidential channels:

✉ whistleblower@almadinatakaful.com

☎ 22033888

To ensure fairness, consistency, and confidentiality, the Company has established a structured process for managing whistleblowing reports and grievances:

ACKNOWLEDGEMENT:
All reports are promptly acknowledged to confirm receipt and initiate review.
INVESTIGATION:
A designated and independent team conducts a thorough and impartial investigation in line with established procedures.
RESOLUTION:
Appropriate corrective actions are taken based on investigation outcomes, and relevant parties are informed accordingly.
FOLLOW-UP:
Post-resolution monitoring is conducted to ensure effectiveness of corrective measures and prevent recurrence.

Al Madina has also implemented clear and equitable disciplinary and grievance handling procedures. The Company enforces strict anti-harassment and anti-bullying policies, fostering a respectful and safe workplace. Through transparent conflict-resolution mechanisms, employees are encouraged to raise concerns with confidence, knowing they will be addressed fairly and without fear of retaliation.

4.4 RISK MANAGEMENT

Al Madina Insurance Company SAOG recognizes that effective risk management is a fundamental pillar of sound corporate governance and a critical enabler of long-term sustainability, ethical conduct, and regulatory compliance. The Company has established a comprehensive, enterprise-wide risk management framework designed to identify, assess, monitor, and mitigate risks across all operations and support functions.

The Board of Directors holds ultimate responsibility for risk oversight. This includes approving the Company’s risk management framework, setting the overall risk appetite and tolerance levels, and ensuring alignment with Al Madina’s strategic objectives and applicable regulatory requirements.

The Audit Committee supports the Board by overseeing the effectiveness of financial reporting, internal controls, audit processes, compliance, and the robustness of the risk management framework. The Committee ensures that material risks are appropriately identified, monitored, and addressed in a timely and effective manner.

Executive Management is responsible for implementing the approved risk management strategy and for developing and maintaining policies, controls, and procedures to manage risks across the business. Management provides the Board/Audit Committee with periodic risk reports, including updates on risk exposures, internal controls, compliance status, and mitigation actions.

Al Madina has an established Risk Management Framework approved by the Board, supported by a defined risk appetite and tolerance structure. Key components of the framework include a structured risk assessment process covering risk identification, evaluation, mitigation, and monitoring; the maintenance of a centralized risk register; and the use of Key Risk Indicators (KRIs) and dashboards to support early risk detection and informed decision-making.

During 2025, the Company expanded its risk management coverage through the establishment of a dedicated risk register for the Human Resources and Administration (HRA) function. As a result, the total number of identified risks across the Company reached 77. Key Performance Indicators (KPIs) are structured at both departmental and corporate levels and are managed by the HRA function to ensure alignment with the Company's vision, objectives, and performance expectations.

Risk assessments at Al Madina Takaful follow a systematic process encompassing risk identification, analysis, and evaluation. This approach enables the Company to prioritize material risks, allocate resources effectively toward mitigation measures, and identify opportunities that enhance operational resilience and sustainable growth.

In addition, Al Madina maintains business continuity and resilience arrangements to safeguard operations and protect stakeholders in the event of disruptions. Through continuous monitoring and ongoing improvement, the Company's risk management.

4.5 DATA PRIVACY AND INFORMATION SECURITY

Al Madina Takaful Insurance Company SAOG recognizes that the protection of customer and business information is fundamental to maintaining trust, transparency, and operational resilience. The Company is committed to safeguarding the confidentiality, integrity, and availability of its information assets and ensuring that data privacy and information security remain integral components of its governance framework, risk management processes, and operational controls.

The Company has established an Information Security Management System (ISMS) designed to protect information assets and technology infrastructure. The ISMS is developed and continuously enhanced in alignment with the ISO/IEC 27001 standard, applying risk-based, proportionate, and cost-effective security controls to address evolving cyber risks and vulnerabilities.

Al Madina Takaful implements a comprehensive Cybersecurity Policy that defines clear requirements for securing information systems and enables proactive identification, prevention, and response to cyber threats, incidents, and vulnerabilities. These measures are designed to prevent unauthorized access, data breaches, data leaks, system disruption, and cyber-attacks.

All customer and business information—whether in electronic or non-electronic form—is handled securely and used strictly for legitimate business purposes. This includes personal data, contact information, transaction records, policy and claims information, and business history. Appropriate technical and organizational controls are applied to protect data from unauthorized access, misuse, loss, or disclosure.

The Company's IT governance framework is supported by 18 comprehensive IT policies that guide all technology operations and security practices, ensuring alignment with industry best practices and ethical governance principles.

IT STRATEGIC POLICIES	
DATA PRIVACY POLICY	Defining the ethical boundaries for data handling and participant rights.
INFORMATION CLASSIFICATION POLICY	Ensuring that data is labeled and protected based on its sensitivity.
CYBERSECURITY & NETWORK SECURITY POLICY	Establishing the "Perimeter Defense" for our digital assets.
ACCESS CONTROL & INFORMATION COMMUNICATION POLICY	Restricting information flow to authorized personnel only.

OPERATIONAL INTEGRITY: CORE PROCEDURES

To move beyond policy into practice, our IT Department implements four core procedures that are regularly audited and updated to maintain system availability and integrity.

CORE PROCEDURE	OBJECTIVE
USER MANAGEMENT	Precise control over who enters our systems and what they can access.
SYSTEMS & NETWORK MANAGEMENT	Constant monitoring of the infrastructure that powers our Takaful services.
BACKUP & RESTORATION	Ensuring data resilience and business continuity in the event of hardware failure.
CORRECTIVE ACTION	A formalized response mechanism to address and resolve system vulnerabilities.

The IT function operates under a structured two-level support model, enabling efficient technical support and timely escalation of complex issues. Dedicated teams specializing in cybersecurity, networking, infrastructure, operations, and business security work collaboratively to manage risks, prevent incidents, and maintain compliance with internal and regulatory requirements.

Ethical governance is also embedded within the Company’s technology procurement processes, where data protection, cybersecurity, transparency, and regulatory compliance form key criteria in vendor and service provider selection. This ensures that all technology partners align with Al Madina’s standards for responsible and secure business conduct.

CYBERSECURITY AWARENESS

We believe that technology alone cannot secure an organization; our employees are our first line of defense. In 2025, we intensified our training initiatives to build a culture of “Digital Vigilance.”

ADVANCED TRAINING PLATFORM:

We implemented KnowBe4 Security Awareness Training platform, a world-class tool used to simulate threats and educate staff.

CRITICAL FOCUS AREAS:

Our 2025 curriculum focused on Phishing, Ransomware, Social Engineering, and Mobile Security.

OBJECTIVE:

To equip every employee—regardless of their role—with the skills to navigate the digital landscape securely and ethically.



CYBERSECURITY PERFORMANCE

Maintaining the integrity of our systems is a 24/7 commitment. Our multi-level support model ensures that technical assistance is always available and security risks are mitigated in real-time.

SECURITY METRIC	2025 CYBERSECURITY PERFORMANCE
IDENTIFIED DATA BREACHES	0
CONFIRMED DATA LEAKS	0
SUCCESSFUL CYBER ATTACKS	Nil – No Business Impact

Our zero-breach record in 2025 is the result of a risk-based investment in an Information Security Management System (ISMS) aligned with ISO/IEC 27001 standards.

Through strong governance, continuous monitoring, and ongoing awareness initiatives, Al Madina Takaful reinforces the protection of its data assets, enhances stakeholder confidence, and supports secure and sustainable digital transformation.

5. SOCIAL



5. SOCIAL

At Al Madina Takaful, our social responsibility is rooted in our commitment to people—our employees, customers, partners, and the communities we serve. We believe that long-term value creation depends on fostering an inclusive workplace, supporting national development priorities, and contributing positively to society through responsible and ethical business practices.

Our Social pillar focuses on building a diverse, equitable, and inclusive workforce; empowering Omani talent through Omanization; and attracting, developing, and retaining skilled employees who drive innovation and sustainable growth. We are committed to providing equal opportunities, promoting continuous learning, and creating a workplace culture that encourages engagement, well-being, and professional development.

Beyond our workforce, Al Madina Takaful recognizes its responsibility across the value chain. Through responsible procurement practices, we promote ethical conduct, transparency, and sustainability among suppliers and business partners. Our community engagement and Corporate Social Responsibility initiatives are designed to address social needs, support vulnerable groups, and contribute to social welfare in alignment with Oman Vision 2040.

Innovation and research further strengthen our social impact by enabling the development of inclusive financial solutions, enhancing customer experience, and supporting financial inclusion. By integrating innovation into our operations and offerings, we aim to create positive social outcomes while strengthening resilience and long-term sustainability.

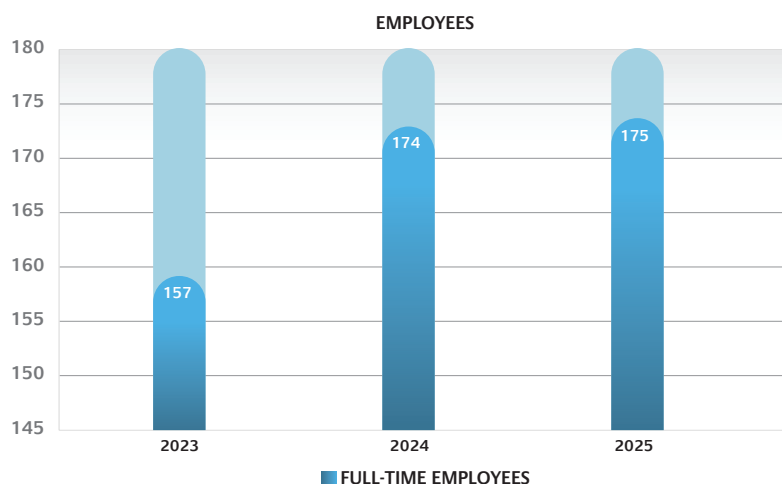
Al Madina Takaful remains committed to creating shared value and contributing to a more inclusive, resilient, and sustainable society.

5.1 DIVERSITY, EQUITY AND INCLUSION

At Al Madina Takaful, Diversity, Equity and Inclusion (DEI) are fundamental to building a fair, respectful, and high-performing workplace. We are committed to providing equal opportunities for all employees and ensuring a work environment free from discrimination, in full compliance with Oman's labor laws and national human rights standards.

Our workforce policies promote fairness in recruitment, development, and career progression, ensuring that employment decisions are based on merit, capability, and performance. We foster an inclusive culture that values different perspectives and supports employee wellbeing across all levels of the company.

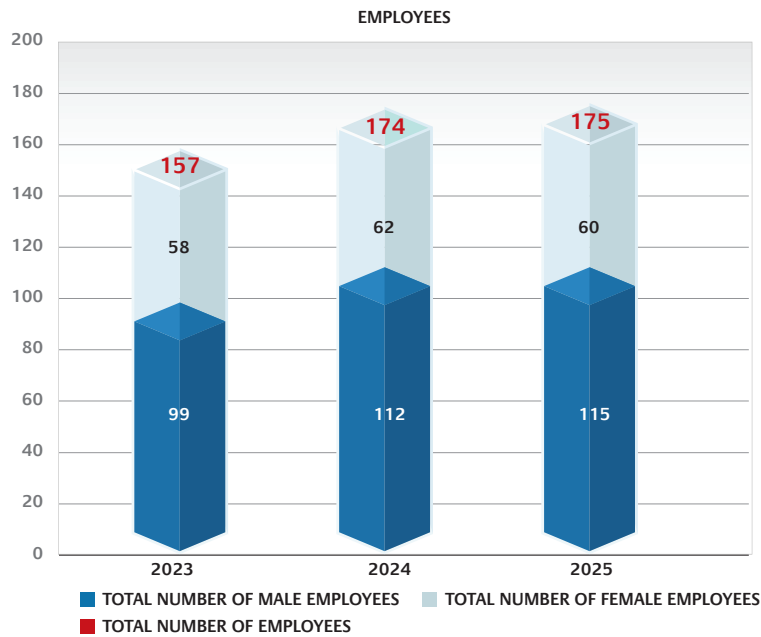
As of 2025, Al Madina Takaful employed 175 full-time employees, reflecting steady workforce growth. In addition, 14 non-employee workers were engaged across various functions, including IT, Non-Motor, and Finance & Accounts, supporting operational efficiency and specialized expertise.



GENDER DIVERSITY

At Al Madina Takaful, we are committed to fostering gender diversity across all levels of the organization, recognizing that balanced representation supports inclusive decision-making, innovation, and long-term sustainability. We comply fully with Oman’s labor laws and promote equal opportunities in recruitment, development, and career progression.

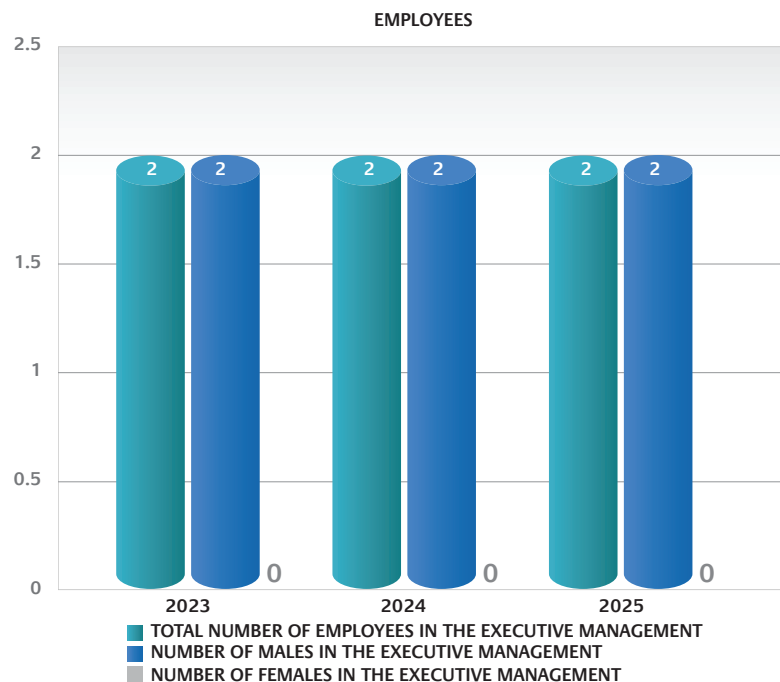
In 2025, Al Madina Takaful employed 175 employees, reflecting steady workforce growth compared to previous years. Male employees accounted for 115 employees 65.7%, while 60 employees 34.3% were female. This distribution demonstrates our continued efforts to maintain a diverse and inclusive workforce.



At Al Madina Takaful, leadership at the executive level is defined by stability and strategic continuity. We recognize that a strong governance foundation is essential for navigating the complexities of the Takaful market and ensuring long-term value for our stakeholders.

In 2025, our Executive Management team maintained a consistent structure of two key leadership roles. While these positions are currently held by male professionals, the Company remains committed to fostering an inclusive corporate culture.

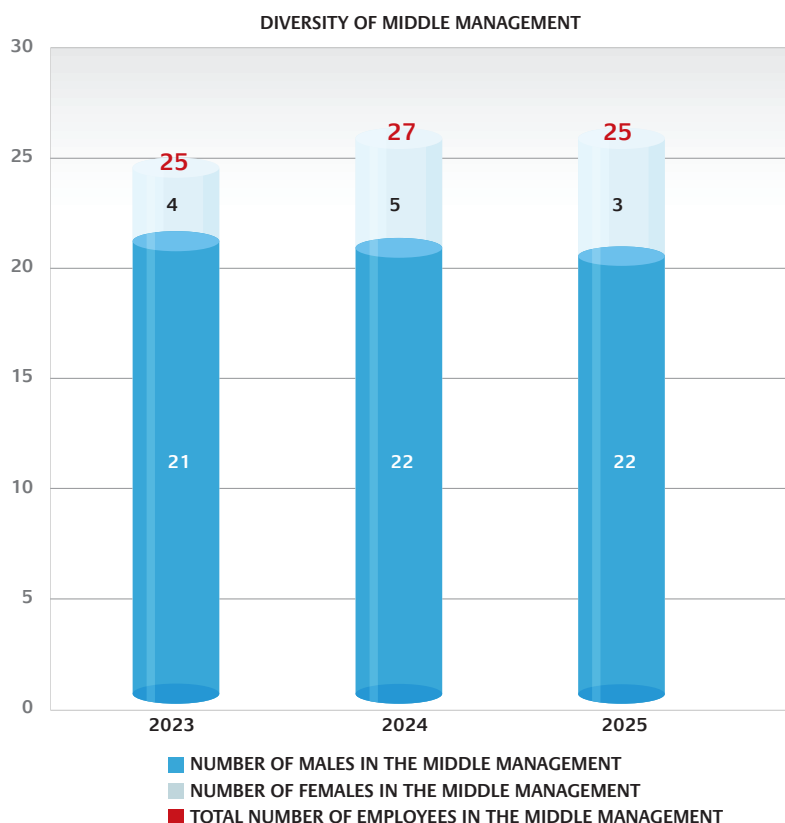
Our focus is on nurturing the “next generation” of leaders through our Middle Management development initiatives ensuring a diverse and highly skilled pool of talent is prepared for future executive opportunities.



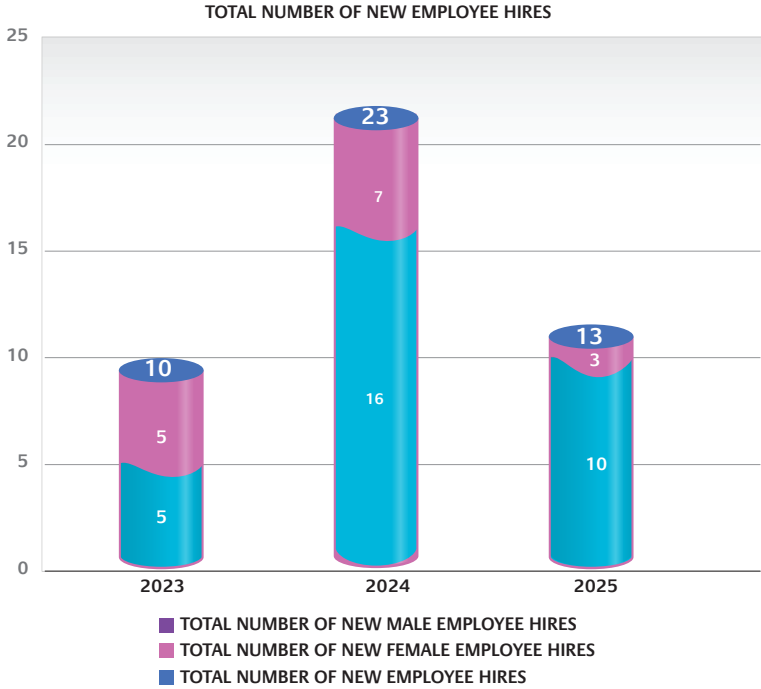


At Al Madina Takaful, we believe that diverse leadership at the middle management level is the engine of operational excellence. We are committed to fostering a workplace where merit and opportunity intersect, ensuring that our management structure reflects a resilient pipeline for future executive leadership.

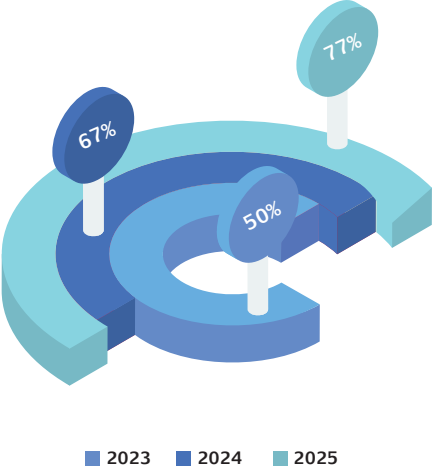
At Al Madina Takaful, women accounted for 12% of middle management roles, holding 3 out of 25 positions, while men held 22 positions 88%. While we have seen fluctuations in these figures due to natural organizational shifts, our focus remains steadfast on providing equitable pathways for career progression and ensuring that Al Madina Takaful continues to attract and retain high-caliber talent across all demographics.



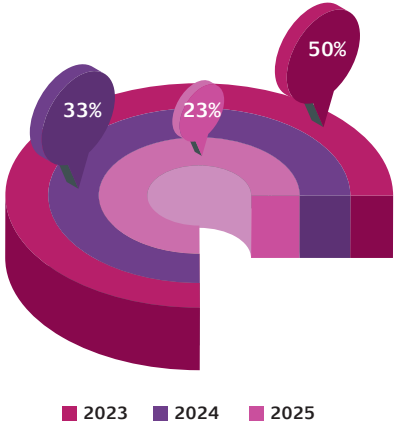
Recruitment practices during 2025 continued to follow merit-based and non-discriminatory principles. Of the 13 new employees hired, 10 were male 77% and 3 were female 23%, reflecting operational requirements while maintaining fair hiring practices.



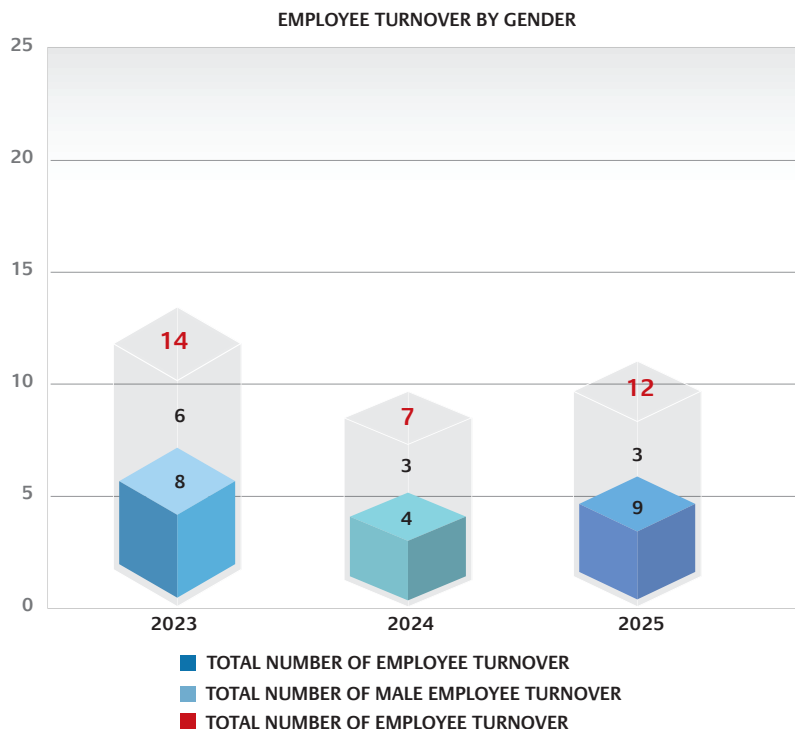
% OF NEWLY HIRED MALE EMPLOYEES



% OF NEWLY HIRED FEMALE EMPLOYEES



Employee turnover in 2025 totaled 12 employees, with 9 males 75% and 3 females 25% exiting the company. Turnover levels are closely monitored to support workforce stability and employee wellbeing.



Al Madina Takaful has implemented a structured salary matrix developed in collaboration with an external HR consultancy to ensure fair, transparent, and competitive remuneration across the company. This framework is supported by a recent benchmark survey, which confirmed that the Company offers remuneration levels that are among the highest within the industry, reinforcing our commitment to attracting and retaining high-quality talent.

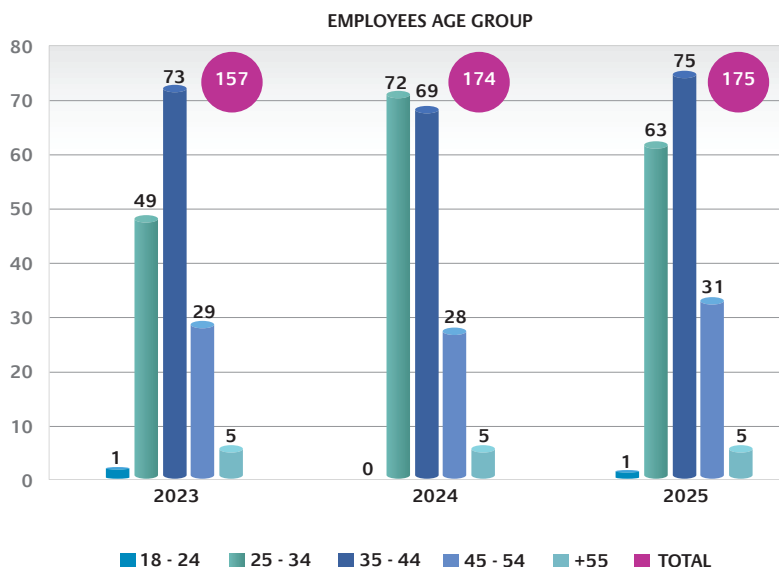
In 2025, the ratio of basic salary and remuneration of female to male employees was 0.6, reflecting ongoing efforts to monitor pay equity and address disparities through objective role-based evaluation and compensation structures. Through continuous review of workforce composition, remuneration practices, and inclusive employment policies, Al Madina Takaful remains committed to strengthening gender diversity and advancing equal opportunity across the Company.



AGE GROUP

Al Madina Takaful values age diversity as a key component of an inclusive and resilient workforce. We believe that a balanced mix of early-career professionals and experienced employees strengthens knowledge sharing, supports innovation, and enhances long-term organizational performance.

In 2025, the Company employed 175 full-time employees across a diverse range of age groups. The majority of employees were within the 25–44 age range, reflecting a strong core workforce combining professional maturity with growth potential. At the same time, representation across senior age groups supports leadership continuity, mentoring, and institutional knowledge retention.



Through workforce planning, continuous learning opportunities, and inclusive talent management practices, Al Madina Takaful remains committed to maintaining a balanced age profile that supports sustainable growth, employee development, and alignment with Oman Vision 2040's human capital objectives.

DISABILITY INCLUSION

Al Madina Takaful is committed to fostering an inclusive and supportive workplace that actively embraces employees with disabilities. We believe that diversity of abilities strengthens our organization and that every employee should have equal opportunities to contribute, grow, and succeed based on their qualifications and capabilities.

The Company employed three employees with disabilities. We continuously assess and adapt our work environment to ensure accessibility, including providing appropriate facilities, flexible work arrangements, and role alignment based on individual abilities. These measures support employee well-being while enabling meaningful participation across business functions.

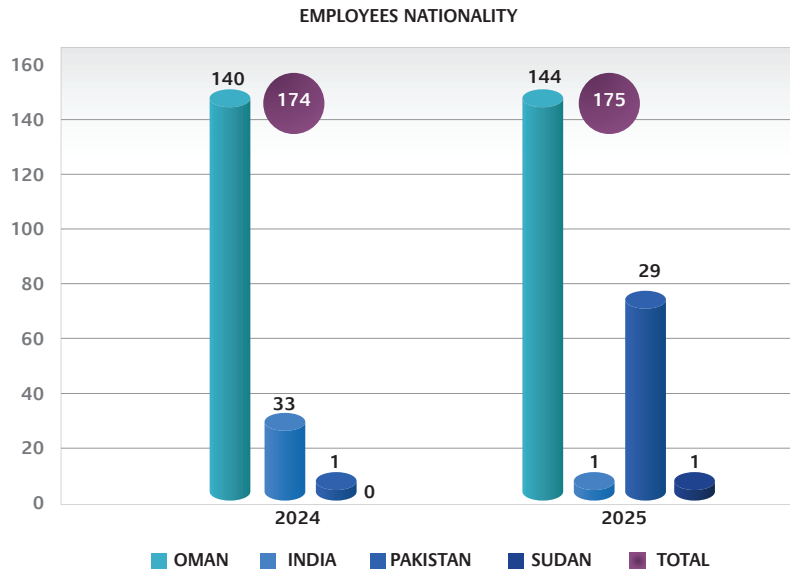
Our commitment to inclusion is reinforced through internal collaboration across teams such as Human Resource Assistance (HRA), Human Social Responsibility (HSR), and Corporate Communications. These teams play an active role in promoting inclusive practices, addressing unconscious bias, strengthening employee engagement, and fostering a culture of respect and belonging for underrepresented groups, including persons with disabilities.

Through these efforts, Al Madina Takaful continues to advance its Diversity, Equity, and Inclusion agenda, supporting workforce resilience, social responsibility, and alignment with Oman Vision 2040 and relevant UN Sustainable Development Goals.

EMPLOYEES NATIONALITY

Al Madina Takaful places strong emphasis on national workforce development and Omanization, recognizing its role in supporting economic diversification, employment generation, and long-term social sustainability in line with Oman Vision 2040. We are committed to prioritizing the employment, development, and retention of Omani nationals while maintaining a diverse and inclusive workplace that benefits from international expertise where required.

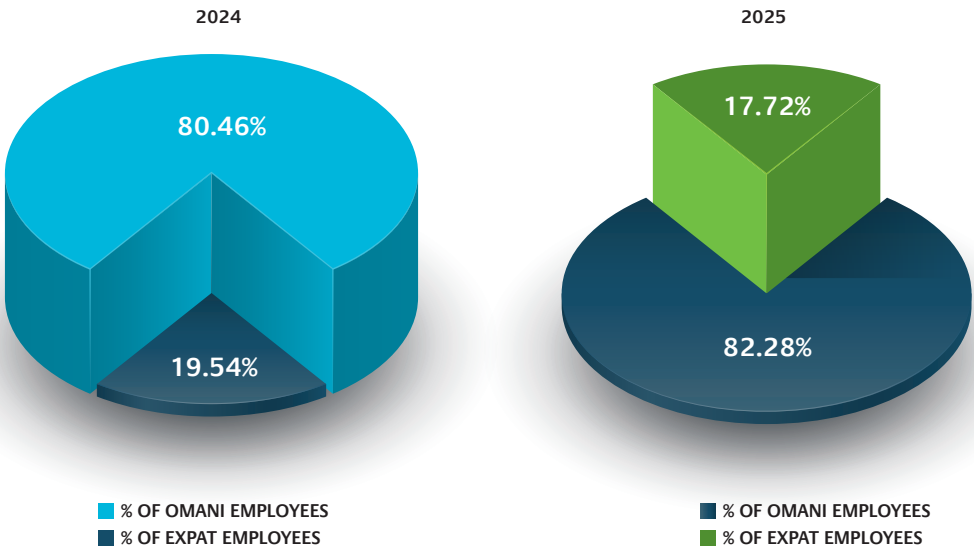
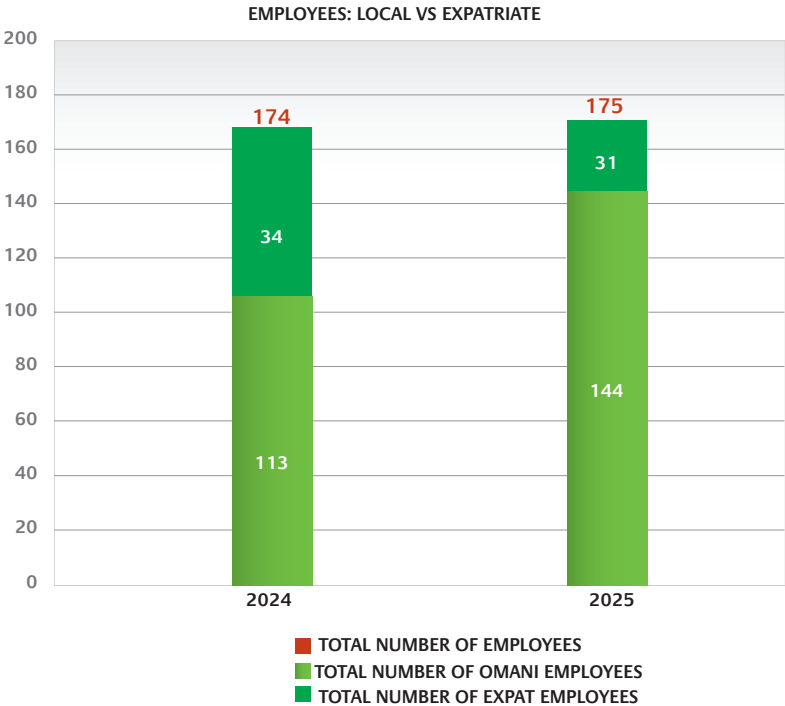
In 2025, Al Madina Takaful employed a total of 175 full-time employees, of which 144 employees were Omani nationals, reflecting the Company's continued commitment to strengthening local talent and contributing to national human capital development.



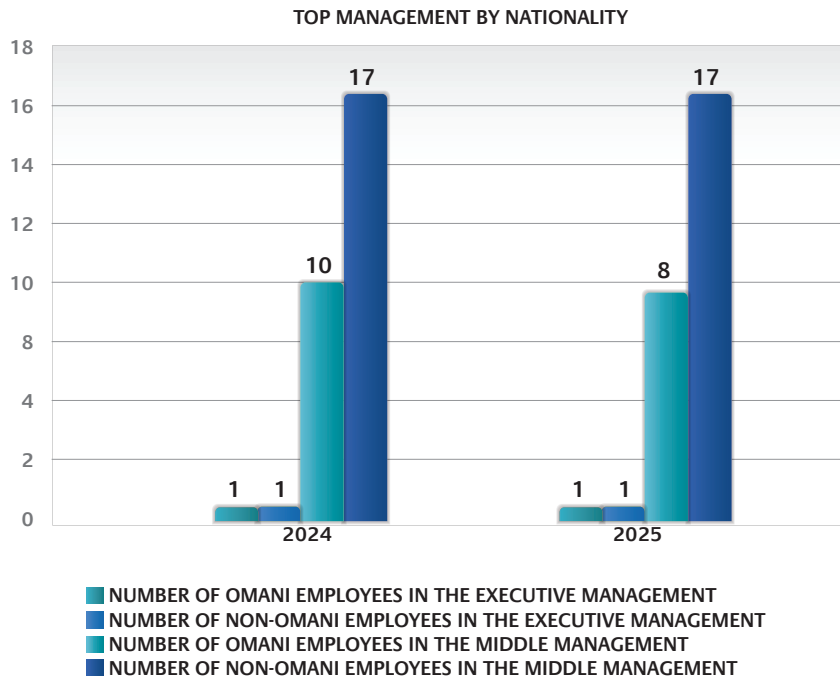
5.2 OMANIZATION

Al Madina Takaful is committed to supporting Omanization by actively recruiting, developing, and retaining Omani nationals across all levels of the company. Through career development programs, training initiatives, and structured recruitment practices, we aim to enhance local employment opportunities, contribute to the national economy, and align with Oman Vision 2040.

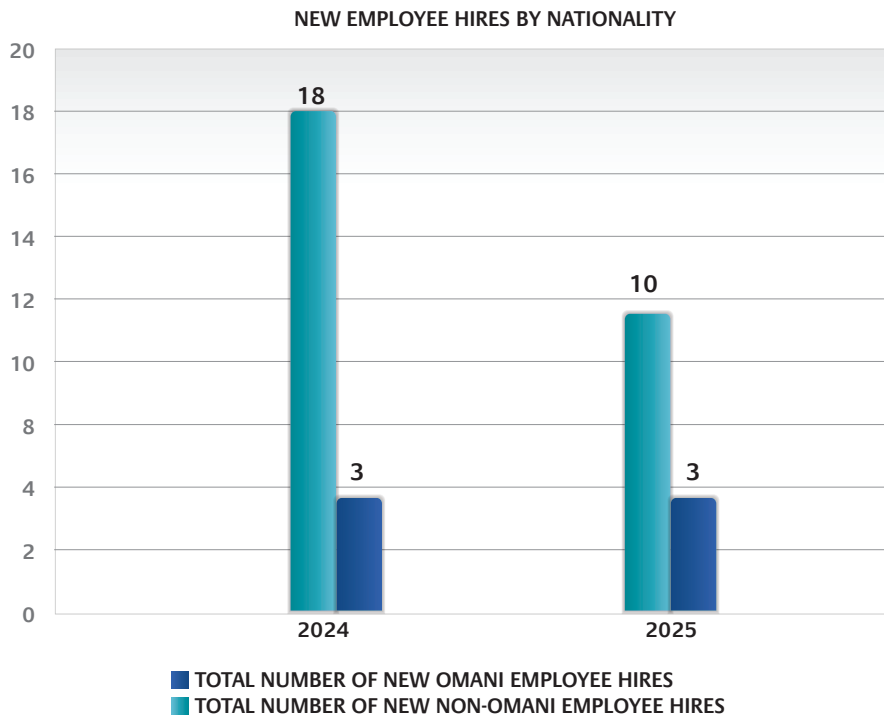
In 2025, the Company achieved an Omanization rate of 82.28%, up from 80.46% in 2024, reflecting our sustained focus on building local talent. The remaining workforce comprised 31 expatriate employees, providing specialized expertise in key functions.



We measure Omanization not only by workforce numbers but also by representation in leadership roles. In 2025, Omani nationals held a significant presence in management positions, particularly within Middle Management, which serves as the training ground for future executives.



Our recruitment strategy remains focused on providing high-quality career paths for Omani graduates and professionals.



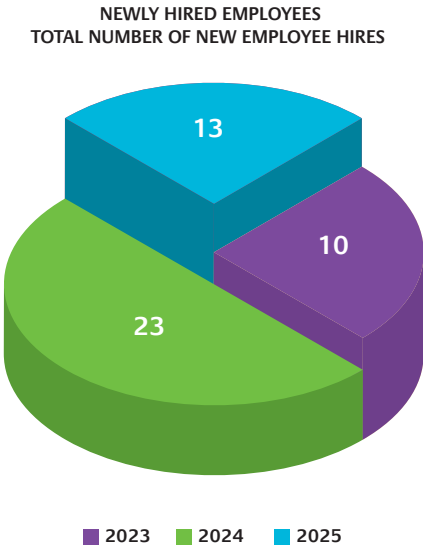
Through these initiatives, Al Madina Takaful strengthens the local workforce, fosters knowledge transfer, and promotes sustainable employment opportunities for Omanis, ensuring a balanced and resilient company.



5.3 EMPLOYEE DEVELOPMENT AND ATTRACTING TALENT

At Al Madina Takaful, we are committed to fair, transparent, and inclusive recruitment practices. Job descriptions, standardized interview questions, and objective evaluation criteria ensure all candidates are assessed equitably. Recruitment teams also undergo unconscious bias training to reinforce impartiality and equal opportunity.

Our onboarding process begins once a candidate accepts an offer and is managed collaboratively by HR and department leads. It includes IT setup, account creation, role-specific training, and orientation on company culture, policies, and social responsibility. New hires participate in a 90-day program with regular check-ins, mentorship, and development opportunities, particularly for senior roles, ensuring a smooth transition and long-term success.

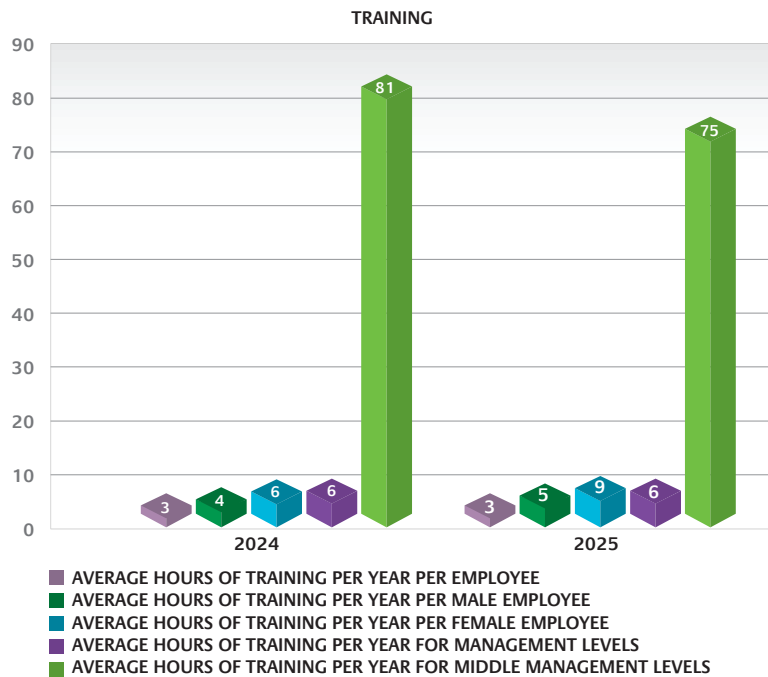


EMPOWERING GROWTH: CONTINUOUS LEARNING & DEVELOPMENT

At Al Madina Takaful, we believe that an agile and skilled workforce is the foundation of a sustainable insurance sector. Our training framework is designed to move beyond basic compliance, fostering a culture of continuous learning, innovation, and equal opportunity.

By investing in our people, we ensure our team is equipped to navigate the evolving risks of the global financial landscape while staying true to our Takaful values.

In 2025, we maintained a balanced focus on gender-inclusive development, ensuring that both our male and female professionals had significant access to skill-enhancement opportunities.



Our Human Resources Department manages a diverse portfolio of learning initiatives, categorized into three strategic streams:





SOCIAL INNOVATION: THE BINA'A (BUILD) PROGRAM

Our commitment to development extends beyond our internal team to the wider Omani youth. The Bina'a Program is our flagship “Market Readiness” initiative designed to bridge the gap between academia and the professional world.



Through initiatives such as Bina'a, the Company demonstrates that social innovation is not only about community support, but also about creating structured pathways for opportunity, empowerment, and long-term economic resilience.

EMPLOYEE ENGAGEMENT AND WELLBEING

At Al Madina Takaful, employee engagement and wellbeing are integral to our sustainability strategy. We believe that a healthy, motivated, and supported workforce directly contributes to productivity, resilience, and long-term value creation. Our approach focuses on physical comfort, mental wellbeing, work-life balance, and a culture of recognition and growth.

A SUPPORTIVE WORK ENVIRONMENT

We invest in the physical health of our team by providing a workspace designed for long-term ergonomics:

Sustainable Ergonomics

Our offices are equipped with adjustable desks and furniture made from eco-friendly materials to provide physical support and reduce the health risks associated with prolonged sitting.

Work-Life Integration

We offer flexible working arrangements, including variable hours and remote work options, to accommodate family responsibilities and reduce commute-related stress.

HEALTH & WELLNESS INITIATIVES

We take a holistic approach to wellness, addressing both physical fitness and mental health:

Physical Wellness

We provide on-site fitness classes and paid gym memberships for senior employees to encourage an active lifestyle.

Mental Health Support

We have implemented a confidential mental health program offering counseling services, mindfulness sessions, and stress-relief workshops to support emotional resilience.

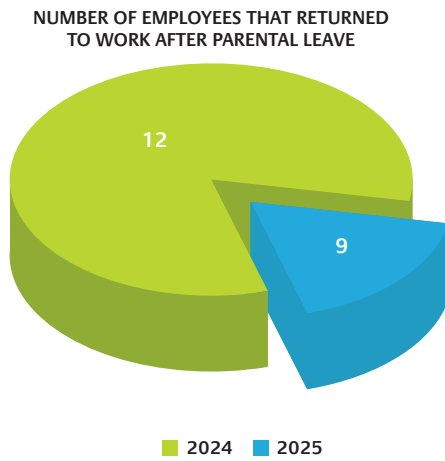
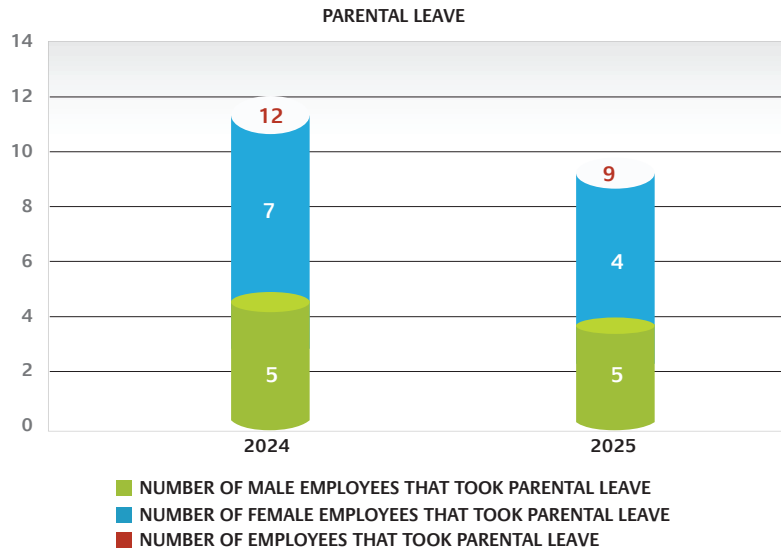
Financial Security

To provide peace of mind for our employees and their families, we offer comprehensive Health Care (including dental and vision) and Life Takaful coverage for all full-time staff.

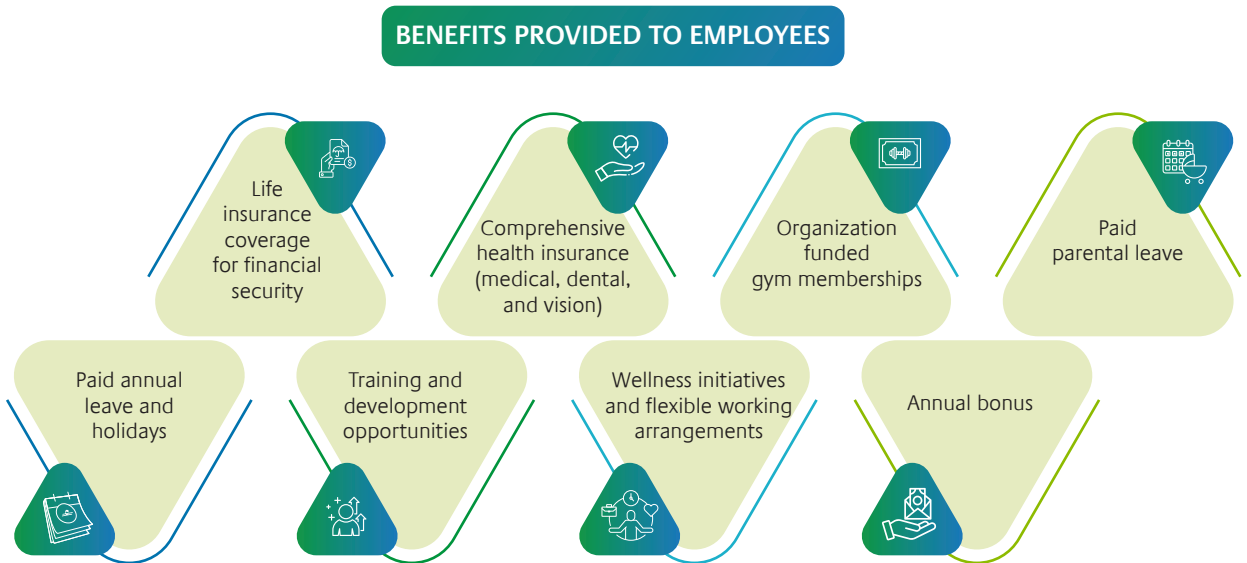
FAMILY-FIRST POLICIES: EMPOWERING MOTHERS

Al Madina Takaful is a leader in promoting gender-inclusive policies that support work-life balance for parents. We go beyond standard regulations to provide a nurturing environment for families:

- **The Mothers Initiative:** Recognizing the importance of family time, employees in their final trimester of pregnancy and mothers with children up to six years old are entitled to leave the office two hours early every day.
- **Parental Support:** We provide paid parental leave to ensure our employees can focus on their families during the arrival of a new child.



Al Madina Takaful provides a comprehensive benefits package to support employee wellbeing, including:



Through these initiatives, Al Madina Takaful fosters a supportive, inclusive, and engaged workplace, ensuring that employees can thrive professionally while maintaining a healthy balance in their personal lives.

5.4 RESPONSIBLE PROCUREMENT

Al Madina Takaful is committed to responsible procurement practices that integrate economic, environmental, social, and governance considerations across its supply chain. Our procurement approach is designed to support sustainable value creation, ethical conduct, and national development objectives, while ensuring transparency, fairness, and operational efficiency.

ECONOMIC RESPONSIBILITY AND IN-COUNTRY VALUE (ICV)

We actively support Oman's economic development by prioritizing local suppliers and small and medium enterprises (SMEs) wherever feasible. In 2025, 80% of the procurement budget was allocated to local suppliers, with 51% directed to SMEs, reflecting our strong contribution to In-Country Value (ICV). Al Madina Takaful continues to encourage local participation in tenders, strengthen supplier development programs, and build long-term partnerships that enhance local capabilities and employment opportunities.

ENVIRONMENTAL AND SOCIAL RESPONSIBILITY

Environmental and social considerations are embedded within our procurement decisions. We encourage engagement with suppliers that demonstrate responsible environmental practices, efficient resource use, and a commitment to reducing environmental impact. Our procurement activities also promote respect for human rights, fair labor practices, and socially responsible conduct throughout the supply chain.

GOVERNANCE, ETHICS, AND FAIR PROCUREMENT

Procurement activities are conducted in a fair, transparent, and competitive manner, guided by clear internal controls and ethical standards. A defined approval structure is in place, with any invoice exceeding ~~₹~~ 2,000 subject to review and approval by the Procurement Committee. Key performance indicators (KPIs), including cost savings, supplier performance, procedural compliance, and purchase order cycle time, are used to monitor procurement effectiveness and accountability.

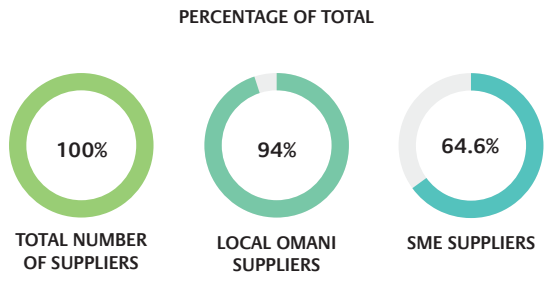
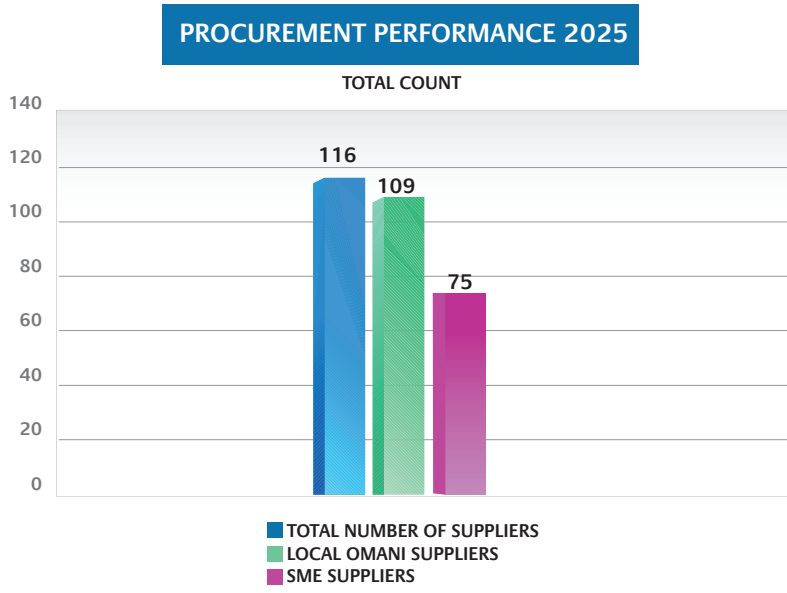
SUPPLIER SCREENING AND EVALUATION

Suppliers are assessed through a structured evaluation process that considers economic capability, quality, reliability, ethical conduct, and ESG performance. Supplier selection is not based solely on cost but on the ability to deliver goods and services responsibly and sustainably. Ongoing monitoring is applied, where relevant, to ensure continued alignment with Al Madina Takaful's ESG expectations.

PROCUREMENT PERFORMANCE

At Al Madina Takaful, our procurement data serves as a direct indicator of our commitment to In-Country Value (ICV). By channeling our purchasing power toward local entities, we foster a resilient supply chain that benefits the Omani private sector and supports the national goal of economic diversification under Oman Vision 2040.

In 2025, our supplier base reached a landmark 94% localization rate. Furthermore, we have successfully integrated a significant number of Small and Medium Enterprises (SMEs) into our core operations, recognizing their role as the backbone of Oman’s economic future.



Through responsible procurement practices, Al Madina Takaful strengthens its supply chain resilience, supports national economic growth, and ensures that sustainability and ethical governance remain integral to its business operations.



5.5 LOCAL COMMUNITY

Al Madina Takaful is committed to contributing positively to the social, environmental, and economic development of the communities in which it operates. Our Corporate Social Responsibility (CSR) approach is designed to create shared value by supporting sustainable development, enhancing quality of life, and addressing key community needs, while reinforcing the interdependence between the Company and society.

Our community engagement initiatives are aligned with Oman Vision 2040, supporting the development of an inclusive and sustainable society. Through targeted programs in education, healthcare, environmental protection, youth empowerment, and support for vulnerable groups, we contribute to social welfare, reduce inequality, and promote sustainable practices across the communities we serve.

OUR 2025 STRATEGIC IMPACT AREAS

Economic Empowerment & SMEs

Supporting small and medium-sized enterprises (SMEs) and local entrepreneurs through targeted funding, partnerships, and capacity-building initiatives. These efforts aim to stimulate local economic growth, encourage innovation, and create sustainable livelihood opportunities in line with Oman Vision 2040.

Knowledge & Culture

Preserving Omani heritage and religious knowledge through the support of cultural publications and small business workshops.

Social Welfare & Relief

Partnering with the Oman Charitable Organization (OCO) and the Oman Food Bank to provide essential support to vulnerable segments.

Health & Preventive Awareness

Organizing grassroots initiatives for cancer prevention and dental health awareness for children with disabilities.



Our community initiatives are categorized into four strategic pillars to ensure a balanced and meaningful social impact

COMMUNITY INVESTMENT AND CSR



In 2025, Al Madina Takaful invested a total of **₹ 30,000** into community and sustainability initiatives.





Through its CSR initiatives, Al Madina Takaful seeks to strengthen social cohesion, support national development objectives, and foster resilient communities. By integrating CSR into its broader ESG framework, the Company ensures that community investment remains strategic, responsible, and aligned with its values and long-term sustainability objectives.

PHOTOS OF THE MAIN SOCIAL RESPONSIBILITY INITIATIVES

Employee Involvement in the "Everlasting Fruits" Initiative in cooperation with Oman food bank



"Hearts Meet Under the Umbrella of Hope" Initiative (During Ramadan) in cooperation with recovery homes



Employee Involvement in the "Lulwa and Scattered Pearls" initiative



Initiative, in partnership with the Indian Social Club, provided financial support and employee involvement for a collective Iftar fasting event



Providing Free Annual Membership for Employees at Horizon Gym to build a sustainable health culture



Providing Free Insurance for the Oman Food Bank Truck A long-term partnership



Employee Involvement in the "Health Awareness initiative in Partnership with the Ministry of Health



Employee Involvement in the "Barhum Hayat Initiative to show kindness to the elderly to the Elderly



CEO Dialogue on the Encyclopedia of the Prophet's 'Mohammed Biography' Initiative



Empowering Workers: The Fire Protection Shield" Initiative - Investment in security and humanity.



Defensive Driving Workshop Initiative: An Investment in Employee and Community Safety



A Qualitative Step in Enhancing Social Responsibility



A Book and a Footprint Initiative Enriching minds and empowering the community in cooperation with recovery centers book donations.



Visit by "Ethar Relief" Foundation Delegation



Employee Involvement in the "Drop of Hope Blood Donation" Initiative



Providing Free Insurance for Ihsan Association Vehicles



Together Towards a Greener and Brighter Work Environment Initiative:



Employee Involvement in the Ishraqa Amal Dental Health Awareness



Female Employee Involvement in the Pink October Breast Cancer Awareness



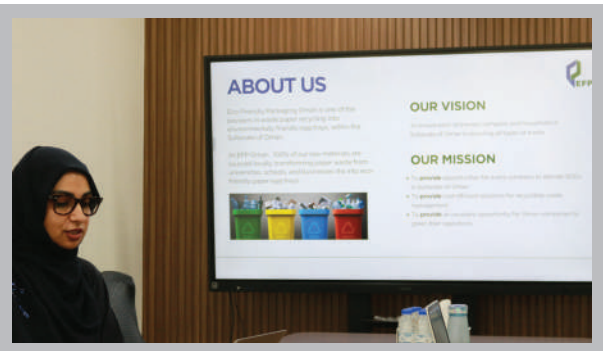
Recycling Paper into Artistic Masterpieces" Initiative.



Honoring the Cornerstones of Social Responsibility Programs during Initiative



Meeting with a Recycling Company (EPF Oman) and Discussing Cooperation Methods



Environmental initiative: Cooperation with Kirtas Company for recycling papers



استمارة توثيق إعادة تدوير الورق

لمؤسسة: المدينة التكافل
تشهد مؤسسة القرطاسيات لإعادة التدوير بأن جميع الأوراق والقرطاسيات المستعملة او الجديدة التي تم استلامها من قبل

اسم الجهة: المدينة التكافل
قد تم جمعها ومعالجتها وإعادة تدويرها وفق المعايير البيئية المعتمدة، مما يساهم في الحد من الهدر الورقي والحفاظ على البيئة

تفاصيل عملية إعادة التدوير:
الكمية التقريبية: ٥٠٠ كيلو
تاريخ الاستلام: ١٠-١٢-٢٠٢٥

تم إصدار هذه الاستمارة لأغراض التوثيق وإثبات الالتزام البيئي، ويمكن استخدامها ضمن تقارير الاستدامة أو المسؤولية الاجتماعية

اسم المسؤول: حسين مصطفى اللواتي
التوقيع:

5.6 INNOVATION AND RESEARCH

Innovation and research are central to Al Madina Takaful's strategy for addressing environmental and social challenges while delivering long-term value to our stakeholders. Through sustainable innovation, advanced technologies, and customer-centric solutions, we enhance resilience, promote well-being, and contribute to a more inclusive and sustainable future.

Our approach to innovation is closely aligned with Oman Vision 2040, which emphasizes knowledge-driven growth, digital transformation, economic diversification, and financial inclusion. By embedding sustainability into product development and operational processes, we support the transition towards a resilient and inclusive national economy.

DEVELOPMENT OF INNOVATIVE TAKAFUL SOLUTIONS

Al Madina Takaful continues to expand its product offerings through the development of micro-Takaful solutions aimed at low-income individuals and underserved communities. These products provide affordable financial protection, reduce vulnerability to unforeseen risks, and improve access to essential services such as healthcare and education, contributing to greater social equity and financial inclusion.

DIGITAL INNOVATION AND FINTECH PARTNERSHIPS

In response to rapid digital transformation, Al Madina Takaful has strengthened its fintech partnerships to introduce digital platforms that enhance service efficiency and customer experience. These solutions streamline claims processing, improve transparency, and provide real-time access to information for policyholders. The shift towards digital services has also reduced reliance on paper-based processes, supporting resource efficiency and lowering the Company's environmental footprint.

FOSTERING A CULTURE OF INNOVATION

Recognizing that innovation is driven by people, Al Madina Takaful has established an Innovation Room to encourage employee participation in creative problem-solving and continuous improvement. This initiative reinforces innovation as a core organizational value and supports the generation of ideas that enhance operational efficiency, service quality, and sustainability performance.

SMART TECHNOLOGIES AND OPERATIONAL INNOVATION

Innovation extends beyond products and services to operational excellence. Al Madina Takaful is progressively adopting smart technologies, including automation and data-driven systems, to optimize resource use, reduce waste, and improve process efficiency. These initiatives support environmental sustainability while strengthening operational resilience.

RESEARCH, COLLABORATION, AND SUSTAINABLE GROWTH

Al Madina Takaful recognizes that addressing complex sustainability challenges requires collaboration. The Company actively engages with external partners, including sustainability organizations, fintech providers, and industry stakeholders, to leverage shared expertise and drive scalable, impactful solutions. Through ongoing research and collaboration, we continue to enhance our offerings and future-proof our business in a rapidly evolving market.

Through sustained investment in innovation and research, Al Madina Takaful reinforces its commitment to responsible growth, customer value creation, and long-term sustainability.



6. ENVIRONMENTAL

6. ENVIRONMENTAL

Environmental stewardship is a core pillar of Al Madina Takaful's ESG framework. The Company is committed to minimizing its environmental impact by reducing its carbon footprint, conserving natural resources, and promoting responsible environmental practices across its operations, products, and services.

Our environmental approach is guided by clear policies and initiatives focused on energy efficiency, waste reduction, water conservation, and the adoption of digital and sustainable solutions. These efforts include reducing paper consumption, optimizing resource use within offices, and integrating sustainability considerations into day-to-day operations in line with our Health, Safety, Security, and Environment (HSSE) Policy.

Al Madina Takaful also considers environmental criteria within supplier selection and procurement processes, encouraging business partners and service providers to align with our environmental objectives. Through employee awareness programs, responsible operational practices, and continuous improvement, we support climate change mitigation and environmental protection.

Aligned with Oman Vision 2040 and global sustainability priorities, Al Madina Takaful remains committed to transparent environmental reporting and to contributing positively to environmental preservation for present and future generations.

6.1 CLIMATE CHANGE

Al Madina Takaful is committed to addressing climate change by reducing its greenhouse gas emissions and improving energy efficiency across its operations. Our approach focuses on minimizing our environmental footprint while supporting operational efficiency and responsible resource use.

We promote climate-conscious practices through digital solutions, flexible working arrangements, and the efficient use of energy and resources. By encouraging online services, remote engagement, and responsible workplace behaviors, we reduce travel-related emissions and overall energy demand.

Climate-related risks and opportunities are considered within our operational planning and decision-making processes. We also actively encourage employees, customers, and suppliers to adopt sustainable practices that contribute to climate change mitigation and long-term environmental resilience.

Aligned with Oman Vision 2040 and national climate ambitions, Al Madina Takaful remains committed to strengthening its climate actions and supporting the transition towards a more sustainable, low-carbon economy.

ENERGY EFFICIENCY

Al Madina Takaful is committed to improving energy efficiency across its operations by optimizing electricity consumption and managing fuel use responsibly. Through operational controls, efficient infrastructure, and employee awareness, the Company aims to reduce energy intensity while maintaining a safe, productive, and comfortable working environment.

Electricity consumption is primarily associated with office operations. To enhance efficiency, Al Madina Takaful has implemented high-quality LED lighting systems across its offices, providing optimal illumination levels between 300–500 lux. The use of energy-efficient LED technology with a neutral white tone (4000K–5000K) reduces energy consumption, minimizes glare and eye strain, and supports employee productivity. In addition, operational processes are regularly reviewed and streamlined to avoid unnecessary electricity use.

Fuel consumption is managed through effective monitoring of company vehicles. This includes tracking driving patterns such as idling time and trip duration, reviewing transaction details to ensure fuel is used for authorized business purposes, and conducting regular vehicle servicing to maintain optimal fuel efficiency. These measures support responsible energy use and help reduce emissions associated with transportation.

During 2025, the Company further strengthened its energy management approach by activating remote working arrangements and increasing the use of online meetings. These initiatives significantly reduced travel requirements and optimized the use of company vehicles, which were streamlined to seven vehicles for employee use. This transition not only generated cost savings but also contributed to a substantial reduction in fuel consumption.

To support continuous improvement, Al Madina Takaful tracks its energy performance to establish clear baselines and inform future reduction targets.

ENERGY USAGE	UNIT	2024	2025
Petrol consumption	Liters	25,420	22,800
Electricity consumption	KwH	17,136	19,000

The significant reduction in petrol consumption in 2025 reflects the effectiveness of operational optimization, digital adoption, and employee engagement initiatives.

Al Madina Takaful continues to strengthen its energy management practices through ongoing monitoring, responsible behavioral awareness, and efficiency-driven decision-making, reinforcing its commitment to environmental sustainability and operational excellence.

GREENHOUSE GAS EMISSIONS

Al Madina Takaful recognizes the urgent need for climate action and aligns its environmental approach with Oman's 2050 Net Zero Commitment. Our GHG emissions strategy focuses on reducing our operational carbon footprint while enabling customers to lower travel-related emissions through digital solutions and low-carbon mobility initiatives.

PROMOTING LOW-CARBON MOBILITY

We actively encourage sustainable transportation choices for employees and customers by providing supportive infrastructure and flexible work practices. Dedicated parking and free charging stations are available at our headquarters to incentivize the use of electric and hybrid vehicles. Shaded parking spaces further reduce fuel consumption and cooling demand in Oman's climate. In addition, flexible working arrangements, including remote work options, help reduce daily commuting and associated emissions.

DIGITAL DECARBONIZATION

Technology plays a key role in reducing indirect (Scope 3) emissions linked to customer travel. Al Madina Takaful offers online insurance services with a 5% discount for digital transactions, encouraging customers to shift away from physical branch visits. Claims processing through WhatsApp further minimizes travel requirements, significantly reducing vehicle emissions and improving service efficiency.

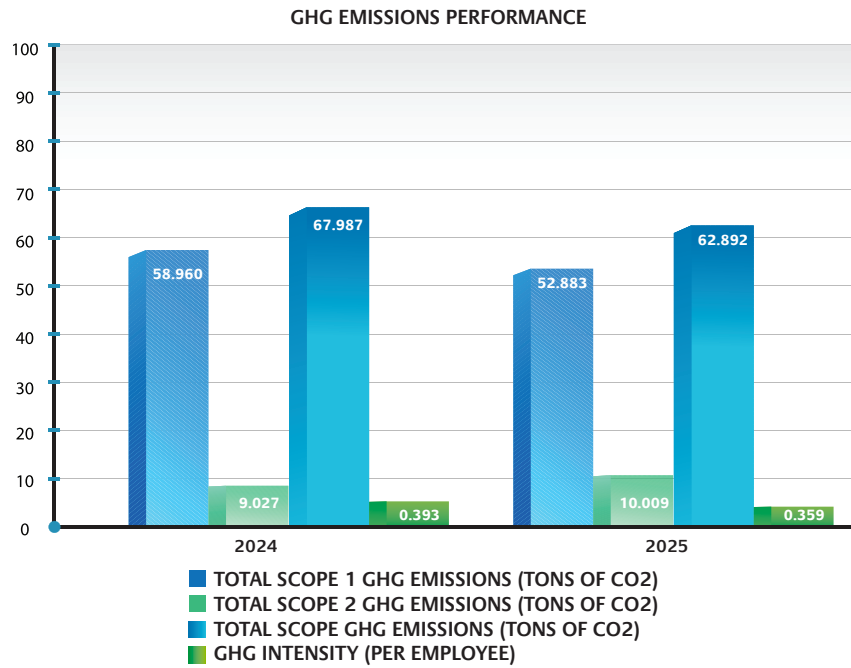
NATURE-BASED SOLUTIONS: TREE PLANTING

As part of our Human Social Responsibility initiatives, Al Madina Takaful participates in tree-planting campaigns across the Sultanate. These initiatives contribute to carbon sequestration, support biodiversity, and raise environmental awareness among employees and volunteers, complementing our emissions-reduction efforts.

GHG EMISSIONS PERFORMANCE

Al Madina Takaful monitors and manages its greenhouse gas (GHG) emissions as part of its commitment to environmental responsibility and alignment with Oman's 2050 Net Zero aspirations. We track our emissions performance to better understand our environmental footprint, support informed decision-making, and identify opportunities to reduce emissions across our operations.

The table below presents Al Madina Takaful's GHG emissions performance for 2024 and 2025 and will serve as a baseline for setting future reduction initiatives, strengthening data quality, and enhancing climate-related disclosures in line with regulatory and ESG reporting expectations.



These results reflect the positive impact of ongoing operational optimization, energy efficiency initiatives, and improved monitoring of energy and fuel consumption across the Company's activities.

Al Madina Takaful remains committed to strengthening its emissions measurement processes and progressively enhancing climate-related disclosures to support transparency, accountability, and long-term sustainability.

6.2 WASTE MANAGEMENT

Al Madina Takaful is committed to minimizing waste generation and promoting responsible resource use across its operations. In line with our ESG Policy, the Company prioritizes waste reduction, reuse, and recycling, with a strong focus on reducing paper consumption through digitalization and efficient operational practices.

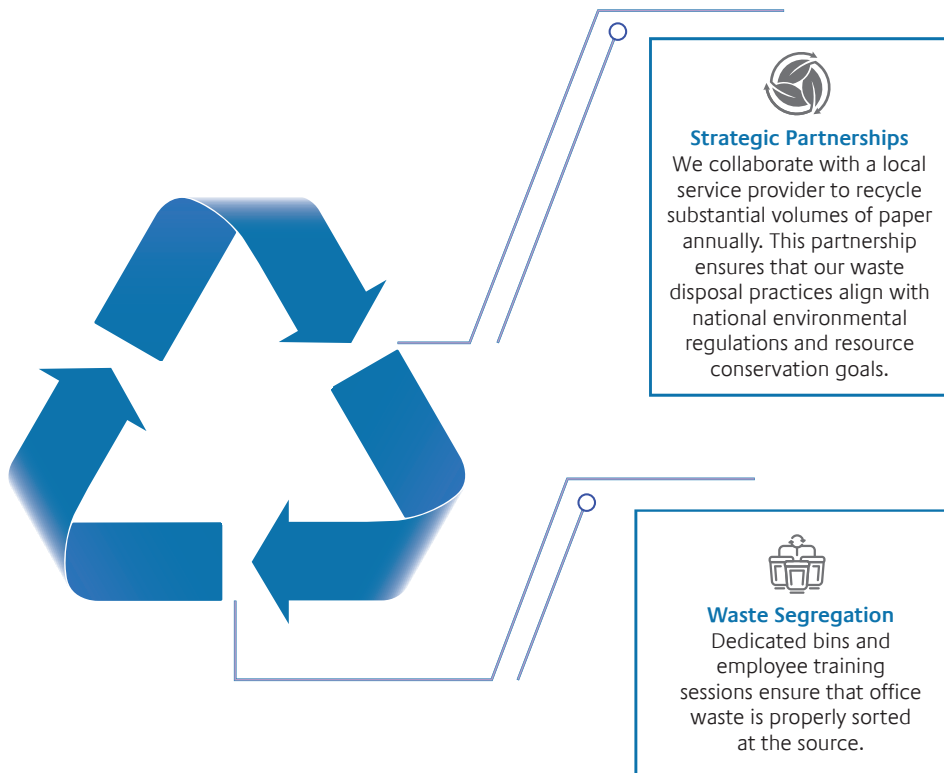
• Digital Transformation: Reducing Paper Waste:

We actively leverage technology to eliminate physical waste from our value chain. By moving customer and internal interactions to digital platforms, we have significantly reduced our reliance on paper.



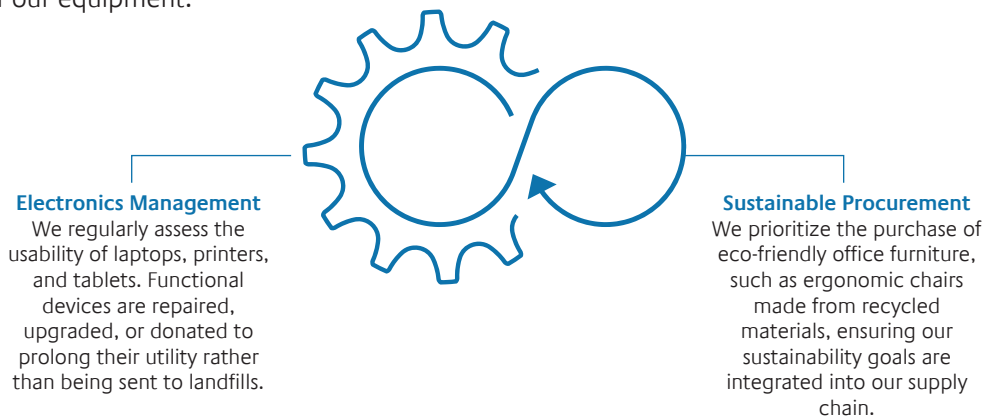
• Recycling & Operational Waste:

To ensure that waste which cannot be avoided is managed responsibly, we have established robust segregation and recycling programs across our offices.



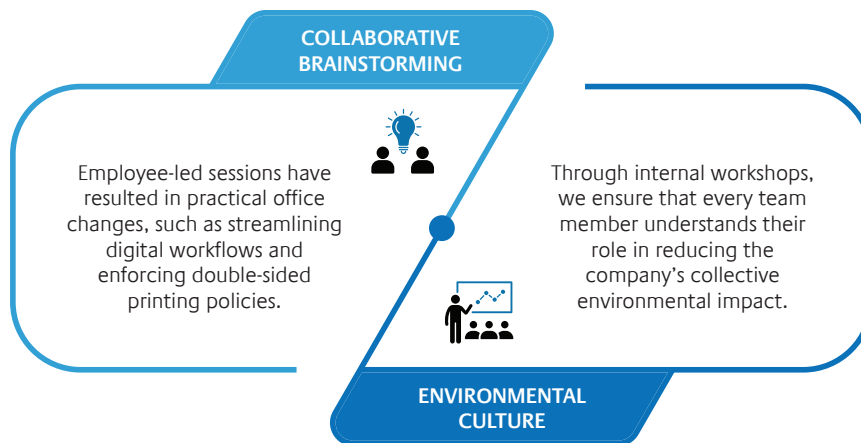
• **Circular Economy & Asset Lifecycle:**

Al Madina Takaful applies circular economy principles to its physical assets, ensuring that we maximize the lifecycle of our equipment.



• **Employee-Driven Innovation:**

Social Innovation and Social Innovation and Social Innovation and Sustainability Committee empowers our employees to lead environmental initiatives from the bottom up.



Through these initiatives, Al Madina Takaful demonstrates its commitment to responsible waste management, operational efficiency, and environmental sustainability.

6.3 WATER USAGE

Al Madina Takaful is committed to the responsible and efficient use of water across its operations, recognizing water conservation as a key component of environmental stewardship. The Company promotes prudent water use through internal controls, employee awareness initiatives, and responsible operational practices across offices and facilities.

In line with our ESG Policy, Al Madina Takaful encourages employees and service providers to adopt water-saving behaviors. Awareness initiatives, including regular email communications and educational posters, are used to reinforce conservation practices and promote mindful water consumption in daily operations.

The Company continuously seeks opportunities to reduce water usage where feasible, supporting environmental sustainability and the responsible management of natural resources.

YEAR	UNIT	2024	2025
Water Usage	M3	1,100	1,000

Through these initiatives, Al Madina Takaful demonstrates its commitment to resource efficiency and the sustainable use of water in support of long-term environmental responsibility.

7. APPENDIX



7.1 AL MADINA TAKAFUL GRI & MSX CONTENT INDEX:

Statement of use	Al Madina Takaful Company SAOG has reported in accordance with the GRI Standards for the period of January, 2025 1 - December, 2025 31
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No GRI Sector Standards apply to Al Madina Takaful

GRI Standard	Disclosureww	Location	Omission			MSX ESG Disclosure Metric	
			Requirement(s) Omitted	Reason	Explanation		
General Disclosures							
GRI 2: General Disclosures 2021	2-1 Organizational details	8-14					
	2-2 Entities included in the organization's sustainability reporting	7					
	2-3 Reporting period, frequency and contact point	7					G7 &G8
	2-4 Restatements of information	7					
	2-5 External assurance	7					G9
	2-6 Activities, value chain and other business relationships	8-14					
	2-7 Employees	49-53				S5	
	2-8 Workers who are not employees	49-53					
	2-9 Governance structure and composition	28-30				G1 &G2	
	2-10 Nomination and selection of the highest governance body	28-30					
	2-11 Chair of the highest governance body	28-30					
	2-12 Role of the highest governance body in overseeing the management of impacts	16-17				E8 &E9	
	2-13 Delegation of responsibility for managing impacts	16-17					
	2-14 Role of the highest governance body in sustainability reporting	16-17					
	2-15 Conflicts of interest	31-35					
	2-16 Communication of critical concerns	34					
	2-17 Collective knowledge of the highest governance body	20-30					
	2-18 Evaluation of the performance of the highest governance body	28-30					
	2-19 Remuneration policies	20-30				S2	
	2-20 Process to determine remuneration	34					
	2-21 Annual total compensation ratio	40-46				S1	
	2-22 Statement on sustainable development strategy	4-5					
	2-23 Policy commitments	16					
	2-24 Embedding policy commitments	16					
	2-25 Processes to remediate negative impacts	34					
	2-26 Mechanisms for seeking advice and raising concerns	34					
	2-27 Compliance with laws and regulations	33					
	2-28 Membership associations	12-14					
	2-29 Approach to stakeholder engagement	25					
	2-30 Collective bargaining agreements	-	NA	NA			
Material Topics							
GRI 3: Material Topics 2021	3-1 Process to determine material topics	20-25				G8	
	3-2 List of material topics	20-25					

GRI Standard	Disclosure	Location	Omission			MSX ESG Disclosure Metric
			Requirement(s) Omitted	Reason	Explanation	
Climate Change						
GRI 3: Material Topics 2021	3-3 Management of material topics	61-63				E3, E4, E5, E1,E2,E7 & E10
GRI 102: Climate Change 2025	Disclosure 102-1 Transition plan for climate change mitigation	61-63				
	Disclosure 102-2 Climate change adaptation plan	61-63				
	Disclosure 102-3 Just transition	61-63				
	Disclosure 102-4 GHG emissions reduction targets and progress	61-63				
	Disclosure 102-5 Scope 1 GHG emissions	61-63				
	Disclosure 102-6 Scope 2 GHG emissions	61-63				
GRI 302: Energy 2016	Disclosure 302-1 Energy consumption within the organization	61-63				
	Disclosure 302-2 Energy consumption outside the organization	61-63				
	Disclosure 302-3 Energy intensity	61-63				
GRI 305: Emissions 2016	Disclosure 305-1 Direct (Scope 1) GHG Emissions	61-63				
	Disclosure 305-2 Energy indirect (Scope 2) GHG emissions	61-63				
Financial Performance and Stability						
GRI 3: Material Topics 2021	3-3 Management of material topics	11				
GRI 201: Economic Performance 2016	Disclosure 201-1 Direct economic value generated and distributed	11				
Responsible Procurement						
GRI 3: Material Topics 2021	3-3 Management of material topics	54-55				G4
GRI 204: Procurement Practices 2016	Disclosure 204-1 Proportion of spending on local suppliers	54-55				
Water Usage						
GRI 3: Material Topics 2021	3-3 Management of material topics	65				E6
GRI 303: Water and Effluents 2018	Disclosure 303-1 Interactions with water as a shared resource	65				
	Disclosure 303-2 Management of water discharge-related impacts	65				
	Disclosure 303-3 Water withdrawal	65				
	Disclosure 303-4 Water discharge	65				
	Disclosure 303-5 Water consumption	65				

GRI Standard	Disclosureww	Location	Omission			MSX ESG Disclosure Metric
			Requirement(s) Omitted	Reason	Explanation	
Waste Management						
GRI 3: Material Topics 2021	3-3 Management of material topics	64-65				
GRI 306: Waste 2020	Disclosure 306-1 Waste generation and significant waste-related impacts	64-65				
	Disclosure 306-2 Management of significant waste-related impacts	64-65				
	Disclosure 306-3 Waste generated	64-65				
	Disclosure 306-4 Waste diverted from disposal	64-65				
	Disclosure 306-5 Waste directed to disposal	64-65				
Employee Development and Attracting Talent						
GRI 3: Material Topics 2021	3-3 Management of material topics	49-53				
GRI 404: Training and Education 2016	Disclosure 404-1 Average hours of training per year per employee	49-53				S3
	Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs	49-53				
	Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews	49-53				
Diversity, Equity and Inclusion						
GRI 3: Material Topics 2021	3-3 Management of material topics	40-46				S2,S3, S4,S5 & S6
GRI 405: Diversity and Equal Opportunity 2016	Disclosure 405-1 Diversity of governance bodies and employees	40-46				
	Optional: Disclosure 405-2 Ratio of basic salary and remuneration of women to men	40-46				
Local Community						
GRI 3: Material Topics 2021	3-3 Management of material topics	56-58				S11
GRI 413: Local Communities 2016	Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs	56-58				
	Disclosure 413-2 Operations with significant actual and potential negative impacts on local communities	56-58				
Data privacy and Information Security						
GRI 3: Material Topics 2021	3-3 Management of material topics	36-38				G6
GRI 418: Customer Privacy 2016	Disclosure 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	36-38				
Corporate Governance						
GRI 3: Material Topics 2021	3-3 Management of material topics	31-35				
Risk Management						
GRI 3: Material Topics 2021	3-3 Management of material topics	35-36				
Omanization						
GRI 3: Material Topics 2021	3-3 Management of material topics	46-48				
Innovation and Research						
GRI 3: Material Topics 2021	3-3 Management of material topics	59				