

ENENTO GROUP PLC

Sustainability Review

2022

Building trust in the everyday.





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# About this report

Enento Group's reporting for 2022 consists of Annual Review, Board of Directors' Report, Financial Statements, Sustainability Review and Remuneration Report.



The strongest bonds within humanity are built on trust. Sustainable economies and societies are built on trust.



For over a century, we have made sure that important decisions in your everyday life, like buying a home or growing a business, can be based on trusted data. Our core business is to collect and transform data to intelligence and knowledge that is used in interactions between people, businesses and society.



We have continued to be at the forefront in developing new data-driven solutions that power society with intelligence.

As the leading Nordic knowledge company, it is our passion to building trust in the everyday.



# About this review

Enento Group's Sustainability Review 2022 outlines the key sustainability themes, aspects, impacts and targets of Enento's sustainable actions during 2022. The primary stakeholders of the report are customers, employees, investors, society and authorities, partners, suppliers, educational institutions, industry and the general public. The stakeholders have been defined as a part of the materiality analysis.

## Reporting structure

The review begins with a brief introduction about Enento Group and its value creation process and business model. This is followed by the sustainability strategy and description of its sustainable focus areas, strategic actions and progress in 2022 and how they support the Group strategy. After that, a detailed introduction about the results from stakeholder dialogues and materiality analysis as well as management of material topics are presented.

## Reporting principles and practices

This review has been prepared in accordance with the Global Reporting Initiative (GRI) standards. The review is based on published data and any GRI indicators mentioned can be found in the GRI content index at the end of the review.

Enento Group Oyj consists of three legal entities in Finland: Enento Group Oyj, Suomen Asiakastieto Oy and Emaileri Oy, three entities in Sweden: Proff AB, UC Affärsinformation AB and UC AB and one

entity in Norway of Proff As and one entity in Denmark of Proff Aps. All sustainability work within all these entities are summaries under Enento Group Oyj and in the yearly sustainability review for Enento Group. The Director of Marketing and Communication is responsible for the sustainability work within Enento and has the responsibility to collect and consolidate all information together with the project manager for sustainability and the cross functional Nordic working streams.

The financial information is published in accordance with the International Financial Reporting Standards (IFRS). The figures in the review cover all entities of Enento Group. Environmental reporting is based on guidelines established by the Greenhouse Gas Protocol (GHG protocol) Corporate Standard. It covers other businesses such as travel, commuting, office facilities and hosting & data services in Finland, Sweden, Denmark and Norway. Figures for subcontractors have not been included in the report. The reporting period is based on the calendar year and the reporting sequence is annual (1 January – 31 December). Enento's sustainability work is also described in the Annual Review and the Board of Directors' Report of 2022.

## Assurance of the review

There is no external assurance of the sustainability indicators. Economic responsibility metrics are compiled from information based on the Board of Directors' Report and the consolidated Financial Statements of 2022 that PricewaterhouseCoopers have audited. The Executive Management Team have approved the reported information in the Sustainability review.

## Publication of the review

This is Enento Group's third Sustainability Review although the corporate responsibility section has been a part of the Annual Report since 2015, and the Report on non-financial information (NFI) has been a part of the Board of Directors' Report since 2018. The Annual Sustainability Review of 2022 is published in Finnish and English as a PDF document on Enento's website ([www.enento.com](http://www.enento.com)) on 6th March 2023. Contact point for questions regarding the review: [ir@enento.com](mailto:ir@enento.com).

# Enento in brief

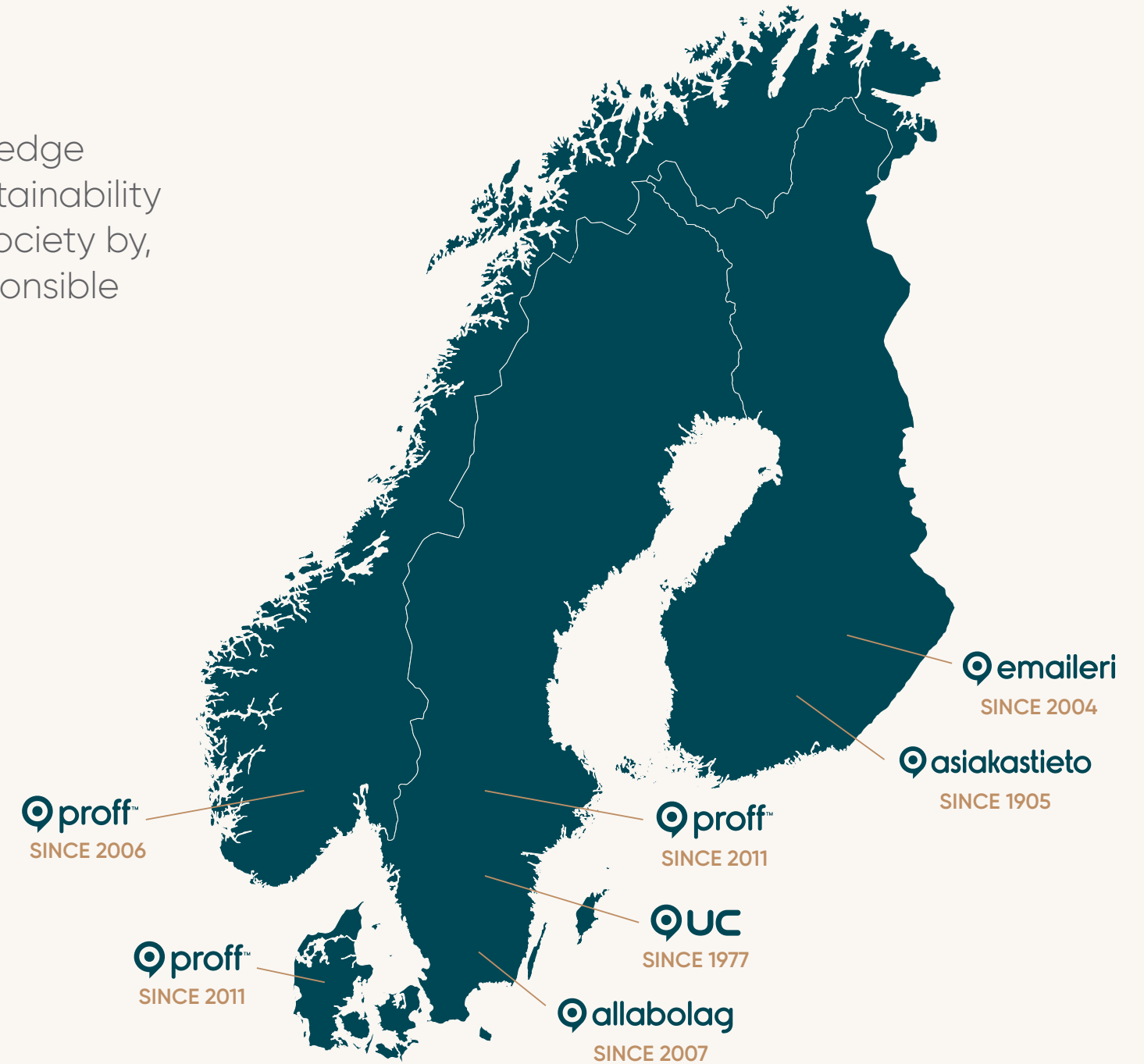
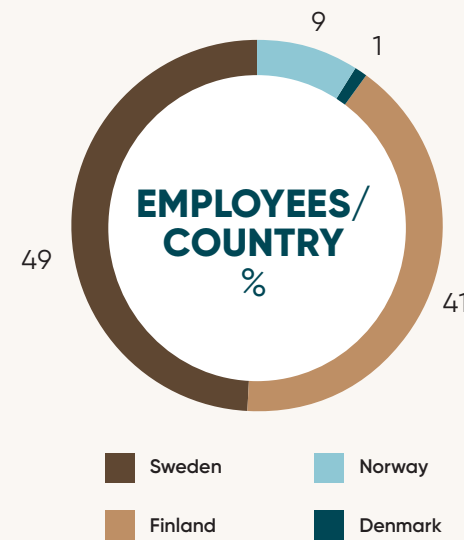
Our core business is to collect and transform data into intelligence and knowledge which are used in interactions between people, businesses, and societies. Sustainability is at the core of Enento’s business. The Group contributes to sustainability in society by, for example, preventing over-indebtedness and helping customers make responsible and sustainable decisions.

**Enento Group** is one of the leading providers of digital business and consumer information services in the Nordic countries. Enento’s roots reach all the way back to the inception of the Finnish credit management industry when Enento’s predecessor was founded in 1905 by the largest Finnish banks, wholesalers and retail chains.

Enento’s products and services are primarily used for risk management, finance and administration, decision-making and sales and marketing purposes. Our customers are large companies within finance and banking, as well as wholesale, retail sector, small companies and consumers. We offer a broad selection of services that are based on our comprehensive database. Data is acquired from several data sources as well as through our own data gathering processes. Our products range from basic report extracts to sophisticated risk management solutions.

Enento Group has been listed on Nasdaq Helsinki since 2015. In June 2020 we changed the name from Asiakastiето Group to Enento Group.

### ENENTO EMPLOYEES IN 2022





# Enento Group Plc 2022

Building trust in the everyday.



## NEW SERVICES LAUNCHED

AMOUNT IN 2022

31



### NET SALES

31.12.2022

167,5 EUR million

### ADJUSTED EBITDA

31.12.2022

61,2 EUR million



### MARKET CAPITALISATION

31.12.2022

514 EUR million



### EMPLOYEES

In average

447



### CONSUMER CUSTOMERS

Nearly

500 000



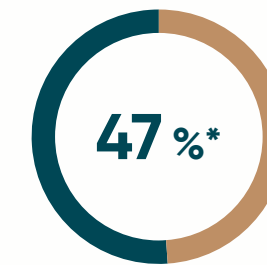
### CORPORATE CUSTOMERS

Nearly

76 000

## Our services

We operate under three Business Areas – Business Insights, Consumer Insights and Digital Processes.

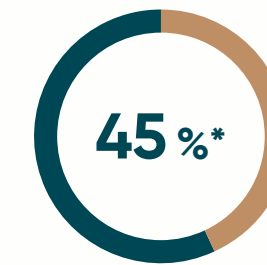


### BUSINESS INSIGHTS

**Enterprise Solutions** is responsible for service offering and development for the strategic and large customers in the key customer verticals, including banking and finance.

**Premium Solutions** business line provides business information services for the needs of SMEs.

**Freemium Solutions** develops freemium-model business information websites in all Nordic markets.

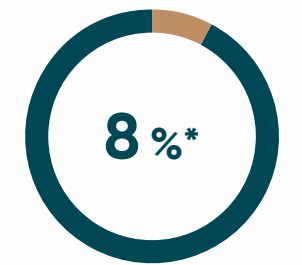


### CONSUMER INSIGHTS

**Credit Information** services are primarily used for credit evaluations, risk management, administration and decision-making. Serves several industries, the largest ones including finance and banking as well as e-commerce, oil and energy sectors.

**Consumer Information Marketing** information for sales and marketing departments, finding prospects, enhancing data in for example CRM systems.

**Direct to Consumer** develops and provides leading consumer information and id-protection services in Sweden and Finland.



### DIGITAL PROCESSES

**Real Estate and Collateral Information** include information on real estate and apartment, buildings and their valuation as well as solutions to automate collateral management processes and digitalizing the management of housing transactions.

**Compliance Services** include services to identify companies' beneficial owners and politically exposed persons.

\* % of Group net sales 2022



# Sustainability highlights 2022

Our passion is building trust in the everyday. We do so by providing high quality services within responsible lending, compliance, sustainability and ESG information, sales, marketing and sharing data and knowledge with the public. We are also engaging our employees towards Enento's net zero target to decrease our own carbon footprint.



### 74% DECREASE OF OUR CARBON EMISSION COMPARED TO BASE YEAR 2019

This year we have focused to lower our IT emissions further towards our long term target of becoming Net Zero by 2030.



### SUSTAINABILITY DAY FOR WELL-BEING

All employees at Enento received one extra free day for wellness and taking extra care of oneself. We continued with the weekly health hour - one hour off per week for exercise and wellness.



### 37.5 MILLION CONSUMER INQUIRIES

were managed using data from our consumer credit registers in Finland and Sweden to support responsible lending practices.



### LAUNCHING SUSTAINABILITY DATA SERVICES IN THE SWEDISH MARKET

During 2022 we launched the ESG Report covering sustainability data of all limited companies in Sweden for decision making, as well as a climate risk data service for housing evaluation.



### WE EDUCATED MORE THAN 600 YOUNG ADULTS

In Finland and Sweden we continued to educate young adults in private finances through our concepts TarkkaFyrkka and The Bill.



### WE REACHED 25 IN NET PROMOTING SCORE (NPS)

Measuring customer loyalty for all our B2B customers (SME, micro companies and Large customers).



### CUSTOMER OPERATIONS

During 2022 our customer operations supported and educated more than 240 000 people from the general public about credit reports and private finances, in addition to all other customer support calls with our existing consumer customers and company customers.



### WE REACHED A NORDIC TRUST INDEX OF 75% in our yearly employee survey and we continued to be a Great Place To Work certified company.





# CEO word



## High-quality compliance and sustainability data are becoming increasingly essential

2022 was my first year as CEO at Enento. It has been an intense and rewarding time, providing a fantastic opportunity to get to know Enento's committed colleagues and our great customers. I am very proud of being part of a company with such strong customer relationships. Collaboration with our customers is central as we continue to aim for superior customer experience by developing new services and keep on focusing on operational excellence.

In my working life I have always strived to develop business solutions that create great value for both customers and society. At Enento I feel that I truly make a difference. Enento is one of the leading providers of digital business and consumer data in the Nordics and we are aiming for the position of being The Nordic knowledge company. Our role is to build trust in the everyday between people, businesses and society. We enable sustainable economy by powering society with business and sustainability intelligence through sharing data, insights and knowledge. Our services promote sustainable lending and help avoid indebtedness. We provide sustainability data that enable companies and banks to comply with legal requirements and follow up on their own sustainability commitments.

In 2022, our financial results were in line with our long-term financial targets, despite the turbulent operating environment. Our net sales increased by 5.1 percent with comparable exchange rates and our adjusted

EBITDA increased by 5.9 percent from the previous year, arriving at EUR 61,2 million. The main driver for our net sales growth was our consumer credit information business in Finland and Sweden. Within Digital Processes, we saw a very high demand in compliance services. Creating stability in the market is now more relevant than ever. High-quality compliance and sustainability data is becoming increasingly essential and our ESG services enable companies to promote transparent business operations.

This year we launched our first ESG product in Sweden, a report with sustainability information about all limited companies in Sweden. In Finland, we continued to further develop our ESG offering, which we have provided to our customers in Finland for four years. For example, our Finnish customer Lähi-Tapiola, will use Enento ESG data collected from their corporate lending customers in all their future financing decisions. In Sweden we were first on the market to launch climate risk data for real





estates located close to water areas. Swedish customer Borgo, a financial mortgage company, use our climate data to classify their mortgage portfolio based on climate risks. Read more about our customers Lähi-Tapiola and Borgo on page 25-26.

In Sweden and Finland our operations within consumer credit business contributes to decreasing over indebtedness in society. In 2022 37.5 million consumer inquiries were managed using data from our consumer credit registers in Finland and Sweden. I am very proud to say that we continued to invest in our educational program for young people, The Bill in Sweden and TarkkaFyrkka in Finland, and educated more than 600 young adults and 100 teachers as part of the programs. We also continued to share our expertise and market insights to the media. We partaked in articles and television on topics such as over-indebtedness as a problem among the young and trends in established companies and bankruptcies in the Nordic markets. We see that these are all important ways for us to support a sustainable economy in the society.

All colleagues at Enento are our greatest strength. We have a friendly culture and great mix of roles, personalities, cultures and a very equal distribution of men and women in leading positions. Our diversity inspires and challenges us in our everyday work. For the third year in a row Enento has received the Great Place to Work certificate in Sweden, Finland and Norway. In addition, we

were able to keep high loyalty and satisfaction among both our consumer customers and corporate customers.

Our emissions continue to be on a low level. We have decided on ambitious targets towards becoming carbon neutral in 2023 and net zero emissions in 2030. In 2022, we had a total decrease of 74 percent of emissions compared to our baseline year 2019. This is however in total higher than in 2021, which is mainly due to post-pandemic effects and going back to office. We are proud to say that we have limited some key sources such as emissions from IT equipment and implemented a new IT equipment policy with criteria for purchasing, repair and re-use. For 2023 we will continue to identify and implement necessary actions to keep our emissions from travelling and our offices at an acceptable level.

Enento has a strong market position in both Finland and Sweden, and we are in a good position to grow our market share in these markets as well as both Norway and Denmark. I am very much looking forward to 2023 and to continue our journey towards a sustainable economy in the society together with all colleagues, partners and our customers.



Jeanette Jäger

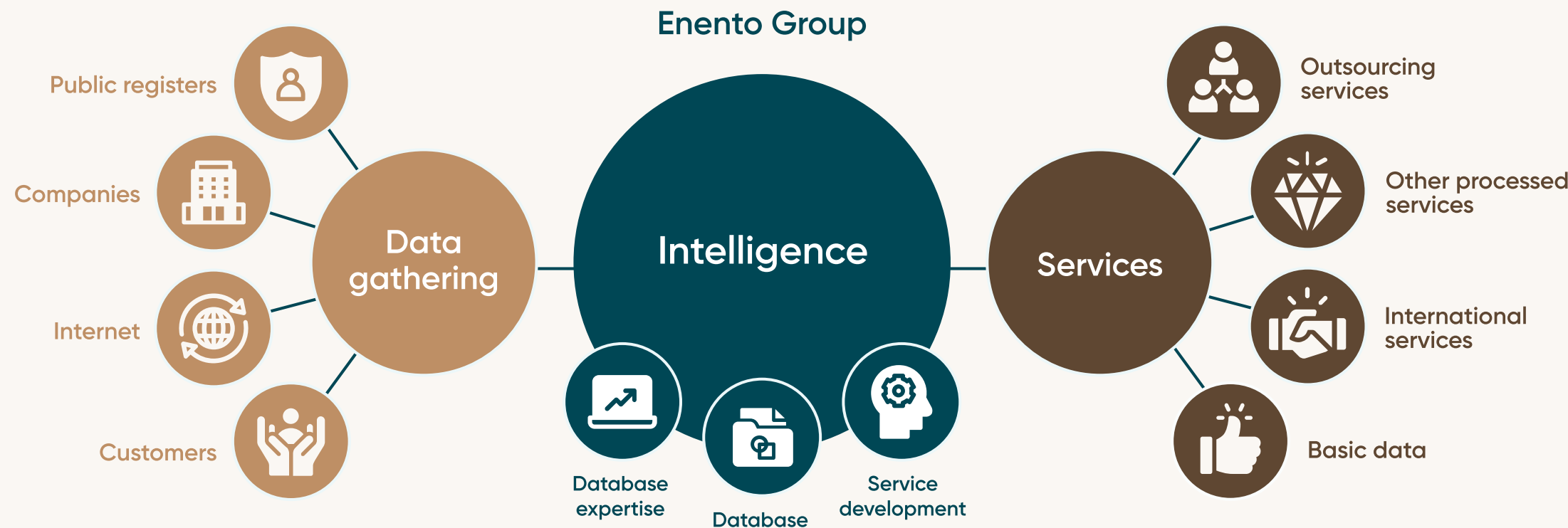


## Enento business and value creation model

For over a century, we have made sure that important decisions in our everyday life, such as purchasing a home or developing a business, can be based on trusted data. Our core business is to collect and transform both business and consumer data to intelligence and knowledge which are used in interactions between people, businesses and society.

For small businesses, larger businesses and banks, we offer services to increase sales and boost marketing, efficient decision making, real estate processes and services to identify and show the value of your company. We provide company credit information and consumer credit information, services with real estate information, competition and field reports, and

valuation reports of companies. For consumers, we offer personal finance and credit information services, as well as services to help detect and prevent fraud following an identity theft. We provide our services in Finland, Sweden, Norway and Denmark.



### Our competitive advantages

#### DATA SOURCING

- Known and reliable brand
- Advanced data processing capabilities
- Experience in scraping data from unstructured sources

#### DATABASE

- Database built on granularity
- Great quality data

#### PRODUCTION

- High service availability and quality
- High security and privacy standards

#### SERVICE DEVELOPMENT

- Excellence in combining different data universes
- Excellent capabilities to build models and algorithms
- Excellent dialogue with our customers
- Ability to launch unique services (e.g. ESG report)

#### DISTRIBUTION AND SALES

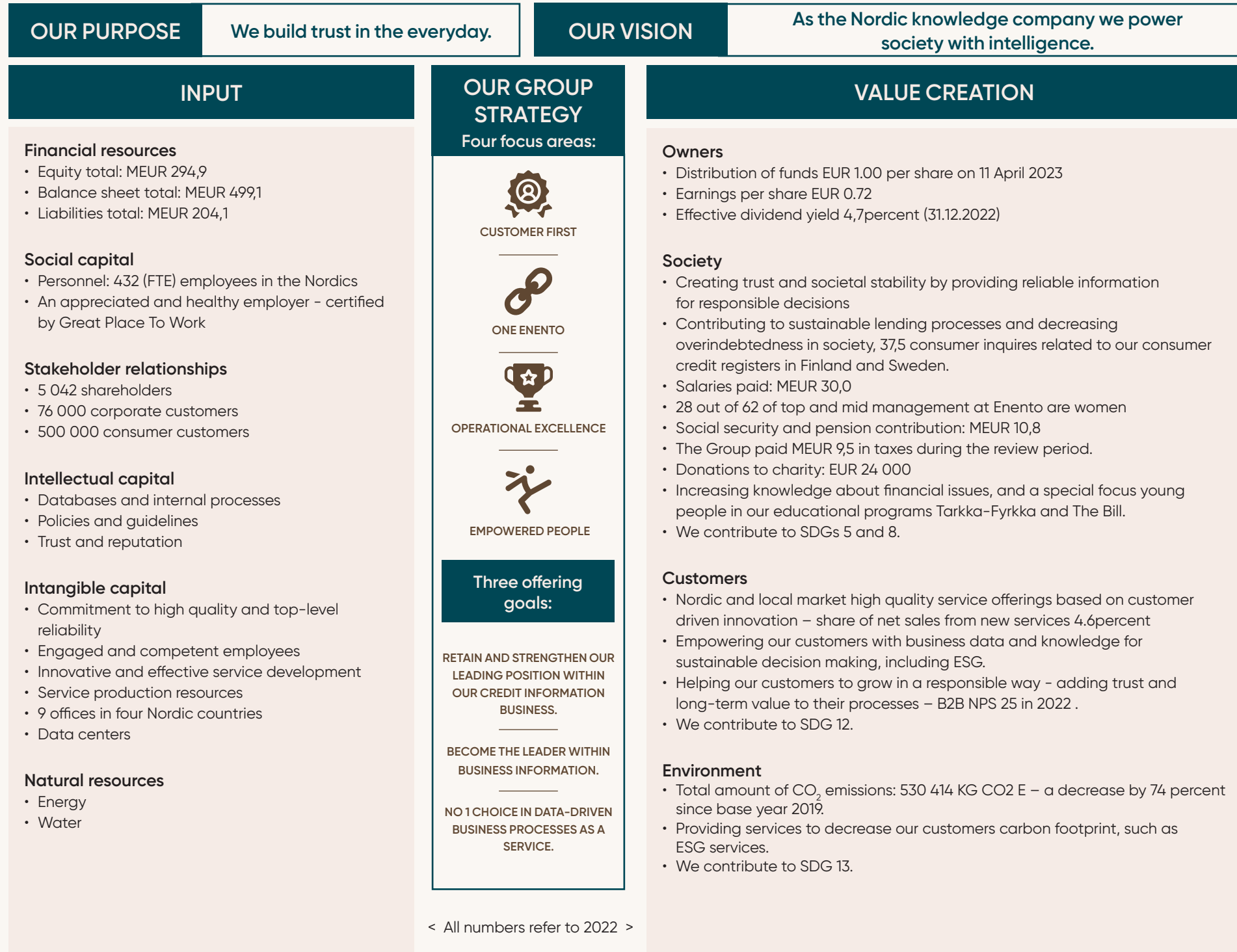
- Services integrated into customers business processes
- Our freemium business information websites have more than 6 million unique visitors per month



# Our value creation model:

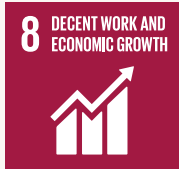
We power people, businesses and society with data and intelligence you can trust.

We power society by helping our customers to make the best possible business decisions and for their own lives, based on reliable data. Our credit information, scoring and decisioning services are market leading in both Sweden and Finland, and we are a substantial partner to banks and financial institutions in their work with responsible lending and preventing over-indebtedness in society. At the same time, we provide business information within areas such as fraud prevention, compliance and sanctions list, ESG (environmental, social and governance data) and climate risk valuation that support companies around the Nordics to act more responsible and be sustainable. We contribute to the UN Sustainable development Goals (SDGs) 5, 8, 12 and 13.



< All numbers refer to 2022 >

**OUR VALUES: WE BUILD TRUST, WE CARE AND DARE, WE GROW TOGETHER**

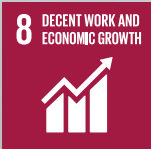




# Sustainability strategy



*We have committed to the United Nations Sustainable Development Goals*





# Sustainability strategy

## Sustainable economies and societies are built on trust.

As society is facing new and increasingly complex challenges, such as climate change, macro-economic instability and the exposure of vulnerable societal groups, we are determined to be part of the solution. Therefore, we always need to evolve and be at the forefront in developing new data-driven solutions that meet the needs of our customers both today and tomorrow.

### Our Group strategy for sustainability

Our sustainability strategy and actions are supporting our overall business group strategy, in order to deliver on long- and short-term expectations from our customers, shareholders and other stakeholders in society that our business have an impact on. The sustainability strategy and targets are based on our updated materiality analysis performed during the fall of 2022 and aligned with our Group strategy for 2020 –2023. Read more about our Sustainability strategy and targets on page 13.

In addition to our overall ambitions for each sustainability focus area, we have added several sustainability KPIs for 2023 to better follow up on progress and results of our sustainability work.





### How we work with our strategy

The sustainability strategy consists of four focus areas which cover the environment, social impact and governance. We support the UN Sustainable development goals (SDGs). The focus areas are related to our direct impact to decrease our own environmental footprint and being an empowering and sustainable workplace. They are as well related to our indirect impact as an enabler of a sustainable economy, by providing services to our customers that support them to become more sustainable and decreasing over-indebtedness in society. During 2022 we have focused on reaching our ambitions with overall good results.





# Sustainability strategy

OUR PURPOSE	WE BUILD TRUST IN THE EVERYDAY BETWEEN PEOPLE, BUSINESSES AND SOCIETY			
STRATEGIC SUSTAINABILITY FOCUS AREAS	 <p>ENENTO GROUP AS AN ENABLER OF A SUSTAINABLE ECONOMY</p>	 <p>ENENTO GROUP'S PRODUCT DEVELOPMENT OF SUSTAINABLE SERVICES</p>	 <p>ENENTO GROUP'S ENVIRONMENTAL IMPACT</p>	 <p>ENENTO GROUP AS A SUSTAINABLE WORKPLACE</p>
AMBITIONS	<ul style="list-style-type: none"> <li>→ Powering society with business, consumer and sustainability intelligence by sharing data, insights and knowledge to customers (B2B and B2C), the general public and young adults.</li> </ul>	<ul style="list-style-type: none"> <li>→ Develop customer needs-driven services based on Nordic business and ESG data.</li> </ul>	<ul style="list-style-type: none"> <li>→ Ensure that we continue to keep our CO<sub>2</sub> emissions from business travel and commuting at a low level.</li> <li>→ Continue to decrease our energy consumption related to our offices, IT equipment and data services.</li> </ul>	<ul style="list-style-type: none"> <li>→ Strengthening our internal culture based on trust and equality - living by the values: We Build Trust, We Grow Together and We Care &amp; Dare.</li> </ul>
ACHIEVEMENTS 2022	<ul style="list-style-type: none"> <li>→ 37.5 million of consumer inquiries were managed to support responsible lending by using data from our credit registers in Finland and Sweden.</li> <li>→ 700 young people and adults participated in our workshops/trainings (1 100 in 2021).</li> <li>→ 2619 mentions of Enentodata and insights about the Nordic market and society in the media (2320 in 2021)</li> <li>→ Our customer service answered about 240 000 calls or messages to support and educate general public daily about financial issues (180 000 in 2021).</li> </ul>	<ul style="list-style-type: none"> <li>→ NPS B2B: 25 (29 in 2021)</li> <li>→ NPS B2C: 7 (-2 in 2021)</li> <li>→ Share of net sales from new services 4.6 percent</li> <li>→ Uptime of services/SLA 99,93 (99,98 in 2021)</li> <li>→ 1,3 million Nordic companies of whom we have ESG data collected (700 000 in 2021)</li> </ul>	<ul style="list-style-type: none"> <li>→ Total amount of carbon emissions: 530 414 kgCO<sub>2</sub>e – decreasing by 74 percent from benchmark year 2019 (370 439 kgCO<sub>2</sub>e in 2021.)</li> <li>→ Travelling and commuting: 339 251 kgCO<sub>2</sub>e - decreasing by 77 percent from benchmark year 2019 (127 073 kgCO<sub>2</sub>e in 2021).</li> <li>→ IT equipment: 77 656 kgCO<sub>2</sub>e – decreasing by 43 percent from benchmark year 2019 (156 777 kgCO<sub>2</sub>e in 2021).</li> <li>→ All offices, including home office: 62 265 kgCO<sub>2</sub>e – decreasing by 66 percent (46 360 kgCO<sub>2</sub>e in 2021).</li> </ul>	<ul style="list-style-type: none"> <li>→ 75 percent in Trust Index (79 percent in 2021) and Great place to work certified.</li> <li>→ 47 percent women and 53 percent men in leading positions of the company (44 percent women and 56 percent men in 2021).</li> </ul>
TARGETS FOR 2023	<ul style="list-style-type: none"> <li>→ Increase the number of young people and adults participating in our workshops and/or using our educational material from TarkkaFyrkka and The Bill, compared to 2022.</li> <li>→ Increase number of articles in the media using our local and Nordic data compared to 2022.</li> </ul>	<ul style="list-style-type: none"> <li>→ Increase of NPS score, B2B and B2C, compared to 2022.</li> <li>→ Increase share of net sales from new services compared to 2022.</li> <li>→ Continue to develop sustainability services for different business needs and scale-up ESG services in the Nordics.</li> </ul>	<ul style="list-style-type: none"> <li>→ Reaching carbon neutrality.</li> </ul>	<ul style="list-style-type: none"> <li>→ Increase Engagement index score compared to 2022.</li> <li>→ Increase eNPS compared to 2022.</li> </ul>



# Enento supports the UN Sustainable Development Goals

Enento Group has committed to contribute to four of the United Nations' 17 Sustainable Development Goals (SDGs) through our sustainability strategy.



## GENDER EQUALITY

- We support the SDG target 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life.
- As an employer we stand for diversity and gender equality. We always strive for a culture where everyone can be themselves and are treated equally regardless of gender, gender identity or expression, ethnicity, religion or other belief, disability, sexual orientation, or age.
- We strive for having a high level of diversity of men and women in leading position, including executive management team and the board.
- We are certified as a Great Place to Work.



## DECENT WORK AND ECONOMIC GROWTH

- We support the SDG target 8.10 Strengthen the capacity of domestic financial institutions to encourage and to expand access to banking, insurance and financial services for all.
- Sustainable economies and societies are built on trust. We are creating trust and societal stability by providing reliable information and services for responsible decisions, that give companies and people the best opportunities to manage their finances.
- We work pro-actively with educational programs in Sweden and Finland to help young people get increased knowledge about financial issues, for a better future and to avoid financial pitfalls.



## RESPONSIBLE CONSUMPTION AND PRODUCTION

- We support the SDG target 12.6 to encourage companies to adopt sustainable practices and to integrate sustainability information into their reporting cycle.
- Enento contributes to sustainable lending processes and helps decreasing over-indebtedness in society, by supporting and consulting consumers and entrepreneurs about payment defaults and improving their financial skills.
- Digital services refined from the Enento Group's data improve the efficiency of customers' operations, increase responsibility, and reduce customers' carbon footprint.
- Focus areas in future development will include, for example, the development of Nordic sustainability services to help customers make sustainable decisions.
- We work to reduce and recycle of own waste and energy consumption in our offices.



## CLIMATE ACTION

- We support the SDG target target 13.3 Build knowledge and capacity to meet climate change.
- Enento has set a group-level target of becoming carbon neutral by 2023 and net zero emissions by 2030.
- We support our customers to make responsible and sustainable decisions by providing data and knowledge.
- This target has been changed from 2021 in line with our updated materiality analysis and strategy, to support our own emission targets as well as customer offerings.





“

*Sustainable economies and societies are built on trust.*

# Sustainable economy



FOCUS AREA:

**SUSTAINABLE ECONOMY**

# Enabling a sustainable economy

Enento contributes to a sustainable economy in society and develops services that gives companies and people the best opportunities to manage their finances. With high quality services and trusted data, dreams can be built on a sustainable foundation. Increased knowledge helps both people and companies avoid financial pitfalls.

## Decreasing over-indebtedness for over 100 years

We prevent over-indebtedness in society since 1905 when we were established. We support sustainable lending by providing information and tools that enable companies to make sustainable credit decisions. We offer support to people and companies when they face problems with their finances.

helps businesses and consumers make responsible decisions.

We monitor changes in society and proactively develop services that respond to them. We take part in the social debate and regularly share unique data and insights about what society and companies can do to prevent over-indebtedness and providing Nordic business and market insights. We offer our expertise and knowledge that benefits the society.

## Our data creates value and trust

Our services affect countless important decisions in society. Supporting a sustainable economy is the starting point for Enento Group's operations. Our services are based on reliable information that

In addition, our comprehensive customer service answers about 20 000 calls and messages every month from individuals whom are not our customers today. This means that we support and educate the general public daily. Our customer service additionally helps our existing users and customers.



FOCUS AREA:

**SUSTAINABLE ECONOMY****We educate young people in private finances**

Since 2011, we have developed financial management lectures and teaching materials for young adults. Our payment default statistics show that over-indebtedness is a problem that often starts at an early age. The need to teach financial management has clearly emerged in the social debate and research. We think we have a very important role to play in helping young adults create a financially sustainable future for themselves, by sharing our knowledge and tools for managing one's own private economy.

In Finland the name of our educational program is TarkkaFyrkka and the name in Sweden is The Bill. In 2022 we educated about 700 people in Finland and Sweden. The aim of the programs are to provide material to young adults with basic knowledge of credit information, payment defaults and management of their own finances. We have developed a workshop and webinars to give tools for adults working with young adults to educate them without our presence. The main target group has changed from young adults to the people who work with them. This makes it possible to scale the TarkkaFyrkka and The Bill content more.

An important part of sustainability work is how we can help people visiting our websites and contacting our customer services. We have developed Q&A content and tutorials about payment defaults and how to check your credit information.

The credit information act changed in Finland by the end of 2022. The largest change is that the payment default will be removed from the register after 30 days when the payment default is paid, and Asiakastieto receives a notice of it. This has caused significant increase of contacts to our customer service. With our tutorials and video material, we were able to pro-actively give answers to many of the questions from consumers.

**CASE****Educational programs****TARKKAFYRKKA – FINLAND**

During 2022 our TarkkaFyrkka program in Finland consisted of 19 workshops in schools and two webinars for those working with young adults. With the 19 school visits we reached 436 students and 19 teachers. We taught the students about personal finance and how to handle a potential situation when you or someone close to you are at risk ending up in a bad financial situation. The main purpose of the lessons is to provide the students with tools to seek help in time.

We had two webinars for adults working with young adults, one for school personnel and the other one for people working with the youth after school. In total 86 adults participated in these webinars. The idea of the webinars was to provide teachers with knowledge on how they can handle personal finance related issues and support young adults with their concerns. During the year we also built material bank for free downloading, to enable teachers, curators, psychologists, youth workers, etc. to better guide young adults on financial matters.

**THE BILL – SWEDEN**

In 2022, The Bill program focused on producing digital learning content as well as our collaboration with Powerhouse, a part of Fryshuset in Stockholm. Powerhouse and Fryshuset Foundation is a non-profit organization that is religiously and politically independent, operates in several locations around Sweden and focuses on empowering young adults from different backgrounds through training and development. During 2022 we attended their Camp Connect event, that focuses on economy, in Stockholm to talk about and discuss private economy with the youths in attending.

During the year we produced several videos explaining financial inquiries in a educational and fun way to young audiences. The videos were created based on questions earlier received from young adults and aimed at advising them on how to manage their own finances successfully. The content was published on Frushuset's website. Our educational video about how to handle your private economy has been viewed by over 174,074 unique visitors. The development of digital content will continue in 2023 to ensure even more efficient spread of information.

We also continued our collaboration with the digital app Gimi. We participated in forums with other experts and produced educational material on how to prevent over-indebtedness among young adults as well as promoted a sustainable lending process. In Sweden we offered all young adults aged between 18 and 21 years old a free version of our service Kreditkollen.





FOCUS AREA:  
**SUSTAINABLE ECONOMY**

**Plans and targets for 2023**

We will continue to develop TarkkaFyrkka and the Bill to find new ways of scaling up the influence and impact of our projects. In Finland, we will focus on reaching more teachers with our lessons.

We believe that the best results are gained when young people are included in the planning of our courses. Involving them enables us to target the right problems and focus on the things that really make a difference. Our aim is to find better ways to collect feedback from course participants, among others. We will also further investigate how we can reach risk groups of young adults, e.g., by providing our educational material in additional languages and in digital channels.

As a part of our projects, we are continuously looking for new partners, such as other financial companies or organizations, that share our goal of making young adults more economically aware and less exposed to over indebtedness. We also have an ambition to increase our digital activities such as the educational information we provide on ungdomar.se in collaboration with Fryshuset.

We are always trying to find new ways to provide media with qualitative insights and analysis to increase the knowledge regarding the economic situation in the Nordics. It is related to individuals, young adults and the society at a whole. Therefore, in 2023, we have set a new target to increase media coverage using our data.



**Key figures 2022**

<p><b>700 young people and adults participated in our workshops/trainings</b> (1100 in 2021)</p>	<p><b>Adding trust to our business relationships - NPS B2B score of 25 in 2022</b> (29 in 2021)</p>
<p><b>37,5</b></p> <p><b>million of consumer credit inquiries using data from our credit registers in Finland and Sweden</b></p>	<p><b>2 619</b></p> <p><b>mentions of our data in the media</b> (2320 in 2021).</p>
<p><b>Our customer service answered about 240 000 calls or messages to support and educate general public about financial issues in 2022</b> (180 000 in 2021).</p>	

**Targets for 2023**

<p><b>INCREASE</b> the number of young people and adults participating in our workshops/using our educational material compared to 2022.</p>	<p><b>INCREASE</b> number of articles using our local and Nordic data compared to 2022 (Sweden and Finland).</p>
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**Interview with KTH professor Annina Persson**

Professor KTH School of Architecture and the Built Environment (ABE), Real Estate and Construction Management and Sustainable Finance Lab, Sweden



**WHAT IS RESPONSIBLE CREDIT AND WHY IS IT IMPORTANT?**

Responsible credit benefits the whole society. At the very core is good lending practices in order to prevent for example high interest rates, aggressive marketing and unclear or even misleading lending terms. In Sweden the credit market is not only regulated by laws and regulations but also by non-binding general guidelines from the supervisory authorities. However, as the guidelines do not have exactly the same content the guidelines can be interpreted in different ways for different lenders, despite the fact that it is a similar type of credit and these credits are offered on the same market.

In Sweden, which is the focus of my research, the total debt amount has increased for the last ten years. According to numbers from the Swedish Enforcement Authority in 2022 debt has increased among the young 18 - 25. As I travel a lot in my work to meet with professors from different parts of the world, I have observed that in many countries the technical development, digitalization and changed consumer behavior of the credit market is making a new generation grow up in a consumer culture that is very much based on "buy now, pay later". This is why education and knowledge, but also political actions to manage the market and handle the problems behind, is critical.

**WHAT ACTIONS WILL BE NEEDED FOR AN INCREASINGLY RESPONSIBLE, AND SUSTAINABLE, CREDIT MARKET?**

In Sweden the government is at the moment investigating what solutions there are to target the negative trend we see today of over-indebtedness in our country. I hope that their conclusion will be that this is a very complex area that needs to be looked into from several angles. For example, in some municipalities there are still people standing in line to receive help and debt-free advice on how to handle their debt-situation. Other options that could be investigated are the period of limitation for claims (which is much shorter in many countries than in Sweden), and changing the order of payment so that paid-in amounts on the original loan may be settled before interest and other costs and not the opposite as it is now. There is obviously a political will, but what we need now is meaningful political actions. The long term costs both for the individuals and the society are tremendous if not handled in time.



FOCUS AREA:  
**SUSTAINABLE ECONOMY**

# Let's hear some thoughts

CASE

## Interview with Heikki Ruponen

Responsible of TarkkaFyrkka for Enento in Finland



### WHY ARE ENENTO FOCUSING ON YOUNG PEOPLE FOR OUR EDUCATION PROGRAMS ON PRIVATE ECONOMY?

It is important to teach young people about private economy because there is still good opportunity to affect their future life. When a young person is knocking on the door of adulthood, they will gain liberties but also responsibilities. We want to educate young people so they can avoid financial problems, but also encourage them to seek help on time if they have money related worries. Economic problems can cause shame and self-accusation. It is crucial to support young people and show that there are ways of getting financial balance and life back on track. Enento has a big role in Nordic societies, so we feel that it is important to do our own bit in personal finances education.

CASE

## Interview with Mimmi Leander

Operational Manager at Powerhouse (a part of Fryshuset)



### WHY IS IT IMPORTANT TO TARGET YOUNG PEOPLE FROM SOCIOECONOMIC VULNERABLE GROUPS WITH EDUCATION IN PRIVATE ECONOMY?

Today there is a "knowledge gap" in society. Not all kids and young people do get the same possibilities to learn about how to handle their economy in the best way, since it is today very dependent on what you learn from home. We need to fill out that gap and create confident and hope for the future.

CASE

## Interview with Urpo Uusitalo

Partnership Manager at Youth Academy, Finland



### WHAT ROLE DO BUSINESSES PLAY IN MAKING YOUNG PEOPLE MORE AWARE OF THEIR OWN PRIVATE ECONOMY?

Businesses have an important role to play since businesses are present in young people's lives. Young people are in contact with hundreds of businesses every day and they have an influence on what young people think and the kind of values that young people adhere to. Young people need to understand the true cost of taking short term loans and the consequences it has on their private economies, and loan companies have a responsibility to be transparent on providing that information. Young people are the customers and consumers of the future!





*We help companies and consumers to make sustainable decisions.*

# Sustainable services



FOCUS AREA:

**SUSTAINABLE SERVICES**

# Development of sustainable services

Based on our strong position in the Nordics and extensive experience in consumer and business information data, we can develop new innovative services with the customers' and society's needs in focus.

## High quality data to support sustainable decisions

Our products add value to our customer's business processes. We provide important data with high quality which builds trust by, for example reducing credit and business risks and by supporting sustainable lending.

By using our solutions for collecting and organizing sustainability and ESG data we do as well help customers to make sustainable decisions. Other examples of product offerings that makes the lives of our customers easier, are our scoring models, housing valuation services, real estate data, sales and marketing insight offering and anti-fraud services which help our customers to detect and prevent fraud. During 2022 Enento's solutions for Know Your Customers have been

important because customers are able to detect companies on sanction lists. Our freemium services are used by more than 6 million monthly visitors throughout the Nordics. As part of our sustainable offering, we provide climate risk assessment of real-estate and housing, among others

## Customer oriented innovation

We are continuously launching new smart services based on digitalization and automation for the Nordic market. Our ability to process and produce high-quality data and information is one of the key success factors for our customers, and that is how we can deliver sustainable services to our customers every day. Our high-quality databases are the core



FOCUS AREA:

**SUSTAINABLE SERVICES**

in our business operations. We are using verified data in all our services, and by doing so we can make sure our services are always reliable.

We keep updated registers on loans and credits, payment defaults as well as advanced company information. The data is acquired from several public data sources, from companies themselves as well as through our own data gathering processes. Our offerings include both structured data and unstructured data.

**Focus on ESG services in the Nordics**

One of our strategic initiatives is the development of our ESG offering (Environmental, Social and Governance). ESG data is becoming increasingly important to companies, and for the financial sector it is crucial since it plays a pivotal role in driving the transformation towards a sustainable society. The regulation is developing rapidly and already affecting more and more companies, either directly or indirectly. The EU taxonomy together with the new corporate sustainability reporting directive (CSRD) and European sustainability reporting standards (ESRS) are

accelerating the sustainability development also in the entire supply chain and therefore the need for collecting reliable ESG data and CO<sub>2</sub> data will expand from publicly listed companies to SMEs as well.

At Enento, we aim to help our customers to make better and more sustainable decisions. We believe the best and most effective way to help our customers to navigate their sustainability challenges is by offering the most accurate ESG data that is needed for risk management, decision making, procurement, accounting and customer and supplier management, as well as efficient tools to manage and monitor this data. We want to be the trusted and preferred provider of ESG data about Nordic companies and strategic partner for finance-, insurance- and retail companies in ESG data solutions.

**Launching ESG Report in Sweden**

During 2022, we successfully launched several new ESG services. Maybe the most important milestone was the launch of ESG Report in Sweden in March 2022. With that launch Enento ESG Reports are now covering Finland, Sweden and over 1,3 million

companies. In Finland we also launched ESG Check service for easy customer/partner sustainability valuation and increased the ESG data coverage in the ESG Report. As well as the ESG Service - a new online service for easy and secure ESG data reporting and data collection from companies.

Enento Group's ESG services provide the most comprehensive ESG data in the Nordic market since it covers 1,3 million companies in the Nordics. Our ESG services promotes transparent business operations and improves the competitiveness of companies that operate responsibly. We work closely with our customers, and we help them to automate their business processes. For example, in sustainable finance and sustainable lending, sustainable procurement and due diligence with our innovative and trusted ESG data solutions.

Our plans in 2023 are to continue investing in the ESG data collection and ESG service development and to scale up our offering in the Nordics. We strongly believe that the development of green loans in finance sector and sustainability requirements in public tenders, among others, will require sufficient and reliable data and accelerate the demand for ESG information in 2023.

**Our service launches in 2022 included**

**JANUARY**

A daily updated credit register in Sweden

**MARCH**

ESG report in Sweden

**MARCH**

A new improved rating model for Proff Forvalt in Norway

**APRIL**

ESG service (easy to use and free online) in Finland

**MAY**

UC Corporate Invoice in Sweden

**JUNE**

New international services (international reports, international monitoring, European Business Register and international consumer reports) in Finland

**DECEMBER**

Nordic developer portal in Sweden and in Finland



## FOCUS AREA:

**SUSTAINABLE SERVICES****A trusted partner**

Being a trusted partner that is easy to work with, putting our customers' needs first, is at the core of everything we do. We are providing comprehensive and transparent information about our services and are closely following new legislations to be compliant with regulatory frameworks. By being a long-term partner to many of our clients we create stability and trust for our customers and have a good knowledge of their needs and challenges. In this way we can truly help our partners to grow long term in a sustainable way. Being a trusted partner adds value to our customers brands.

We always maintain a high service level. Today, 90 percent of our customers says in our regular customer surveys that they receive excellent service. The blocks and slowdowns in our service management can slow down the processes for our customers and is therefore a significant risk for us, and one of our main priorities to prevent. Since it is important for us to have loyal customers who feel they get the full benefit of our services, we offer our existing customers regular educations, both product educations but also advanced educations in credit decisions and finance. In Finland, we educated about 200 customers and in Sweden we educated about 480 customers during 2022. We measure how well we succeed with being a trusted partner and how satisfied and loyal our customers are through a Relation NPS survey which we send to all our customers once per year.

To make sure we are operating our business with high quality and Nordic common processes for increased efficiency we have since

several years been working according to the quality standard ISO 9001. In 2022, we received our ISO 9001 certification approved again in Sweden and Finland.

**Responsible value chain management**

We are always taking responsibility in our service production processes. Our high standards of quality, data security, data protection and ethics includes all our suppliers and third-party delivers of data. We require that all our suppliers and subcontractors respect human rights, and that they are committed to following our Code of Ethics when entering into cooperation with us. Therefore, we work closely with all partners of our value chain and evaluate new partners from a due diligence and risk perspective. Today we require all large strategic suppliers to sign our Code of Ethics, and for 2023 our ambition is for all new suppliers and suppliers with new contracts to sign a Partner Supplier Code of Conduct. In 2022, there were no confirmed incidents of corruption.

We provide an anonymous whistleblowing service to all our employees through our intranet. The purpose is that we would like to encourage our employees to report suspicions of misconduct or any actions that are not in line with our ethics guidelines expressed in our Code of Ethics.

Enento's primary suppliers are those who deliver data to be used for our products. Secondary suppliers include consultants, suppliers of premises, data centre services, IT-equipment, marketing services, software licensing and other supplies

related to our operations. In 2022 we initiated a collaboration with one new IT partner. In 2022 we finalized a policy regarding environmental requirements towards IT equipment suppliers. In 2023 we aim to further develop our Code of Conduct for suppliers to further promote sustainable business values, both for existing and new partners.

Read more our business model and value chain in the Value creation and strategy section.

**Information security**

Information is the most important asset for Enento Group and we are dependent on having accurate and reliable information. We always need to be one step ahead when it comes to securing our customers and their customers and the end-customers' integrity and information. Therefore, Enento Group needs an organisation and processes that supports a purposeful and systematic approach to Information Security. This ensures the information's confidentiality, availability and integrity, that is critical for our business to continue our operations and reach our goals.

The information security work is governed by Enento's Information Security Policy and guidelines. All new employees and consultants will participate in mandatory information security training when joining the organisation. Continuous awareness training is delivered during the employment or assignment. In 2022 a majority of our employees, a minimum of 80 percent, completed cybersecurity training.



FOCUS AREA:  
**SUSTAINABLE SERVICES**

Read more about our management of information security in the Sustainability management section.

**Data protection**

The trust of our customers and society is critically important to us and we want to make sure our ways of processing Personal Data ensure the safety of data. Processing Personal Data according to the legislation ensures not only that we comply with the law, but we also reduce the risk to the Personal Data we process.

The right to protection of Personal Data is enshrined in article 8 of the Charter of Fundamental Rights of the EU and we at Enento Group aim to do our best to protect Personal Data. We ensure data protection and personal integrity through our policies including General Data Protection Policy, assessments of high-risk processes and by conducting Data Protection Impact Assessments. The collection, use retention, safeguarding, and disclosure of personal data is regulated in internal policies which are available to all employees.

We have a process to handle and document possible data breaches and when necessary, notify them to the Data Protection Authority. Processing activities are monitored and identified risks are documented and based on severity level targeted for remediation. In December, one of our IT vendors in Sweden had to shut down network traffic as precaution to a security incident causing some of Enento's services to be unavailable for a brief period, but the incidence was quickly resolved.

During 2022 we introduced an updated process for analysis, documentation and decision-making around Data Protection Impact Assessment (DPIA) and Transfer Impact Assessment (TIA). We further strengthened our internal competence regarding the legislation and best practice linked to GDPR through, among other things, new recruitments and local training efforts.

In 2023 we plan to update the privacy notices and general information about Data Protection on all Group websites to make them even more informative. Other activities we are planning for are preparing new GDPR training materials for the entire personnel, reviewing the DPIA process and templates as well as the data breach process in the Group and raising awareness of personal data breaches in the Group.

**Key figures 2022**

**4,6** SHARE OF NET SALES FROM NEW SERVICES

**NPS SCORE**  
(29 IN 2021)  
**25** B2B

**NPS SCORE**  
(-2 IN 2021)  
**7** B2C

  
**99,93**

**UPTIME OF SERVICES/SLA**  
(99,98 IN 2021)

**OUR ESG REPORT**  
COVER OVER

**1,3** MILLION

NORDIC COMPANIES OF WHOM WE HAVE ESG DATA COLLECTED (700.000 in 2021)

**Targets for 2023**

 **INCREASE OF NPS SCORE, B2B AND B2C, COMPARED TO 2022.**

 **INCREASED SHARE OF NET SALES FROM NEW SERVICES**



**Continue to develop sustainability services for different business needs and scale-up ESG services in the Nordics.**



FOCUS AREA:

**SUSTAINABLE SERVICES**

## Collaboration with Borgo for a more sustainable mortgage market

Climate change means that the risks of damage to properties and buildings are increasing. Damage to properties and buildings caused by climate means financial risks that must be managed both at portfolio level and in ongoing processes. The EU taxonomy's two environmental targets, which must be complied with since the turn of the year, have driven the development.

During 2022 Borgo, a financial mortgage company, started to collaborate with UC Bostad and our service UC Fastighetsrisk - to classify its mortgage portfolio based on climate risks, with a particular focus on water. UC Fastighetsrisk is a digital service that calculates a risk class for each individual property. Risk of

damage caused by climatic influences is calculated based on each object's specific conditions, for example altitude conditions and location near coasts and waterways affect the risk of water damage.



*As a challenger in the mortgage market, we want to be at the forefront and also push our own customers and the market to become more sustainable. We also think that as an actor in the mortgage market we have a responsibility to make it easier for our customers to make long-term smart decisions. In collaboration with UC Bostad, we can now manage each object based on its specific conditions. We will analyze the results and see interesting opportunities to further improve our offer and tune our credit process to provide as many favorable terms as possible, says **Peter Walldour, COO and Deputy CEO at Borgo.***

CASE





## Collecting ESG data for LähiTapiola's corporate lending customers

The interest in environmental, social and governance (ESG) data is constantly growing. The development of ESG data is one of the strategic initiatives for Enento Group. Together with LähiTapiola, we want to promote even more transparent reporting on ESG measures.

LähiTapiola uses Enento's ESG Service, which is an online service that allows companies to securely report their ESG information. The ESG Service promotes transparent business operations and improves the competitiveness of companies that operate responsibly.

CASE



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*Companies should immediately take ESG measures as part of business development and risk management and this applies especially to SMEs. We will use the ESG data collected from our corporate lending in all our financing decisions in the future, so reporting is worthwhile.*

**Matti Kiviniemi, Head of Corporate Lending, LähiTapiola**







*We are determined to do our part to fight climate change.*

# Environmental responsibility



FOCUS AREA:

**ENVIRONMENTAL RESPONSIBILITY**

# Environmental responsibility

One of the biggest threats to our environment is climate change. At Enento, we believe that it's our utmost duty and responsibility to do everything within our power to turn things around. That's why we've set an ambitious goal to do our part to take several new actions towards being carbon neutral in 2023 and to reach Net Zero emissions by 2030.

## Reaching carbon neutrality in 2023

In 2020 we decided to become carbon neutral in 2023. In 2022, we made the decision to continue our journey towards reaching Net Zero emissions in 2030. Last year we also finalized our Roadmap and Green Transition Plan towards Net Zero with targets and activities, that is found on page 29.

During the year we have continued our work to further decrease our emissions. The results show that we are well below the emission levels from our baseline in 2019, and on track to reach our target goal of carbon neutrality in 2023. During 2022 our total carbon footprint was 530 tons of CO<sub>2</sub> e, according to the market-based method. This is a decrease of 74 percent since 2019 but it's also an increase in emissions from 2021, which is mainly due to the post-pandemic situation and going back to the office.

## Changing habits of business travelling

There is still a substantial part of our emission that comes from travelling (47 percent) as well as from commuting (17 percent).

Business travelling includes flights, taxi, accommodation, and business trips made by employees in private cars which were later reimbursed by Enento Group. During the year we have continued keeping down emissions from travelling and by continuing working in hybrid model.

The group will take actions to act in line with our Environmental policy as well as our updated Business Travel policy that was implemented during 2021. This means flying as little as possible and to continue with our hybrid working model to encourage our personnel to use public transportation or rental bikes found at some of our offices, instead of commuting by car.

For 2023 we will continue to identify and implement needed actions to maintain our emissions from travelling and our offices on an acceptable level, since as a significant part of our emissions comes not only from travel but also our offices such as related to energy and food consumption. We will as well look more closely into actions for sustainable commuting and company cars.



FOCUS AREA:  
**ENVIRONMENTAL RESPONSIBILITY**

# Our path towards net zero emission

## Base year

Our sustainability program includes four main areas which are connected to the UN Global Goals we have decided to focus on. One of the areas is the UN Goal 13, Climate Action, and is connected to our ambition to reach net zero emission. This is our high level plan towards that goal. We will balance any remaining emissions through high-quality natural climate solutions that benefit people, society and the planet.

### EMISSIONS 2019, OUR BASE YEAR:

Total kg CO<sub>2</sub> emission: 2 059 619

1 476 455	Travelling and commuting
57 148	Leased vehicles
202 464	Offices and events
323 552	IT equipment and IT hosting

## Moving faster

The pandemic made our path towards net zero emission faster than expected due to less business travel during 2020.

### 2020

#### ACTIONS AND MILESTONES:

- Implemented a remote working policy.
- Took a decision about our ambition towards net zero emission.
- Established our cross-functional sustainability team.
- Implemented our first roadmap with sustainability actions.

We reduced our emissions with **69%** | Total kg CO<sub>2</sub> emission: **643 356**

### 2021

#### ACTIONS AND MILESTONES:

- Decided about a new environmental policy.
- Decided about an updated travel policy with the purpose to keep our business travelling on the low level also in the future.
- Implemented our long term hybrid work model.
- Started the work to reduce our office spaces.
- Reduced our emissions for data and hosting.

We reduced our emissions with **83%** | Total kg CO<sub>2</sub> emission: **354 086**

## Keep the low level and reach carbon neutral

Focus for those two years are to keep our low emission level also for the future. To be able to run our business we can not decrease our emissions with 100 percent but we will be able to keep the low emission level at around 80 percent.

### 2022

#### ACTIONS AND MILESTONES:

- Increase the amount of renewable electricity in our offices.
- Take actions to decrease emissions for IT equipment.
- Finalize our Green Transition Plan.

We reduced our emissions with **74%** | Total kg CO<sub>2</sub> emission: **530 414**

### 2023

#### ACTIONS AND MILESTONES:

- Compensate our remaining CO<sub>2</sub> emissions with the purpose to reach carbon neutral.
- Business travel on a low level.
- Actions for sustainable commuting and company cars.
- Continue to decrease our emissions.

**CARBON NEUTRAL**

## Way forward

In 2024 and onwards, we will investigate actions for permanent removal of emissions and actions towards net zero emission.

\*The Science Based Targets initiative Net Zero Standard states that a company is only considered to have reached net-zero when it has achieved emission reductions of at least 90-95 percent no later than 2050. At that point, a company must use carbon removals for any limited emissions that cannot yet be eliminated.

**2030 WE WILL REACH**  
**net zero**

— Path to zero emissions  
- - Business as usual

2019 2020 2021 2022 2023 2024 -



## FOCUS AREA:

**ENVIRONMENTAL RESPONSIBILITY****Implementation of new policy to decrease IT emissions**

15 percent of our total emissions come from IT equipment. Which means it is the third largest source of emissions for Enento, after travel and commuting. During 2022 we lowered our emissions from IT equipment with 50 per cent compared to the year before. The decrease was mainly due to buying less new IT equipment to our employees in 2022 compared to 2021.

To further decrease our emissions from IT equipment we performed a detailed analysis during 2022 and calculated the number of emissions from different kind of IT equipment, as well as our habit of usage. As a result, we included environmental requirements for the whole group in our IT equipment policy, covering both repair and re-use as well as environmental criteria for purchases of new equipment since purchases of new equipment showed to be the largest source of emissions. The policy was approved in December 2022 and will be implemented during 2023 in close dialogue with our IT vendors and partners. All our hosting suppliers have been using renewable energy since 2021.

**Sustainable offices**

Our largest offices are in Helsinki (headquarter), Stockholm and Oslo, where all locations have good public transportation connections. They are modern activity-based offices in which

fewer heated square meters per employee are needed. The premises monitor electricity consumption, the use of warm and cold water, district heating, district cooling and waste management.

During 2022 a decision was made to move the office in Stockholm into new premises and a new location in central Stockholm. The premises are in the Waterfront Building, a LEED Gold certified and modern climate energy efficient building. Climate impact and using office space more efficiently is a determining factor when choosing facilities as most employees are not at office five days a week due to Enento's hybrid work model. This means we were able to decrease square metres for the Stockholm office. In addition, the intention during the move was to maintain as much of the furniture and office equipment as possible to make efficient use of resources.

During 2022 our emissions from the offices increased, one main reason was that we were able to go back to the office after the pandemic. In 2023 we will continue to investigate if we can use only renewable electricity in all of our Nordic offices. We will also improve our waste management and make sure the consumption of food and beverages supplied in the offices are more sustainable. Follow-ups during the year will be made. Finally, we have the ambition to find ways to systemize environmental requirements towards our partners when we are having external events, both in terms of energy and consumption goods.





FOCUS AREA:  
**ENVIRONMENTAL RESPONSIBILITY**

**Our journey towards Net Zero continues**

We started off in 2020 to calculate our total emissions for 2019. Based on these calculations we have established a plan for our work towards net zero emissions. To help us calculate Enento's yearly carbon footprint, we have cooperated with the Swedish environmental consultancy firm GoClimate since 2020.

A new updated Climate Report has been produced based on our 2022 operations. The report is based on guidelines established by the Greenhouse Gas Protocol (GHG protocol) Corporate Standard, which is the world-leading standard for measuring and managing emissions with an impact on the climate. The results presented in this report are derived using the market-based method, which reflects emissions


from electricity that companies have purposefully chosen. Our targets were determined following the methodology of the Science Based Targets Initiative, aiming for a reduction greater than their minimum yearly absolute reduction recommendation to be aligned with 1,5° and a faster pace to reach NetZero than 2050.

Enento Group climate efforts follow international standards, which, among others, continuously encourage companies to calculate their yearly emissions, reduce them and sharpen their estimations when there is room. For example, when improved data from companies comes to light, and when science advances with new emission factors. Following these recommendations, Enento Group previously reported emissions which underwent three significant changes for

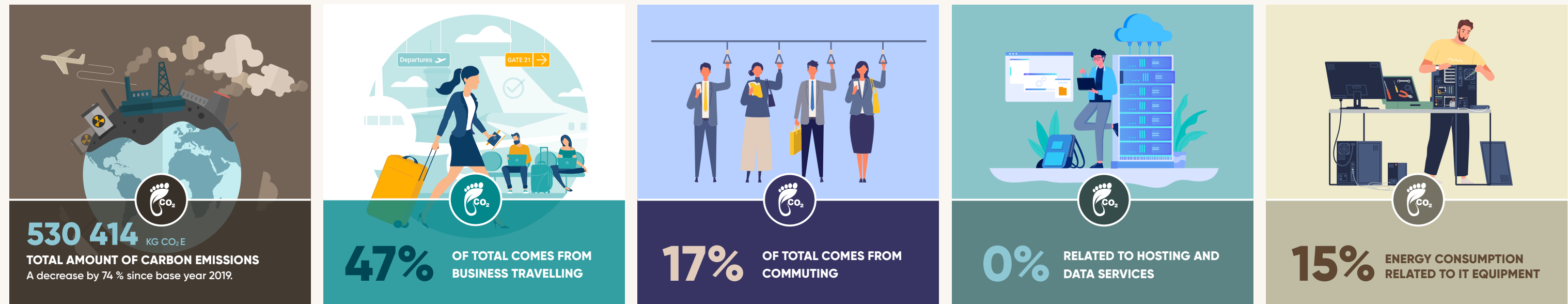
all its years by adding emissions related to waste, recalculating IT equipment and travel emissions. This means that our total emissions decreased back to our base year, and we are keeping our target to reach carbon neutrality by 2023.

**Targets for 2023**

**REACHING CARBON NEUTRALITY**  
**80%** decrease of emissions compared to our base year 2019.



**Key figures 2022**







*Building trust starts with our people.*

# Sustainable workplace



FOCUS AREA:

**SUSTAINABLE WORKPLACE**

# Sustainable workplace

Building trust starts with our own people. At Enento we believe in a truly Nordic culture where we take advantage of our differences and both care and dare. Care about each other, our customers and our important role in society. We dare to question, develop and try new things – both as individuals and in our everyday operations as a company.

## Truly Nordic

As a Nordic company, we want to embrace our differences and being strong together as One Enento. We have an open-minded culture that values inclusion, diversity and zero tolerance for discrimination. We are striving for an working environment where everyone feels encouraged to be themselves, take new initiatives and challenge from different perspectives. This is how we truly benefit from being a Nordic company and support creativity and innovation in the everyday.

During the year we updated and revised our People Strategy. The focus moving forward will be on Learning and Development, Employee Experience and Empowering Leadership. As a basis for the strategy and all that we conduct, we have our values, culture, and a sustainable workplace. A focus in our strategy is to continue our journey to strengthen our culture and processes as a Nordic company.

## A friendly working environment

At Enento we believe in having a friendly culture built on trust, where people truly believe in and care for each other. We think it is equally important to support creativity, innovation and productivity, as well as to have good compensation models and other benefits we offer as a company.

Our Trust index results from 2022 show that we are in a very good position of doing that. We received a total Nordic result of 75 percent (79 in 2021). The reason behind the decrease was both internal and external uncertainties such as having a new CEO and the economic recession that impacts both everyday life and the market. The purpose of the Trust Index Survey is to identify the employee experience to understand how our organisation works, and how we can achieve to become a more sustainable organisation and employer of choice. 90 percent of employees



## FOCUS AREA:

**SUSTAINABLE WORKPLACE**

answered the survey in 2022. The most recent Trust Index survey that was carried out in September 2022 showed that being a friendly workplace is one of Enento Group's strengths. In 2022 88 percent felt like people cared for each other (90 in 2021). Results did as well show that employees at Enento experience that they are encouraged to balance their work life and personal life (84 percent in 2022, 88 percent in 2021). A majority experience they can take time off when necessary (93 percent in 2022, 93 percent in 2021).

One key area for improvement identified in the survey was the clarity of how our strategy is related to our employees' everyday work. This is something that we will continue to address during 2023 with cross-national competence teams. We will also continue to improve our ways of working together as one Nordic group to be more efficient and minimize silos. This includes continuing to build the common Nordic Business Platform, among others.

### The Nordic Activity Group promotes team spirit and well-being

The Nordic Activity Group is a team of colleagues who have a responsibility to implement activities that promote team spirit and well-being at the office throughout the year. The group was established in 2018 and has a strong sense of community within Enento Group and the work has continued since then. During the year the Nordic Activity Group has engaged in different activities and events in a hybrid set up.

Another activity to boost our Nordic culture and team spirit as well as to live up to Enento values was our You Rock! feedback practice, which encourages everyone to acknowledge a job well done by a colleague with a small gift of candy sent home as a reward.

In 2023, we will continue to work to strengthen our internal culture and collaboration with activities such a team dates that allows everyone to get to know each other better and share knowledge. We are also planning to have more team building exercises within the cross-national teams.

### Diversity placed higher up on the agenda

Diversity is key to an innovative and dynamic corporate culture, where everyone feels appreciated and can be themselves. We have a very equal number of female and male management on all levels. We have several policies supporting our work to be a sustainable workplace including our Diversity and Equality policy. According to our Diversity and Equality policy everyone is ensured equal value regardless of gender, gender identity or expression, ethnicity, religion or other belief, disability, sexual orientation or age. We believe that different backgrounds and experiences are a strength.

In order for us to be seen as a modern company, we aim for our demographics to reflect society in general. Our belief is that an equal workplace is an attractive workplace. We also view this as a competitive advantage. During 2023 we will work more

actively with this area and adding this topic even higher up on the agenda internally, through information campaigns and education. We will start to measure and follow-up on progress and work with this topic more systematically than before by adding it into our employee survey Winningtemp.



### Certified as a Great Place To Work

In 2022, Enento was certified as a Great Place to Work. The certification is based on the Trust index survey score, in which we exceeded Great Place To Work requirements by 5 percent. Great Place to Work® is an international certificate for good employee experience and corporate culture awarded to organizations with the Trust Index score of 70 percent or higher. Enento Group has been working with the Great Place to Work® institute since 2018. Suomen Asiakastieto Oy and UC AB are Great Place To Work certified companies since 2020, and Proff AS since 2021. Once again in 2022 all companies were certified as Great Place to Work companies.



## FOCUS AREA:

**SUSTAINABLE WORKPLACE****Contributing to a positive feedback culture**

The year 2022 was the last year we conducted the Great Place to Work employee survey as it will be replaced by our new pulse survey tool, Winningtemp, launched in August 2022. The bi-weekly pulse surveys conducted via Winningtemp provide real-time insights about our organization, which is valuable for both managers and employees.. With the regular updated feedback, we have a good understanding of the actions needed on different levels of the organization.

The pulse surveys include all Enento employees and measure employee sentiment in different areas including meaningfulness of work, personal development, job satisfaction, leadership, work situation and team spirit. The average attendance score is very high 75 percent. In total 90 percent of employees have responded. With Winningtemp we contribute to a positive feedback culture.

**Engement plan to support our values**

The input and suggestions we receive from our employees in pulse surveys are valuable insight to us and used as a base for our Engagement plan. The Engagement plan is built on our values We Build Trust, We Grow Together and We Care and Dare. These were decided together with all employees in the Nordic cross-functional teams and workshops in 2019.

For 2023 we are planning to measure an increasing number of areas connected to employee engagement and well-being through Winningtemp. The results will support us in identifying

and setting the right actions to improve these areas. Diversity and inclusion as well as measuring how well we are collaborating in between boarders, nationalities and cross-functionally.

**Health care services support holistic well-being**

Enento should be an employer offering a good balance of being a stimulating workplace, including a high level of responsibility and freedom for the individual, and an environment where one feels safe and relaxed. Everything starts with our employees, and to be able to deliver on our customers' needs we need to make sure our employees' wellbeing is also a priority.

When measuring the well-being of our employees, several employees have raised the need to decrease stress levels as a critical issue. In our work for well-being this is a priority issue. We have a structured process for supporting employees who have a need for health care. We also have local healthcare providers to reach out to for different healthcare needs. Those are Feelgood (Sweden), Avonova (Norway) and Aava (Finland). All employees get introduction to these processes as part of their onboarding. Health services support HR team and managers in different situations. Enento's health care system covers all full-time employees.





## FOCUS AREA:

**SUSTAINABLE WORKPLACE****Promoting worklife balance**

During the year we continued our work to decrease stress and promote a good balance with the successful meeting free Wednesday mornings as well as the weekly Health Hour. The purpose with the meeting free Wednesday mornings is to support an efficient meeting culture so that everyone has time for productive work in a balanced environment with less workload and fewer meetings. The weekly Health Hour gives our employees an opportunity to do sport activities one hour per week to boost their well-being and reduce stress.

In 2021 we introduced the Auntie well-being service which we have continued and extended to the whole Enento during this year. Auntie is a service that supports our employees' well-being and stress management. Everyone that have a need of psychological support (digital sessions with an expert) can sign up on a web page without an approval from HR or closest Manager. The employee can have five sessions a year.

**Introducing a Sustainability day for wellness**

During 2022, all employees were offered a full day off to focus on boosting their own well-being and health. This day was very much appreciated, and many employees shared photos from their day and activities on our intranet or on Instagram. We continue to build an organization which is based on high trust and promotes psychological safety of all its employees. We will start our journey in building better emotional agency at Enento.

First out are all of our managers and leaders with the program "We Lead Emotional Agency program". The topics will also be a part of the overall cultural journey for the whole organization.

**New standards set for hybrid work**

Hybrid work at Enento group means that we combine the advantages of working both at the office and remotely to assure that each employee can maintain a good work-life balance. In 2022 we set the new standards for a flexible work environment where we are taking into consideration both the needs of our employees as well as our customers and the environmental targets for travelling and commuting.

We have decided to spend minimum two days at the office per week, but encourage everyone to be at the office more than that if possible. Each team is empowered to decide which days to work at the office. The nature of the tasks and duties guides the decisions on where and when work is performed. However, finding a new approach to work requires continuous assessment and adaptation to identify the most suitable model for our organization. During 2022 we gathered all employees at the office to meet for a get together such as breakfast or an after work with a specific theme and more.

**A workplace for continuous growth**

We are dedicated to investing in our employees by supporting them to gain skills, experience and encourage them to grow. We



encourage internal transfers that will help employees to enhance and develop their skills and competencies and also have new career opportunities within the company that will help employees improve their skills and advance in their careers within the company. Everyone should have the same career opportunities and possibility to develop and grow in their role or trying on a new internal role when there is opportunity to do so. We try to make internal recruitments when possible and make sure we take advantage of the broader competences of our employees.

During the year, the internal transfers from different positions within the Group have increased compared to the previous year, which is a great retention driver for us and our employees. However, due to the exceptionally heated recruitment market, we have also both recruited and lost more colleagues during the year than ever before. More than 17 percent of colleagues have been recruited and onboarded during the year.

The quality of leadership, experience of the work community, clear work objectives and competence are the key factors influencing the employees' commitment to work and well-being at work according to our employee survey results. We have a structured process for growth talks where we follow up on employees targets two times a year, but also monthly check-ins between all managers and employees. In 2022, all Enento employees had these development discussions.



FOCUS AREA:  
**SUSTAINABLE WORKPLACE**

During 2023 we will continue to invest in developing leadership in line with the revised people strategy. Both in terms of empowering leadership in a hybrid way of leading as well as providing internal transfers that will help employees to grow and develop their skills and competencies.

**New e-Learning platform**

Learning and development within Enento means learning in the flow of work and through various learning paths and training sessions.

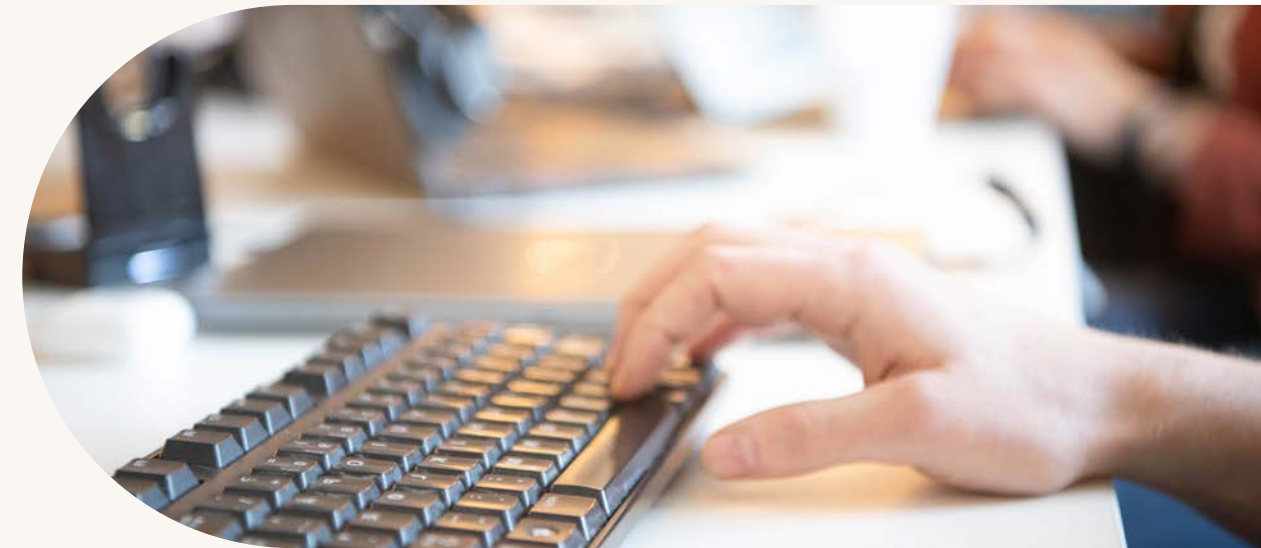
We run our continuous Knowledge and inspiration sessions where employees within different professional areas share strategic knowledge with all colleagues at Enento Group as well as our internal education program Enento Academy. All Enento's internal courses and lectures are available in Enento Academy. It is an excellent learning environment that helps maintain awareness throughout the Group's personnel regarding topics such as safety, data security, compliance, company practices and services. We have also created an e-Learning course dedicated to the theme of sustainability.

**Key figures and target for 2023**

During 2022 we set a number of targets to be able to follow up and measure the results of our key areas as a Sustainable workplace. The KPIs are measured in our employee survey tool

Winningtemp. Since this tool was implemented in 2022 we do not have directly comparable numbers yet and 2023 will be benchmark year for those.

**Key figures 2022**



**75% TRUST INDEX RESULT** (79% IN 2021) **AND GREAT PLACE TO WORK CERTIFIED**

**REVIEWS 100% IN 2021**

**100% OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS**

**Great Place To Work Certified**  
SEPT 2021 - SEPT 2022 FINLAND  
AUG 2021 - JULY 2022 SWE  
SEP 2021 - SEP 2022 NORWAY

**Targets for 2023**

**INCREASE ENGAGEMENT INDEX SCORE COMPARED TO 2022**

**INCREASE ENPS COMPARED TO 2022.**



FOCUS AREA:

**SUSTAINABLE WORKPLACE**

# Let's hear some thoughts

CASE

**Gabriella Göransson**CEO at UC AB and Director  
Business Area Consumer Insight

"

**Culture of trust and inclusion**

I started at Enento (UC in Sweden) 25 years ago on the product side. Fairly quickly I was appointed a manager position, with the responsibility of supporting the digitalization of the operations and automatization of the customer journey. I have felt like there are many development opportunities at UC. The culture has always been friendly, trusting and supporting, and being young as I started, I never felt I wasn't treated equally or received the same chance to grow and advance in the organization as everyone else. We have a great diversity among managers and in the Executive management team, with almost an equal level of men and women. For the future, I hope that we can have even greater diversity when it comes to other areas as well such as nationalities and backgrounds.



CASE

**Sari Ek-Petroff**Manager Learning and  
development

"

**People development**

Enento's approach to the learning organization embraces the idea of learning in the flow of work. We have a hybrid way of working and our offices are located in different cities and even countries, which means a lot of our everyday work together happens in the digital environment. And the good news is that learning no longer needs to happen face-to-face. There are great opportunities to foster the growth mindset by attending digital professional conferences or even degree studies, on-line, on-demand – whenever – where-ever – and much less travel is required. Learning and development has a key role in developing both our employees and culture, and I feel like I have an important role in supporting and making our Nordic organization grow in this direction.



CASE

**Thomas Nylænder**Product Owner - Premium  
Solutions

"

**Truly Nordic**

I love the people and how we work at Proff and within Enento Group. We have a mixture of cultures, both from our different countries and the companies within the Group. This creates a great dynamic. We are using learnings from our different markets as insights for developing new parts of the business and offerings to our customers. As a product owner I have had the responsibility to develop and now in 2022 also successfully launch the payment remarks and updated scoring rating model in Norway, which has been a lot of fun!







*The best way  
to predict the  
future is to  
create it.*

- PETER DRUCKER

# Sustainability management



# Sustainability management

Enento Group's Board of Directors and the Executive Management Team are responsible for the management of sustainability. Our Sustainability strategy and targets support our business strategy. Our work with sustainability is integrated in our daily processes, operations and risk management.

## Materiality analysis updated in 2022

Our sustainability strategy and targets are based on our latest materiality analysis that was updated during the fall of 2022 and aligned with our Group strategy for 2020–2023.

We have had dialogues with our external stakeholders during fall to assess our own significant short and long-term impact on society. We have identified our stakeholders from whom are directly or indirectly impacted by our business. We conducted several interviews and workshops with customers, experts, academia, organizations, partners, and teachers within our educational program for young adults. We also collected material from customers, investors and employees, which is something that we do continuously to keep up to date.

In parallel we conducted several interviews and workshops with internal stakeholders such as managers in different business areas, product owners, experts within specific areas of high strategic importance to us such as HR, information security, and data protection. We had a broad representation of different roles, levels, organizations, and members of our four sustainability working groups. We also used internal continuous sustainability forums to discuss, educate and increase internal awareness

and the evaluation of the performance of relevant sustainability impact. This was done together with members of the Executive Management Team, product owners, analysts, sales and the marketing department among others.

The dialogues resulted in an updated materiality analysis that was finalized and validated with the updated Group Strategy in a workshop with the Executive Management Team. During the workshop, topics were prioritized according to their impact on our stakeholders, based on the result from stakeholder dialogues performed during fall, and impact on Enento. Our materiality analysis was updated with several new topics and a couple of old ones were clustered and phrased differently from the year before. Overall, the material topics are generally the same as the materiality analysis performed in 2021. The Board of Directors has not validated the Materiality analysis but will be involved in the materiality process 2023. Read more about the results on page 41–42.

Based on the materiality analysis we have identified four focus areas – our working streams – through which we see that we can create the most positive impact. Read more about these focus areas and how we work with them on page 12 and onwards. In 2023, Enento will continue stakeholder dialogues.





# Our stakeholders

## Investors and analysts

Our investors' interest is a priority, and we need to be responsive to their needs, be transparent and clear on our sustainability targets and related performance.

**Dialogue:** Quarterly financial updates, financial and sustainability reporting, meetings, conferences and sessions.



## Current and future employees

Enento is a company depending on a highly skilled workforce with special expertise in certain areas. To grow and develop, we need to recruit new personnel continuously. Therefore, future employees are another important stakeholder group for us.

**Dialogue:** Regular people surveys and feedback tools, internal communication meetings and forums, regular dialogue and Grow Talk process between employees and managers.



## Customers

Our most important stakeholders are our customers (B2B and B2C) and their customers (the general public), who depend on our services and data in their everyday operations and life.

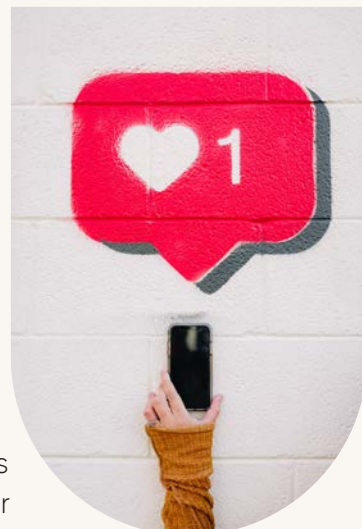
**Dialogue:** Satisfaction surveys and customer loyalty monitoring, day-to-day interactions with Sales people as well as Product teams and Customer Support, webinars, conferences and marketing campaigns and social media channels.



## General public and media

We have an important role to support the general public (end users of our services) and the media with the information and knowledge about financial and economical topics.

**Dialogue:** Daily customer support, supporting journalists with data and knowledge, sharing information and tips in our own communication channels, our education programs.



## Suppliers and partners

We depend on quality suppliers and partners that contribute to the business and development of Enento and our local brands in customer offerings.

**Dialogue:** Regular meetings, procurement process, supplier website, third Party Supplier Risk Assessment processes.



## Authorities and governments

We are, especially on a local level, highly dependent on authorities and governments. As we have an important societal role, it is important to have a good dialogue with them with a focus on sharing knowledge and interests.

**Dialogue:** Public consultations on issues relevant to our business, participate in media and externally arranged forums for dialogue and debates.





# Meeting stakeholder's expectations

The materiality analysis is based on our stakeholder assessment, an analysis of our operating environment and the goals set in our strategy for the business, units and individuals.

	INVESTORS, ANALYSTS AND CAPITAL MARKET	CURRENT AND FUTURE EMPLOYEES	CUSTOMERS	GENERAL PUBLIC	PARTNERS AND SUPPLIERS	AUTHORITIES, INDUSTRY ORGANIZATIONS AND PEERS
<b>OUR IMPACT</b>	<ul style="list-style-type: none"> <li>→ Being an attractive, sustainable and long-term investment.</li> <li>→ Good governance and risk management.</li> <li>→ Ensuring the correct valuation of Enento's shares.</li> <li>→ Good level in Investor Relations services.</li> <li>→ Availability of fair and accurate, on-time sustainability and ESG information.</li> </ul>	<ul style="list-style-type: none"> <li>→ Being part of a company that contributes to society.</li> <li>→ Being an attractive employer that stands for innovation, forward-thinking and creativity.</li> <li>→ Ensuring career opportunities and possibility to develop.</li> <li>→ A friendly working culture based on trust.</li> <li>→ A culture of diversity and inclusion at all levels.</li> <li>→ Being One Enento and clarity on what it means and how to get there.</li> <li>→ Fair remuneration</li> <li>→ Work-life balance, flexibility and a healthy work environment, including work to decrease stress.</li> </ul>	<ul style="list-style-type: none"> <li>→ A trusted, sustainable and value creating partner to customers, supporting their growth and effectiveness.</li> <li>→ Offer products and services that add trust to, simplify and automate our customers' processes.</li> <li>→ Providing new data sources and data that meet customer needs as they evolve, such as ESG data.</li> <li>→ Adding value by being a Nordic partner.</li> <li>→ Responsibility in service production and operations, including suppliers.</li> <li>→ Ensuring comprehensive and transparent information on products and services including privacy protection.</li> <li>→ Securing correct and updated data, as well as high quality products and services.</li> <li>→ High level of information security and data protection to safeguard the data of our customers and their customers.</li> </ul>	<ul style="list-style-type: none"> <li>→ Supporting our customers and their end-customers with credit information that prevents over-indebtedness and create financial stability.</li> <li>→ Sharing knowledge and information regarding private economy that helps create financial stability and to prevent over-indebtedness, e.g. by collaborating with universities, schools and learning platforms.</li> <li>→ Simplifying complex and important decisions in life with trusted data from our services as well as our free credit report.</li> <li>→ Ensuring information security and privacy of our customers.</li> <li>→ Promoting the availability of positive credit information and sustainability data in society.</li> <li>→ Delivering unique data and expertise from our market environment and facts &amp; figures from our services, for media to share with the general public.</li> </ul>	<ul style="list-style-type: none"> <li>→ Helping partners grow their business and creating stability with long-term partnerships.</li> <li>→ Helping our partners to operate in a more responsible way and making sustainable decisions.</li> <li>→ Being a trusted partner and brand.</li> </ul>	<ul style="list-style-type: none"> <li>→ Sharing knowledge e.g. by delivering facts &amp; figures from our services.</li> <li>→ Supporting authorities and regulators in identifying the right activities to mitigate over-indebtedness, with our knowledge of credit companies, processes and data.</li> </ul>



# Materiality analysis

The materiality analysis is based on our stakeholder assessment as well as an analysis of our market/business environment and the goals set in the strategic plan; for the business, for units as well as individual goals.

## VALUE

### Materialities

- Creating trust and a sustainable economy in the society
- Contributing to sustainable lending
- Support sustainable growth for our customers

## FOUNDATION

### Materialities

- Information security and data protection
- Responsible value chain
- High service level
- Reliable, correct and available data
- Our own carbon footprint
- Transparent financial, regulatory and ESG reporting



## RESPONSIBILITY

### Materialities

- Attractive and sustainable investment
- Customer oriented innovation
- Trusted partner to customers
- Well-being at work
- People development
- Truly Nordic
- Culture of trust and inclusion



## Sustainability management

Enento complies with laws and regulations of its operating countries, the Articles of Association, rules and guideline of Nasdaq Helsinki, and Corporate Governance Code for listed companies in its administration. Responsibility issues are guided by the Group's Code of Ethics, and furthermore, operations are governed by policies and operating practices approved by the Board of Directors and Executive Management Team. All the partners must also conform to the laws and agreements. The Code of Ethics, along with key Group-level policies and guidelines, are published online on the Group's webpages. Internal policies and guidelines are published on the Group's intranet.

## Enento Group's business model and governance

Enento maintains and creates trust on the market: in trading and the conclusion of agreements between companies as well as between companies and private parties. Trust is created through the provision of services that help companies verify to the reliability of their contractual counterparties. The foundation for these services consists of Enento's Nordic databases of up-to-date information on companies and consumers.

The Group's operations are guided by

- The strategy approved by the Board of Directors
- The Group's annual budget and action plan
- The Group's management and governance model

The quality management system of Suomen Asiakastieto Oy, a subsidiary of Enento Group Plc, has been certified since 2015 and subsequently renewed in 2018 and January 2021. At the end of 2021, in connection with the annual audit of the quality management system, the operations of Enento Group's subsidiary UC AB were audited and included in the ISO 9001:2015 certificate. In the certification audit, the system was found to be compliant with the 9001:2015 standard. The certificate will be valid for a period of three years until 15 January 2024.

The key processes defined in the system are related to the customer-driven development and management of products and services. The performance indicators of the quality management system are the results of the audits, which monitor, for example, development measures, best practices, quality deviations and quality incidents.

## Code of Ethics

Enento's Board of Directors approved the Code of Ethics for the first time in 2015. The latest update is from 2021 regarding whistleblowing procedures. Enento's suppliers and employees should respect the protection of internationally proclaimed human rights as defined by the UN Guiding Principles on Business and Human Rights. Enento Group has not identified any categories of stakeholders, including at-risk or vulnerable groups, that need any particular attention to our commitment to human rights. Suspended misconducts of the Code of Ethics can be reported via a whistleblowing channel. There were no reports of misconduct during 2022. In 2023 we will develop the code or make a supplemented code with more specific criteria for suppliers and partners. The Code of Ethics states a position of:

### Ethics for Business:

1. Compliance with legislation, rules and instructions
2. Impartiality and objectivity
3. Data security, privacy and confidentiality
4. Human rights, labour and anti-corruption
5. Enento's position in the society and markets

### Ethics for Employer and Employees:

1. Prohibition of discrimination, requirement for equality
2. Knowledge sharing, openness, transparency
3. Responsibility and obligations
4. Protection of rights and property
5. Participation in social media

## Corporate governance principles

Enento's Corporate Governance principles are published in Enento's Corporate Governance Statement 2022.

## Risk management

Enento's sustainability risks are managed as a part of the company's overall risk management processes and guidelines. We follow the development of the EU's legislative work within sustainability and will further integrate new legislation on sustainability risks into existing internal governance guidelines within the next few years. For governance of our risks see the



Group's Risks and Uncertainties as described in the Board of Directors' Report 2022 and the Risk Management Process and Internal Control in the Corporate Governance Statement 2022, as well as by the list of policies in this section of the review.

Our main opportunity to determine risks linked to sustainability is connected to our service offerings to customers that support them in decreasing their own financial, business, compliance and sustainability risks. It is also related to information security and data protection, as well as sustainability management in our value chain, including service production, IT partners and suppliers. This includes setting high standards for our suppliers and third-party deliveries of data from a quality, data security, data protection and ethical perspective. All partners are as of today covered in our Code of Ethics but during 2023 we will further develop our requirements towards our suppliers and customers regarding our policies. Our policies can be found by internal stakeholders on our intranet. Several of our policies governing our sustainability work can be found externally on our website Enento.com, apart from the General Data Protection Policy, Data Protection Governance policy, IT equipment policy, Information security policy, Travel policy and Recruitment policy since these contain detailed information that we do not find relevant to external stakeholders. Our approach to privacy and data protection is however described on our website.

## Human resources policy

Enento's HR Policies (e.g. Recruitment Policy, Work Environment Policy and Remuneration Policy), approved by the Executive Management Team, outline the principles on which responsible

HR management is founded. These principles clarify and harmonize the HR management process and describe how to maintain and develop a good employer image. Enento Group emphasizes competence development, community spirit as well as the development of leadership and management in its approach to social responsibility. The Group's goal is to be an attractive employer that offers interesting jobs for people representing various competence backgrounds.

## Environmental policy

The carbon footprint of Enento Group's own operations is low. In 2021 the most significant environmental impacts arose from IT equipment, business travel and commuting. There are no significant risks associated with the Group's environmental aspects. The Group's objective is to achieve carbon neutrality by 2023 which was approved by the board of directors in June 2022. In order to achieve this goal, the sources and quantities of emissions are being measured and calculated on a regular basis. We do also decide about new relevant actions for each year in order to decrease emission levels in the long term. The Executive Management Team has approved the Environmental Policy introduced in 2021 and updated Travel Policy. Environmental issues are also described in the Annual Report and the Board of Directors' Report.

## Information Security Policy

The information security policy defines the Board's requirements and support the work with information security within Enento

Group. Maintaining a high level of information security is important to protect Enento group and our customers, as well as the people and organizations that depend on our services. Information Security is about the arrangements and actions taken to preserve confidentiality, availability and integrity of information. The work with information security is risk-based and the protective measures shall always be in relation to the value of information assets. Information classification is performed to determine the value of information.

Insufficient information security can lead to information leakage that can affect the business and heavily damage the trust of our partners and employees. If there is any risk of an incident, our top priority is always to maintain the security of our customers' data and being as transparent and proactive as possible in our communication and dialogues.

The Board of Directors are informed quarterly regarding the status of the work with information security and the mitigation of risks. According to the ISO/IEC 27001, the report provided to the Board of Directors defines the status of the Information Security Management System. The Information Security Management System includes incidents that have occurred with a greater impact on the business and the results of relevant and completed activities, assessments and audits.

The CEO has the overall responsibility for security within Enento Group and is accountable for ensuring that the security function has sufficient resources to develop and maintain a relevant security framework. The Head of Security is responsible for the development and maintenance of a relevant security framework, including relevant security guidelines and a security awareness program as well as relevant reporting regarding the



implementation and compliance with security guidelines. All employees shall, via our intranet, report suspected information security incidents that may affect the business and its information in a negative way as soon as possible.

## General Data Protection Policy and Data Protection Governance Policy

We process Personal Data according to GDPR and other relevant legislation including the local Data Protection legislation introduced by the countries we operate in. We respect the Data Processing principles enshrined in GDPR and process personal data securely using different technical and organizational measures to ensure a level of security appropriate to the risk.

Enento Group has two Data Protection policies in place, (General Data Protection Policy and Data Protection Governance Policy) and several Instructions and guidelines to supplement them. The General Data Protection Policy focuses on the legal requirements established by the General Data Protection Regulation and presents the basics of Data Protection e.g., the definition of Personal Data, Legal Basis for processing, Data Subject Rights and Data Processing Principles. Data Protection Governance Policy explains the Governance structure to support the Enento Group with its efforts of compliance with its obligations under the GDPR and other Data Protection regulation. All Enento Group Data Protection policies and the supplementary Instructions and guidelines are reviewed on a yearly basis.

Enento Group has named a DPO/ Data Protection Governance Manager. DPO is supported by group of Data Protection Managers located in all Group countries and companies. We

assess the processing activities causing high risk to the rights and freedoms of individuals by performing Data Protection Impact Assessments and update our Records of Processing Activities when necessary.

## Sustainability organisation and strategy

Sustainability is the core of Enento's business. The Group contributes to sustainability in society by preventing over-indebtedness and helping customers make responsible and sustainable decisions based on reliable and safe data. A future goal is to create a broad Nordic offering of sustainability services to further support customers' decision-making.

Sustainability at Enento is managed as part of the normal planning process, daily work and does not in itself require separate organization.

The Group's Sustainability Strategy and the program to execute the strategy is based on the Group Strategy 2020–2023, revised in 2022. The main areas of the Group strategy are our three offering goals and our four focus areas; Customer first, Empowered people, One Enento and Operational excellence. Read more about the Group strategy in Annual Review.

### Enento's sustainability strategy is divided into four focus areas:

- Enento's impact on economic sustainability in the society
- Enento's development of sustainable services to customers
- Enento's own environmental impact and
- Enento as a sustainable workplace.







We have set targets for all four focus areas and are continuously looking for ways to further improve our operations. The targets are set both long term and on a yearly basis. In terms of sustainability issues the Group implements so-called distributed ownership. The Executive Management Team (EMT) follows the progress of the sustainability program on a regular basis in EMT meetings, at least once every quarter. One of the EMT members, Director, Marketing and Communication, has overseen sustainability at Enento since 2019. The main responsibility is to integrate sustainability ambitions into the Groups daily operational and strategic work and to make sure we are delivering to our targets. The everyday sustainability work is managed by a sustainability project manager. In addition, each focus area has a stream leader driving the work forward and each EMT member is also responsible for sustainability issues related to actions in their functional unit and business area.

The EMT approves the principles guiding sustainability, except those that require approval by the Board of Directors. Of the principles guiding sustainability, the Board approves the Code of Ethics, the Corporate Governance Policy and the Risk Management Policy. Our Board of Directors are involved in and approve our emission targets and Green Transition Plan, since it is part of our external targets in Enento's Group strategy. The EMT will submit other sustainability proposals to the Board when necessary. The Board has not nominated any of its members to specialize in sustainability issues.



## Key commitments to initiatives and memberships

The Group co-operates with leading credit information agencies in the world, and partner with the BIGnet Alliance comprising the market leaders from ten European countries. The co-operation makes the production of comparable company and credit data possible as an online service, from all partner countries. Enento is also a member of the international corporations Febis and Accis, the members of which include leading operators in the company and personal credit data field all over the world.



# Sustainability data

## Personnel statistics

Headcount 31.12.2022	Denmark	Finland	Norway	Sweden	Enento Group in TOTAL	%
<b>Quantity of personnel with permanent positions</b>					<b>436</b>	
Women	6	79	12	94	191	44%
Men	1	101	29	114	245	56%
<b>Temporary employees</b>						
Women	0	5	0	8	13	3%
Men	0	3	1	0	4	1%
<b>Non-guaranteed hours employees.</b>						
Women	N/A	N/A	N/A	N/A		
Men	N/A	N/A	N/A	N/A		
<b>Distribution age group</b>						
under the age of 30	3	10	9	23	45	10%
30-40 years old	2	42	12	66	122	27%
41-50 years old	2	59	13	59	133	29%
51-60 years old	0	63	7	53	123	27%
over 60 years old	0	14	1	15	30	7%



Headcount 31.12.2022	Denmark	Finland	Norway	Sweden	Enento Group in TOTAL	%
<b>Years in the company</b>						
under 10 years	7	114	29	159	309	68%
10-20 years	0	33	11	39	83	18%
21-30 years	0	13	1	12	26	6%
31-40 years	0	27	1	6	34	8%
over 40 years	0	1	0	0	1	0,2%
<b>Employee turnover***</b>						<b>21%</b>
<b>Employees hired*</b>					<b>79</b>	<b>17%</b>
Women	2	19	1	13	35	44%
Men	4	8	11	21	44	56%
under the age of 30	5	2	7	6	20	25%
30-40 years old	0	12	1	13	26	33%
41-50 years old	1	9	2	9	21	27%
51-60 years old	0	3	2	6	11	14%
over 60 years old	0	1	0	0	1	1%
<b>Employees who quit their positions*</b>					<b>453</b>	
Women	0	11	2	15	28	34%
Men	3	14	9	28	54	66%

\* = excluding part time positions \*\* = excluding fixed-term positions \*\*\* = turnover formula: Number of leavers/Average employee 2022\*100 (average employees (= year2021+year 2022/2))



# Sustainability data

Environmental impact comparing 2019, 2020, 2021 and 2022

Source of emissions	Emissions 2019 (kg CO <sub>2</sub> e)	Emissions 2020 (kg CO <sub>2</sub> e)	Emissions 2021 (kg CO <sub>2</sub> e)	Emissions 2022 (kg CO <sub>2</sub> e)	Difference 2019 – 2022 in %
Travel	1 149 485	205 829	84 550	249 701	-78%
Hosting and data services	186 885	186 885	0	0	-100%
IT equipment	136 667	80 615	156 777	77 656	-43%
Commuting	326 970	80 887	42 523	89 550	-73%
Leased vehicles	57 148	33 512	38 391	48 841	-15%
Offices	185 728	54 737	30 007	62 265	-66%
Events	16 736	891	1 838	2 402	-86%



# Sustainability data

Total emissions under the GHG protocol 2022

<b>TOTAL kgCO<sub>2</sub>e</b>	<b>530 414</b>
<b>Scope 1</b>	<b>48 841</b>
Leased vehicles	48 841
<b>Scope 2</b>	<b>25 552</b>
Electricity	1 136
Heating	24 416
<b>Scope 3</b>	<b>456 021</b>
Purchased goods and services	17 788
Capital goods	77 656
Fuel- and energy- related activities (not included in scope 1 or scope 2)	194
Upstream transportation and distribution	N/A
Waste generated in operations	13 951
Business travel	249 701
Employee commuting	96 731
Upstream leased assets	N/A
Downstream transportation and distribution	N/A
Processing of sold products	N/A
Use of sold products	N/A
End-of-life treatment of sold products	N/A
Downstream leased assets	N/A
Franchises	N/A
Investments	N/A





# GRI content index

**Statement of use:** Enento Group has reported in accordance with the GRI Standards for the period 1.1.-31.12.2022. **GRI 1 used:** GRI 1: Foundation 2021

GRI standard	Disclosure	Page	Location	Further information	Omission
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## GRI 2: GENERAL DISCLOSURES 2021

2-1	Organizational details	4	Enento in brief		
2-2	Entities included in the organization's sustainability reporting	3	About this review, Financial review: p. 32-33	All entities in the financial reporting are also included in the sustainability reporting.	
2-3	Reporting period, frequency and contact point	3	About this review	The reporting period is the same for sustainability and financial reporting.	
2-4	Restatements of information	3, 31	About this review, Environmental responsibility	Restatements of information from the previous reporting period regarding calculations of emissions related to waste, IT equipment and travel emissions explained on page 31.	
2-5	External assurance	3	About this review	No external assurance of the sustainability indicators	
2-6	Activities, value chain and other business relationships	4, 9, 23	Enento in brief, Enento business and value creation model, Sustainable services		
2-7	Employees	4, 37, 48	Enento in brief, Sustainable workplace, Sustainability data p.48-49 Financial review: p. 6-7	Enento Group had a total FTE of 447 (2021: 432). Full time employees calculated by headcount at the end of the reporting period (2022.12.31) were 453. All calculations include permanent, fixed-time and part-time employees.	
2-8	Workers who are not employees	35, 48	Sustainable workplace, Sustainable data	In 2022 Enento Group had a total of 55 consultants according to headcount of 2022.12.31. A majority were within IT (developers, architects), project managers, marketing. There were no significant fluctuations in the number of workers who are not employees during the reporting period and between reporting periods.	
2-9	Governance structure and composition		Financial review: p. 84-89, 94-95		
2-10	Nomination and selection of the highest governance body		Financial review: p. 11, 85-87		
2-11	Chair of the highest governance body		Financial review: p. 94-98	The Chairman of the Board of Directors is not a senior executive.	



# GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
2-12	Role of the highest governance body in overseeing the management of impacts	40, 44-47	Sustainability management	Reviewing the effectiveness of processes to identify and manage sustainability impacts is the responsibility of Executive Management Team, not Board of Directors.	
2-13	Delegation of responsibility for managing impacts	47	Sustainability management	Senior executives or other employees do directly report to the Board of Directors on a limited number of sustainability matters. Following up the sustainability program is the responsibility of Executive Management Team.	
2-14	Role of the highest governance body in sustainability reporting	3,40	About this review, Sustainability management	The Board is not responsible in reviewing and approving the reported information including material topics as this is the responsibility of the Executive Management Team.	
2-15	Conflicts of interest		Financial review: p. 87 and 8, 63-64, 88, 92-95		
2-16	Communication of critical concerns	23, 44	Sustainable services, Sustainability management, Financial review: p. 15		
2-17	Collective knowledge of the highest governance body		Sustainability management, GRI index	The knowledge and skills of the Board of Directors are enhanced by involving the members in different initiatives and projects, for example, in strategy updates.	
2-18	Evaluation of the performance of the highest governance body		Financial review: p. 88	"The performance of the Board is evaluated annually (self-evaluation). The evaluation included the importance of the matters handled, time allocation in meetings, the frequency and length of the meetings, practicalities of the meetings, the material received by the Board and the material distribution, the culture of the Board, the role and actions of the Chairman."	
2-19	Remuneration policies		Remuneration Report 2022 Remuneration Policy 2020	The criteria for the CEO's long-term incentives may include financial criteria targets tied to share value development and strategic development targets.	Information incomplete: possible sign-on bonuses and recruitment incentive payments not disclosed due to limitations of the HR management system.



# GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
2-20	Process to determine remuneration		Remuneration report 2022, Remuneration Policy 2020	83.45 percent of votes cast supported the adoption of the Remuneration Policy 2020.	
2-21	Annual total compensation ratio		Remuneration Report 2022		Information incomplete: Development of CEO remuneration and development of average employee salary are separately disclosed, ratio is not calculated due to limitations of the HR management system.
2-22	Statement on sustainable development strategy	7-8, 12-13	From the CEO, Sustainability strategy, Annual Review: p. 8-10		
2-23	Policy commitments	14, 44-47	Sustainability management, Sustainability strategy	Policy commitments apply to all of Enento's activities and business relationships.	
2-24	Embedding policy commitments	44-47	Sustainability management,		
2-25	Processes to remediate negative impacts	41, 46	Our stakeholders, Management of sustainability		
2-26	Mechanisms for seeking advice and raising concerns	23	Sustainable services		
2-27	Compliance with laws and regulations		Financial review: p. 12, 15		
2-28	Membership associations	47	Sustainability management		
2-29	Approach to stakeholder engagement	40-42	Sustainability management		
2-30	Collective bargaining agreements		GRI index	449 employees	

## GRI 3: MATERIAL TOPICS 2021

3-1	Process to determine material topics	40-42	Sustainability management		
3-2	List of material topics	43	Materiality analysis	As a result of our updated materiality analysis in 2022 we have not changed our material topics but made adjustments to how they are formulated.	



# GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
Economic performance					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	10, 41-42, 44-45, 47	Value creation model, Sustainability management, Financial review p. 18		
<b>GRI 201: ECONOMIC PERFORMANCE 2016</b>					
201-1	Direct economic value generated and distributed	5, 10	Enento in brief, Value creation model, Financial review: p. 6, 7, 26, 31		
201-4	Financial assistance received from government		Financial review: p. 44	Government not present in shareholding structure.	
Indirect economic impacts					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	13-14, 16-17, 41-42, 43-46	Sustainability strategy, Sustainable economy, Stakeholders, Sustainability management		
<b>GRI 203: INDIRECT ECONOMIC IMPACTS 2016</b>					
203-1	Infrastructure investments and services supported	17	Sustainable economy	The investment in education programs TarkkaFyrkka and The Bill amounted to 25 000 Euros in 2022.	
203-2	Significant indirect economic impacts	16-17, 21-24	Sustainable economy, Sustainable services		



# GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
<b>Anti-Corruption</b>					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	23, 41-42, 44-45,	Responsible value chain management, Stakeholders, Code of Ethics, Risk management	No specific targets for anti-corruption, but the company follows suspected misconducts of the Code of Ethics.	
<b>GRI 205: ANTI-CORRUPTION 2016</b>					
205-3	Confirmed incidents of corruption and actions taken		Financial review: p. 15	No corruption or bribery cases or other violations related to unethical business practices were reported in 2022.	
<b>Energy</b>					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	13, 28-31, 45	Sustainability strategy, Environmental responsibility, Environmental policy		
<b>GRI 302: ENERGY 2016</b>					
302-1	Energy consumption within the organization	28-31, 51	Environmental responsibility, Sustainability data		Information unavailable: Total fuel consumption by renewable and non-renewable sources not disclosed. Energy, heating, cooling, steam consumed and sold not disclosed. We aim to include this information in reporting for 2023.
302-4	Reduction of energy consumption	29-31	Environmental responsibility	2019 is base year because we set our Group targets to decrease emissions and started to calculate in 2020.	



# GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
Emissions					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	13-14, 28-31, 45	Sustainability strategy, Environmental responsibility, Environmental policy	"The emission data is based on guidelines established by the Greenhouse Gas Protocol (GHG Protocol) Corporate Standard. The calculations are based on Enento and its partners' information within this framework. The report's results regarding the offices' energy consumption are derived using the market-based method. We use 2019 as base year because we set our Group targets to decrease emissions and started to calculate in 2020."	
<b>GRI 305: EMISSIONS 2016</b>					
305-1	Direct (Scope 1) GHG emissions	28-31, 50-51	Environmental responsibility, Sustainability data		Information incomplete: biogenic CO <sub>2</sub> emissions, GWP rates not disclosed. We aim to include this information in reporting for 2023.
305-2	Energy indirect (Scope 2) GHG emissions	28-31, 51	Environmental responsibility, Sustainability data		Information incomplete: GWP rates not disclosed. We aim to include this information in reporting for 2023.
305-3	Other indirect (Scope 3) GHG emissions	28-31, 50-51	Environmental responsibility, Sustainability data		Information incomplete: biogenic CO <sub>2</sub> emissions, GWP rates not disclosed. We aim to include this information in reporting for 2023.
305-5	Reduction of GHG emissions	13, 28-31, 50-51	Sustainability strategy, Environmental responsibility, Sustainability data		



# GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
Employment					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	13, 31-37, 41-42, 44-45	Sustainability strategy, Sustainable workplace, Stakeholders, Code of Ethics, Human resources policy		
<b>GRI 401: EMPLOYMENT 2016</b>					
401-1	New employee hires and employee turnover	49	Sustainability data		
Occupational health and safety					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	34-36, 45	Sustainable workplace, Sustainability management	No targets disclosed for this topic.	
<b>GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018</b>					
403-3	Occupational health services	35-36, 45	Sustainable workplace, Sustainability management		
403-6	Promotion of worker health	35-36	Sustainable workplace	Consultants are not included in any health care programs but we are looking into the possibility to include these types of employment forms as well and we are flexible with different solutions when it is needed.	
Training and education					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	13, 36-37, 41-42, 45	Sustainability strategy, Sustainable workplace, Stakeholders, Sustainability management, Human resources policy		



# GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
<b>GRI 404: TRAINING AND EDUCATION 2016</b>					
404-3	Percentage of employees receiving regular performance and career development reviews	36-37	Sustainable workplace, Financial review: p.15	100 percent of employees received regular performance and career development reviews in 2022.	
Diversity and equal opportunity					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	14, 34, 37, 42, 44	Sustainability strategy, Sustainable workplace, Stakeholders, Code of Ethics, Financial review: p. 85-86	Enento has Recruitment Policy, Remuneration Policy and Diversity and Equality Policy	
<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016</b>					
405-1	Diversity of governance bodies and employees	10, 13, 34, 37, 48	Value creation, Sustainability strategy, Sustainable workplace, Personnel statistics, Financial review: p. 86, 88	Board of Directors: 33 percent female, 67 percent male. 100 percent of Board members were over 50 years old.	
Customer privacy					
<b>GRI 3: MATERIAL TOPICS 2021</b>					
3-3	Management of material topics	24, 45-46	Sustainable services, data protection, Sustainability management, Financial review: p. 15		
<b>GRI 418: CUSTOMER PRIVACY 2016</b>					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	24	Sustainable services	During 2022 there have been 8 data breaches resulting from loss of customer data within Enento Group.	





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