

ENENTO GROUP PLC

Annual and Sustainability Review

2023

Building trust in the everyday.



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Highlights of the report:



CEO Jeanette Jäger:
Building a stronger, future fit Enento

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Updated strategy for 2024–2026 – Focus in profitable growth

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Sustainability strategy and program – Carbon neutral and one step closer towards Net Zero

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Enento's services as the enabler of sustainable lending

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In 2023 we achieved significant milestones, despite facing a number of challenges due to economic conditions in our markets.

Our commitment to innovation led to new product and service launches that enhanced our existing offerings, as well as expanded our footprint in our strategic growth areas. The economic conditions in our markets remained challenging, including a weak Swedish consumer credit demand that impacted our net sales. However, this was balanced by strong performance from business information services in Finland and Norway.

Milestones are not just markers of progress; they are the footprints of determination etched on the road to success.

Enento in brief



Enento in brief

Our Purpose: We build trust in the everyday.

We collect and transform data to intelligence and knowledge used in interactions between people, businesses and society.

Enento Group is one of the leading providers of digital business and consumer information services in the Nordic countries. Enento's roots reach 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 Group has been listed on Nasdaq Helsinki since 2015. In June 2020 Asiakastiето Group became Enento Group.

Enento's products and services are primarily used for risk management, finance, administration and decision-making as well as sales and marketing purposes. Our customers are large companies within finance and banking, wholesale, retail sector, utilities and small and medium-sized companies and consumers. We offer a broad selection of services that are based on our comprehensive database and high-quality analytics. 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, integrated risk management solutions.

Through proprietary datasets, we can deliver unique services in the areas of advanced analytics, decision-making, scoring and monitoring, credit information, ESG and compliance. We have a leading position in Finland and Sweden, while in Norway and Denmark we are a challenger.



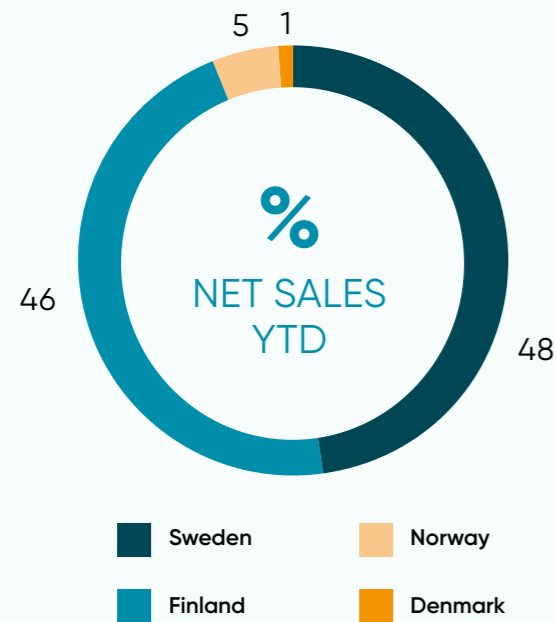
For over a century, we have made sure that important decisions in everyday life can be based on trusted data.

Sustainability lies at the heart of Enento’s operations. We provide solutions that foster long-term value for both our customers and society, enhancing transparency and trust. Our services assist customers on their sustainability paths, as we turn data into meaningful intelligence in areas such as compliance, ESG (environmental, social, governance) and prevention of excessive indebtedness.

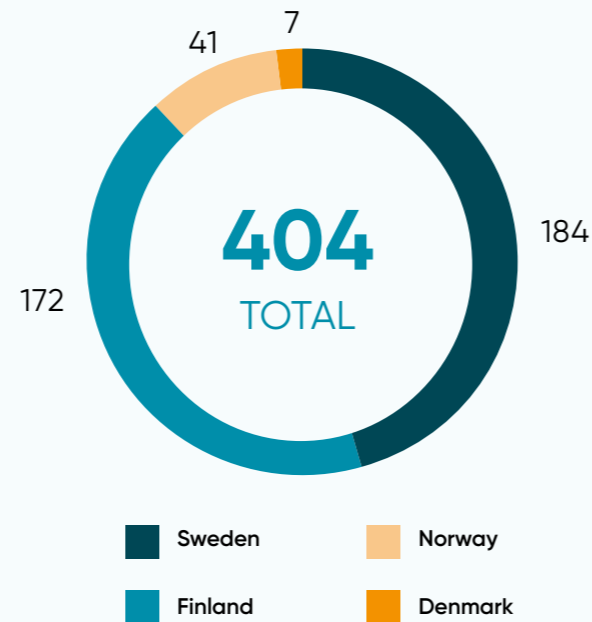
We hold a firm belief that building trust begins with our own team. To attract and retain the right talent, we are constantly working to enhance Enento as a sustainable workplace. Additionally, achieving the net zero target by 2030 remains one of our long-term objectives.

Enento announced its new strategy for the period 2024–2026 in July 2023. Our strategy has two main objectives: We retain and strengthen our leading position in the credit information business, and aim to become the leading provider of business information in the Nordics.

NET SALES BY COUNTRY 2023



ENENTO EMPLOYEES IN 2023



Key figures 2023

Building trust in the everyday.

NET SALES FROM NEW SERVICES

9,5%

ADJUSTED EBITDA

31.12.2023

57,1 million EUR

EMPLOYEES

In average

404

CONSUMER CUSTOMERS

Nearly

500 000

We are carbon neutral and have reduced 77% of emissions since 2019

CUSTOMER NET PROMOTER SCORE B2B

31.12.2023

31

NET SALES

31.12.2023

155,9 million EUR

MARKET CAPITALISATION

31.12.2023

464 million EUR

37,5 million of consumer credit inquiries using data from our credit registers in Finland and Sweden

CORPORATE CUSTOMERS

Nearly

76 000

85 000 Nordic youths reached through our educational campaigns in private economy (175 000)

EMPLOYEE ENGAGEMENT INDEX

31.12.2023

7,6

Business areas and services



Business Insight

Business information services across the Nordics in Finland, Sweden, Norway and Denmark

BUSINESS LINES

Enterprise solutions offers leading business information and credit information services in Sweden and Finland

Premium Solutions service portfolio includes credit and business information products and services for SME companies

Freemium Solutions is responsible for Nordic freemium business information websites and offers advertising services for companies

Real Estate and Compliance Solutions including Real estate and collateral information and compliance services

* % of Group net sales 2023



Consumer Insight

Consumer information and decisioning services in Finland and Sweden

BUSINESS LINES

Consumer Credit Information services used for risk management, finance, administration and decision-making

Consumer Marketing Information services typically used in sales and marketing purposes, in finding prospects and enhancing data in CRM systems

Direct to Consumer Consumer information and ID protection services

CEO's review

As I reflect on the past year and look forward to 2024, it is my honor to share how Enento has continued to evolve and is driven by our commitment to build trust in the everyday.

The past year has been marked by a turbulent macroeconomic environment that has tested our resilience. In such challenging times, we have consistently turned to our core values and purpose – Building trust in everyday – to guide us into the future. In July, we launched our revised strategy to be able to better respond to our changing operating environment. We took important steps in our journey to become the Nordic knowledge company: We launched new, innovative services, increased our Nordic presence, and delivered a strong financial outcome given the circumstances.

A year when our resilience was put to the test

The year 2023 was characterized by a challenging operating environment in Sweden, in contrast with more stable conditions in Finland, Norway and Denmark. Our Swedish operations were particularly affected by an exceptional downturn in the macroeconomic situation over the last two quarters, which led to a significant fall in demand for consumer credit. We witnessed lenders permanently or temporarily exiting the market, the declining loan broker market, and consumers being impacted by high inflation, rising interest rates and uncertainty in the geopolitical environment. Fortunately, the development in Finland, Norway and

Denmark remained more stable, although inflation and rising interest rates affected all Nordic countries.

The development of new solutions that utilize data from the governmental credit register in Finland proceeded as planned. We offer valuable solutions to support our customers to comply and use the data from the new credit register. Meanwhile, in Sweden, we are focusing on how to be relevant and competitive even if there would be a license-model based credit register. This requires us to prepare for any possible outcome by strengthening our offering based on the needs of our customers.

Despite regulatory changes, the data market's growth dynamics, driven by the need for data-driven decisions and risk reduction in compliance and ESG (environmental, social, governance), offer numerous opportunities for us to capitalize.

Our revised strategy is more relevant than ever

Our updated strategy and long-term financial targets reflect our commitment to strategy execution, aiming for consistent growth and EBITDA margin expansion for the strategy period 2024–2026. We target an average annual growth of 5–10 percent by 2026, considering market growth, price adjustments, market penetration and the introduction of new, innovative services. We expect improved profitability and adjusted

Steering through change and challenges with resilience and innovation.

EBITDA margin of around 40 percent in 2026 through efficiency measures and digitalization efforts while keeping the operating leverage at stable, current levels.

We maintain the two strategic objectives of the previous strategy: our goal is still to become the leading provider of business information services in the Nordic countries, and to retain and strengthen our leading position in the credit information domain. The market trends and regulatory changes guide our priorities, with a focus on areas like compliance, ESG and master data services for business information, and open banking data (PSD2) and fraud prevention for credit information.

Operational excellence in focus

The year 2023 was a year of strategic progress and operational excellence. We integrated Digital Processes into Business Insight business area, which rationalizes our offerings. Our 8-million-euro efficiency program is on track, reflecting our commitment to optimizing resources and driving scale. We already achieved almost 80 percent of the program's target on a run-rate basis by the end of 2023. We have undertaken necessary and unavoidable changes, including the staff reductions in early 2023, the transitioning of the application development and maintenance in Sweden to a new supplier and the initiation of an IT infrastructure consolidation analysis.

Our group net sales remained robust at EUR 155,9 million and our profitability level was maintained on the same level as in 2022, thanks to both the efficiency program and temporary savings measures. The adjusted EBITDA margin landed at 36,6 percent.

The demand for our financial risk management services in the Business Insight business area remained strong, and we witnessed double digit growth in the Finnish Compliance and ESG services. We also successfully launched our first compliance

service in Sweden during 2023. We believe this area will be one of the cornerstones in our future growth path.

The share of new services of net sales, which is one of our strategic targets, increased and reached 9,5 percent thanks to the successful implementation of the new daily credit register in Sweden, the demand for our Norwegian risk management offering and the renewal of our certificate offering in Finland among other new innovative services. Our new Nordic decisioning solution, Decision Hub, was launched in Finland during the fall, and the work is now ongoing in Sweden to replace the legacy decisioning engine with the new, modern Nordic solution.

Strengthening One Enento

I am very proud to say that our customers are giving us great recognition for the service we provide. The NPS score from our strategic and large customers remained high at 56, which is well above industry peers, reflecting the trust and value we have built with our customers.

Our Customer First approach and regular engagement with our customers are key to maintaining our strong market position. One of the concrete examples of this was the first 'Voice-of-The-Customer' week that we arranged to boost and promote customer experience work both internally and externally.

We are building a more connected, efficient, and responsive Nordic operations in all areas of the company to meet the evolving needs of our customers. We have introduced several new Nordic capabilities, practices and processes that are key elements in building One Enento.

Supporting our customers in ESG and climate risk assessment

One of the focus areas in our new strategy is the development of

our Nordic ESG offering. ESG data plays a pivotal role in driving the transformation towards a sustainable society. The EU taxonomy and the CSRD (Corporate Sustainability Reporting Directive) are accelerating the ESG data business and the sustainability risk assessment in the entire supply chains of both listed and non-listed companies of all sizes. Our high-quality data and services help companies in making sustainable decisions for resource management, lending and investments, and in assessing ESG and compliance risks. For example, in 2023 we launched a CO2 Calculator in Finland to support companies to measure their carbon footprint, and in Sweden, we launched a climate risk report to help banks and companies measure financial risks related to damages to properties and buildings caused by climate change.

An enabler of a sustainable economy

Sustainability is the driver of our business model and strategy, and we have closely linked our sustainability program updated in 2023 with our business strategy. This is to ensure that our initiatives in areas like ESG and compliance not only provide a competitive advantage but also align with our sustainability goals and the UN Sustainable Development Goals (SDGs).

Enento is an enabler of a sustainable economy: we provide services that assist our customers on their sustainability paths and share meaningful data insights and intelligence with our customers and the public. In 2023, we reached over 85 000 people, including young adults and their teachers, with our educational material on private economy and how to prevent over-indebtedness. In our own operations, sustainability for us means that we are an empowering and a sustainable workplace and decrease our own environmental footprint to reach net zero emissions in 2030. In 2023, we reached an important milestone on this journey and became a carbon neutral company.

Our people are the foundation of our success. We continued to invest in them, ensuring that Enento is not just a workplace but a space for growth, learning, and innovation. We have invested noticeably in our employees' well-being and development as well as in leadership development. In 2023, our personal development index, increased approximately 12 percent and our overall employee engagement index was at 7,6, which is above our benchmark level. The main reasons for the high engagement score were the good team spirit and leadership at Enento.

Looking ahead to 2024

As we look towards 2024, we are aware of the continued challenges and uncertainties in our key markets. This instability is expected to affect Enento's financial performance, notably within the Swedish consumer credit information sector. The first half of the year is expected to be challenging and while some recovery signs are visible for the second half of the year, these remain uncertain. Our net sales in the first quarter of 2024 will still be impacted by the termination of the cooperation agreement with the Swedish banks related to our Tambur platform in 2022.

However, there is plenty of light in the future. The dynamic regulatory environment, coupled with the ever-increasing amount of data presents opportunities. There are numerous use cases where our data is not just a value-adding piece of a business process but a

business-critical enabler that will help our clients succeed in their business and contribute to a more sustainable economy. The role of our data in reducing risks and in decision-making is more crucial than ever.

In 2024, we will prioritize strategy execution and the development of our offering in our identified growth areas and continue to seek for efficiencies while staying agile to capitalize on future trends and new business opportunities.

I would like to extend my heartfelt thanks to our customers, employees, partners and shareholders for the year 2023. As we step into 2024, let us continue to build the future of sustainable and profitable growth.

Warm regards,



Jeanette Jäger

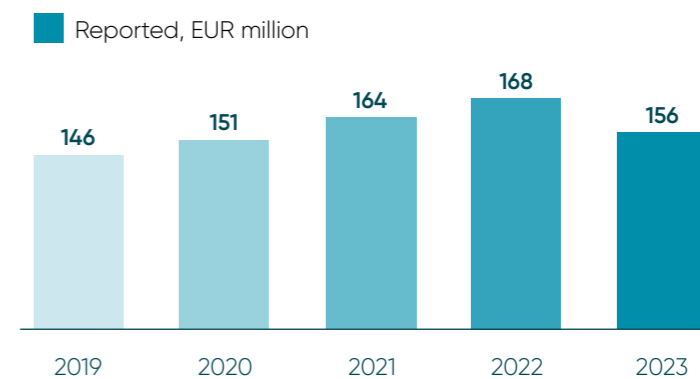
Financial development

EUR MILLION

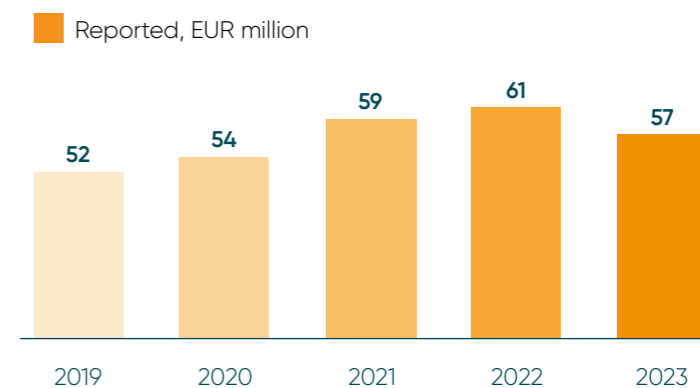
	2023	2022
Net sales	155,9	167,5
Net sales change (reported fx rates)	-6,9%	2,5%
Net sales change (comparable fx rates)	-2,6%	5,1%
Adjusted EBITDA	57,1	61,2
Adjusted EBITDA change (reported fx rates)	-6,7%	3,6%
Adjusted EBITDA change (comparable fx rates)	-2,9%	5,9%
Adjusted EBITDA margin, %	36,6	36,6
Adjusted EBITDA margin, % change (reported fx rates)	0,1 pp	0,4 pp
Adjusted EBITDA margin, % change (comparable fx rates)	-0,1 pp	0,3 pp
Operating profit (EBIT)	30,4	25,8
EBIT margin, %	19,5	15,4
Adjusted operating profit (EBIT)	46,0	49,1
Adjusted EBIT margin, %	29,5	29,3
New services of net sales, %	9,5	4,6
Free cash flow	32,0	33,9
Net debt to adjusted EBITDA, x	2,4	2,2
Earnings per share, EUR	0,74	0,72
Comparable earnings per share, EUR¹	1,05	1,11

¹ Comparable earnings per share does not contain amortization from fair value adjustments related to acquisitions or their tax impact.

NET SALES 2019–2023



ADJUSTED EBITDA 2019–2023



Key events in 2023

Updated strategy 2024–2026



Enento updated its strategy and long-term financial targets. Our updated strategy aims to achieve consistent growth and enhanced profitability. While retaining key elements from the previous strategy, there is now a specific emphasis on scalable growth through prioritized initiatives and margin expansion activities.

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Sharing our knowledge for a more sustainable economy



We educated over 500 young adults in physical workshops, and reached over 85 000 people with our digital material, on private economy and how to avoid over-indebtedness. Our data and insights about society were featured in more than 3 500 media articles in the Nordics.

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8 million euro efficiency target by the end of 2024



We launched an efficiency program to strengthen long-term value creation and to secure profitable growth in the coming years.

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Changes in the Executive Management Team



In 2023, **Mikko Karemo** maintaining his position as Chief Commercial Officer, was appointed as the Deputy CEO of the Group. **Arto Paukku** was appointed as Chief Marketing & Customer Officer and **Sari Ek-Petroff** as Director, HR.

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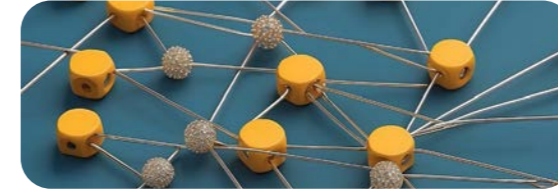
Share of new services continued to increase towards the end of 2023



9,5% of our net sales came from new services. One of the highlights was launching the first service in our compliance offering in Sweden, the PEP and Sanction List Screening service.

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New organization structure



In June 2023, Digital Processes were integrated into Business Insight to generate multiple synergies. As a result, Enento Group operates with two distinct business areas: **Business Insight** and **Consumer Insight**.

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ESG and Compliance services expanded



We continued to expand and broaden our ESG and Compliance services, including the launch of the CO2 Calculator for companies in Finland.

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High engagement among our employees



We received a high engagement score among our employees. One of the main reasons mentioned was the good team spirit and leadership.

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We are a carbon neutral company



In 2023, we continued the work to decrease our environmental impact and initiated a collaboration with a carbon removal partner. We reached our target of being a carbon neutral company and are well on our way to net zero in 2030.

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Every step you take on your journey should be considered a meaningful goal in itself.

– Johann Wolfgang von Goethe

Strategy

Enento's direction

In anticipation of dynamic market shifts, we launched our updated strategy during the summer of 2023 to ensure sustained profitable growth in the years ahead.

Given the rapidly changing operating environment, a more refined and focused strategy is essential to capture and capitalize on growth opportunities during the strategy period of 2024-2026.

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Operating environment and megatrends

Enento operates in a data intelligence market experiencing rapid transformations, which presents both opportunities and challenges. The ever-expanding data universe creates a perpetual space for innovation.

Major industry trends and market drivers

Extensively more data is available and Enento is well-equipped to navigate challenges and capitalize on emerging trends as the digital landscape evolves. Enento has a robust infrastructure and expertise in handling, processing and analyzing large datasets and develop new innovative services to meet current and future megatrends.

Digitalization

Enterprise intelligence is becoming increasingly important to understand customer behaviors, innovate, and make decisions to manage businesses and resources efficiently. The B2B market is mimicking the B2C market and integrating different external data sources with internal data sources is considered a major challenge. The European data-as-a-service market is expected to grow at over 8 percent annually in the mid-term.

Traditional and standardized data is becoming increasingly accessible at lower costs. Combining this with unstructured data and real-time data generates more value. Artificial intelligence (AI) is significantly impacting various industries, creating opportunities for business model innovation, improved customer experiences, and productivity gains.

Enento, with its extensive history of using machine learning, focuses on two key areas:

- Improving service offerings through features like user personalization, feedback and fraud detection, ultimately enhancing the overall customer experience.
- Enhancing internal efficiency in back-office operations, including data validation, advanced analytics and development.

Macro-economy

In the midst of change of the Nordic markets, Enento acknowledges the impact of macroeconomic factors, particularly in household lending. However, as the market eventually stabilizes, both mortgages and unsecured lending are expected to pick up pace again. But as the overall market is highly correlating to GDP development, a slower overall growth will mean slower increase in loan volume development.

Corporate investments are expected to grow moderately, with an increased demand for servic-

es related to counterparty risk management, sales, and marketing in a vigilant business environment. Corporates need to be more diligent in with whom they do business with as well as the cost of acquiring new customers.

Regulation

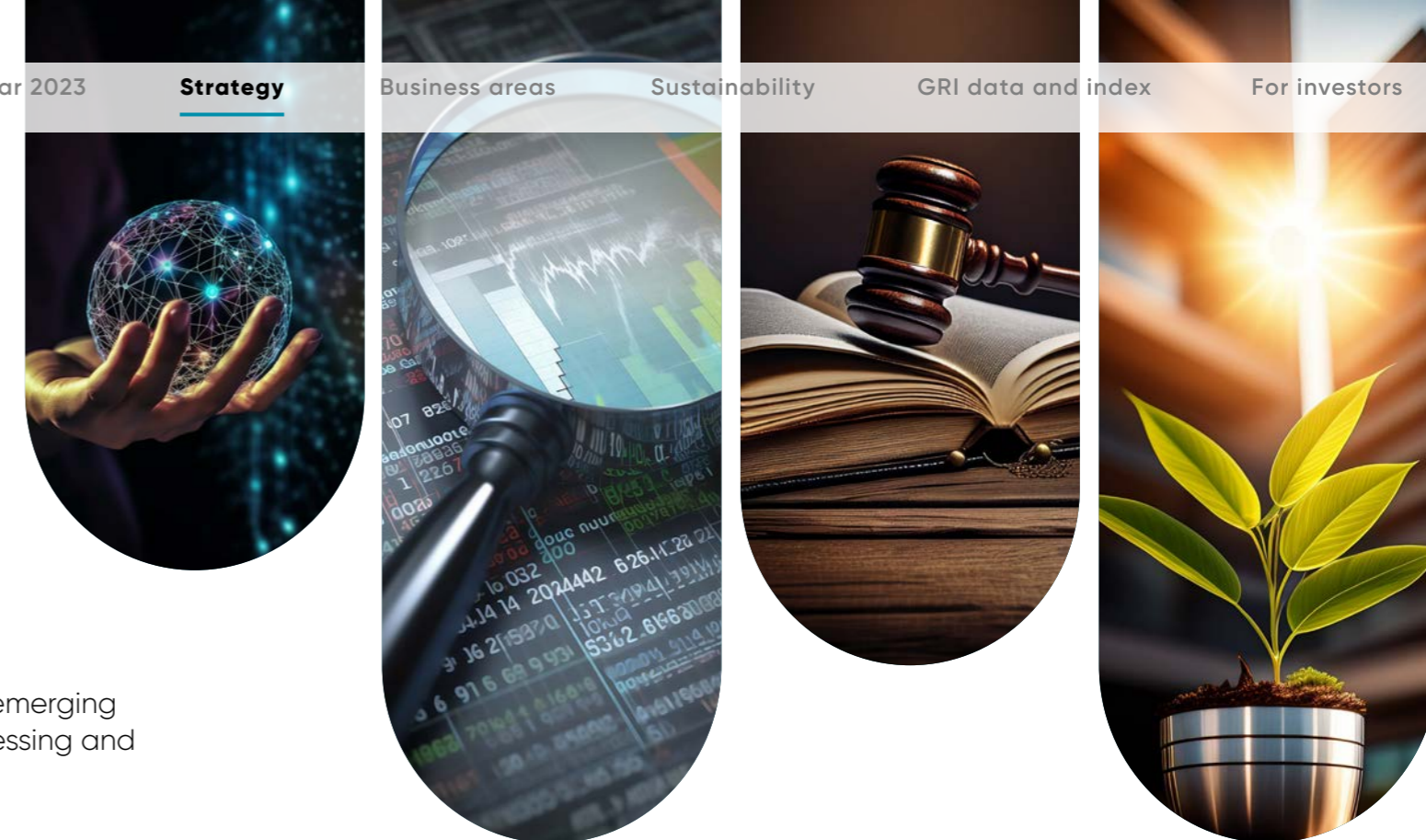
The geopolitical landscape is in flux which accelerates the global regulatory agenda. Tightening regulations underscore the growing need for data across various sectors and use cases. In particular, the global Know Your Customer (KYC) and Anti-Money Laundering (AML) spend on IT-related services and data is projected to experience as much as over 20 percent annual growth.

Governmental initiatives in Finland and Norway, such as interest rate caps and a positive credit register, have impacted credit management service providers in the market. Similar initiatives are underway in the Swedish market, which may change the market landscape in the coming years.

Sustainability

In the near future, credit and business decision-making processes are anticipated to more comprehensively incorporate environmental, social and governance (ESG) risks. This trend is largely influenced by the expanding regulations associated with the EU's Green Deal, such as the implementation of the EU Taxonomy and the Corporate Sustainability Reporting Directive (CSRD). Additionally, the growing awareness of the financial impact of climate and other ESG risks, along with an increased focus on reputational risk, is further fueling the demand for ESG data and services.

As a result of Enento's market-leading position in the Nordics, the company is well-positioned to collect and package ESG data insights to especially support the financial market and SMEs, in meeting expectations and legal requirements.



Market size and position in 2023

Credit market

Enento's addressable market is estimated at approximately 600 million euros in the Nordics, where the consumer and business credit related data and services stand for roughly half of the total market size.

Our core markets, Sweden and Finland, are the largest markets covering over 70 percent of the total potential on a Nordic level, and Enento is the market leader in credit information in Sweden and Finland through its strong local brands UC and Asiakastieto. The relations with the Nordic banks stretch over decades and our data is highly integrated in the core business processes of the banks creating a solid data ecosystem and robust foundation for close collaboration. Enento stands out in the credit industry because of its strong customer relationships and access to unique high-quality services and historical data, making it difficult for new players to enter the market.

The national credit registers may in the longer-term impact Enento's position, and we are therefore continuously developing new services in the credit space to ensure our relevancy and competitive position over years to come.

In 2023, household lending volumes for mortgages and consumer loans decreased dramatically as fewer mortgages were issued, and some lenders have retreated from the market or abandoned the broker model. However, during the coming strategy period there are signs of stable but modest growth as the economy is expected to return to more favorable levels in the latter part of 2024.

Business information market

The remaining half of the addressable Nordic market, approximately 300 million euros, covers services relating to general business information for counterparty risk management, sales, marketing and compliance purposes.

Enento enjoys solid market positions in the Nordic region through the Asiakastieto and Proff brands. Competition is more fragmented in this space as incumbents and niche players compete for parts of the value chain. In this market, Enento sees the largest untapped potential and most attractive growth avenues going forward.



Strategy

Renewed strategy to ensure profitable growth in a challenging market

Scalable growth and margin expansion were the key objectives for our updated strategy for 2024–2026.

In response to a fast-changing environment, we launched an updated strategy for 2024–2026 during the summer to ensure sustained profitable growth over the coming years. We are seeking scalable growth through the development of new services, increasing our market share, expansion to new customer verticals, pricing activities, digitalization of the customer journey as well as cost synergies brought by the common Nordic capabilities and operational excellence.

The renewed strategy reaffirms our long-term strategic goals from the previous strategy period and clarifies the targets for revenue growth, profitability, innovation and climate commitment for the period of 2024–2026. The long-term financial targets are familiar from the previous strategy period, but the target levels for profitability and share of new services by the end of 2026 are now clearly defined given our clear path to expanded margins and new service growth. Instead of adjusted EBITDA growth rate exceeding net sales growth rate, we are now targeting adjusted EBITDA margin to reach around 40 percent by the end of 2026. Revenue growth is now measured

as average annual net sales growth as market growth is expected to fluctuate over the next few years. We also added a new financial target for share of new services in our net sales.

Clear path for continued growth and margin expansion

The updated strategy emphasizes operational execution, consistent and healthy growth, and enhanced profitability, with scalable growth and margin expansion as the key objectives. The road to 5–10 percent average annual net sales growth consists of underlying macroeconomic market growth, price adjustments, market penetration in our core markets and the introduction of new services.

Investing in scalable growth, initiatives to optimize sales processes, distribution channels and IT efficiency, are key to improve profitability and achieve the targeted margin level by the end of the strategy period.



Purpose, vision and values

OUR PURPOSE

WE BUILD TRUST IN THE EVERYDAY.

We collect and transform data to intelligence and knowledge which are used in interactions between people, businesses and society. When our data based services are used, it builds trust in the everyday between people, businesses and society.

OUR VISION

AS THE NORDIC KNOWLEDGE COMPANY, WE POWER SOCIETY WITH INTELLIGENCE.

Eento transforms data to knowledge and intelligence that we share with people and businesses through our solutions.

OUR VALUES

WE BUILD TRUST WE CARE & DARE WE GROW TOGETHER

Our core values guides us on how we act towards ourselves, customers and all our stakeholders.

Key strategic themes



**INVESTING
IN SCALABLE
GROWTH**



**DIGITALIZATION
OF SALES,
MARKETING &
DISTRIBUTION**



**NORDIC
CONSOLIDATION
OF CAPABILITIES**



**CONTINUED COST
EFFICIENCIES**

2024 - 2026 targets



5 - 10% AVERAGE ANNUAL NET SALES GROWTH



AROUND 40% ADJUSTED EBITDA MARGIN IN 2026



NET DEBT TO ADJUSTED EBITDA BELOW 3X



AROUND 10% SHARE OF NEW SERVICES IN 2026



CARBON NEUTRAL BY 2023. NET ZERO EMISSIONS BY 2030

Four strategic focus areas

Our strategic focus areas guide all Eento employees to focus on our most important outcomes in the day-to-day business.



CUSTOMER FIRST

– to maximize customer value and keep our competitive position



OPERATIONAL EXCELLENCE

– to secure cost-efficient, scalable, and well-managed operations



ONE ENENTO

– for Nordic reach and economies of scale



EMPOWERED PEOPLE

– for a learning organization with a growth mindset, crosswise collaboration and empowering leadership

Strategic goals



RETAIN AND STRENGTHEN OUR LEADING POSITION IN THE CREDIT INFORMATION BUSINESS



BECOME THE LEADING PROVIDER OF BUSINESS INFORMATION

Investing in scalable growth

Our business model is scalable, thanks to our ability to efficiently reuse data, capabilities and technology, and therefore growth is expected to deliver high incremental profit margin. Market trends, such as tightening regulation and increased focus on reputational risks, present opportunities for Enento to develop new services and enhance current offering.

Defending the core – Retain and strengthen our leading position in the credit information business

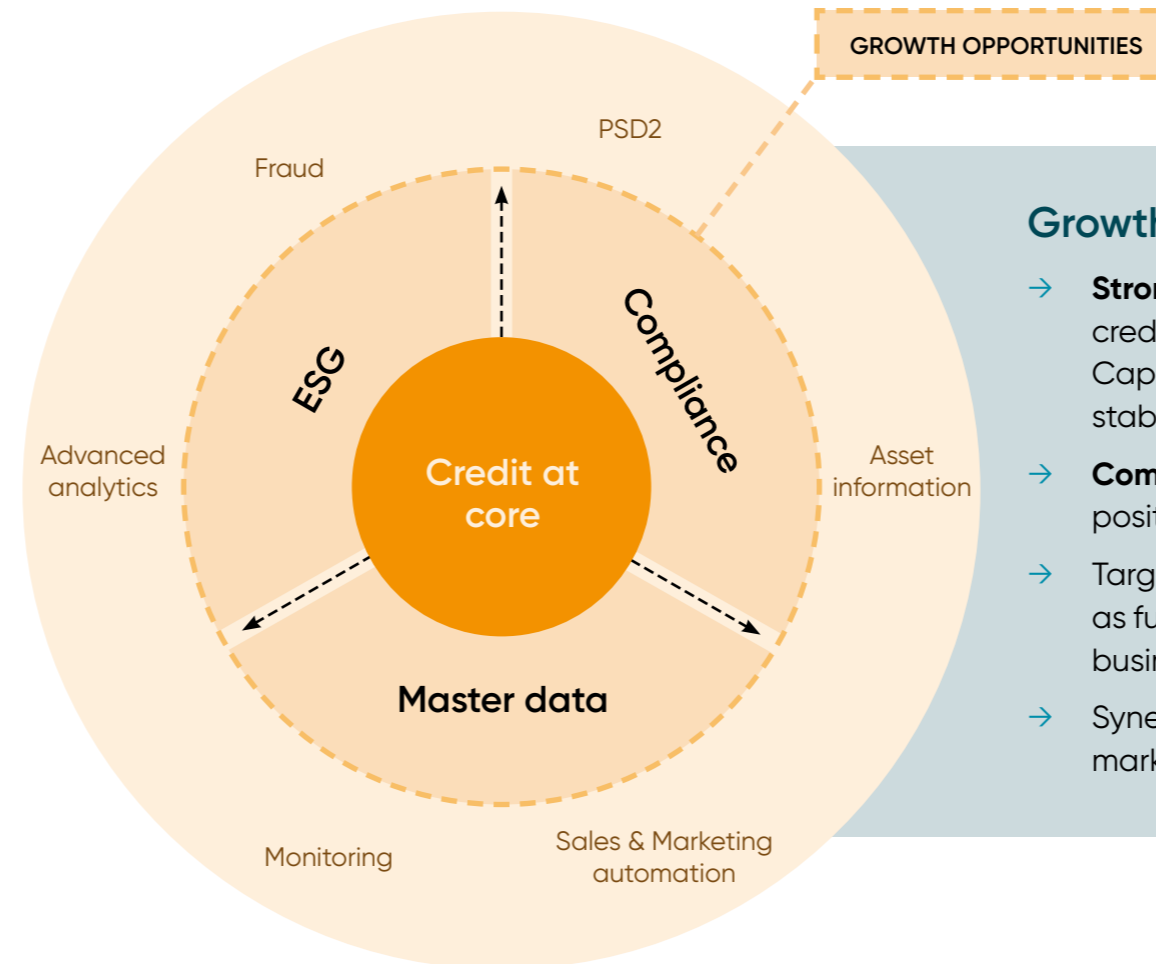
Enento’s core operations revolve around credit information services, in which Enento enjoys leading positions in Finland and Sweden with relatively stable growth prospects. In our strategy, we expand to the new customer verticals, for instance e-commerce, utilities and telecom sectors with our core offerings. We develop new services related to PSD2 data for income validation and fraud services to help financial institutions counter fraudulent credits given to both consumers and businesses. We will also further develop our high-quality credit scoring services.

Growth initiatives – Become the Nordic leader in business information

We increase our market penetration in Finland and Sweden and strengthen our position both in the small and medium-sized enterprises and large corporation segments. We prioritize growth in ESG, compliance and master data services by developing new services and enhancing our existing offerings.

Digitalizing the customer journey

We remodel and invest in online sales capabilities, marketing automation, customer service and distribution channels to op-



Growth avenues

- **Strong competitive position** in core consumer and business credit information business in Finland and Sweden. Capability to further strengthen advantages and keep stable growth.
- **Compliance and ESG prioritized growth** areas and well positioned to capture rapid growth.
- Target to **strengthen the position** in general master data as fundamental enabler of credit and business information businesses with strong synergies.
- Synergistic approach to other asset data and sales and marketing offerings.

timize the buying and selling experience and to improve customer experience especially in SME and enterprise segments. All freemium websites will be run from one front-end, enabling increased e-commerce and lead generation.

Consolidation of Nordic capabilities and continued focus on cost-efficiencies

Modernization of technology on a Nordic scale is key for launching new services that cannot be built on existing local technology and due to technical debt and maintainability of

existing solutions. Investments in new capabilities are made on a Nordic scale with the principle of building and securing one-Nordic solution.

Driving cost reductions and efficiencies to soften the impact of adding new capabilities and other cost increases is important to our ability to continue to invest. Consolidating our application management and infrastructure vendors, leveraging offshoring and simultaneously streamlining our infrastructure on a Nordic level will increase flexibility and reduce development costs.

Strategy execution in 2023

GOALS AND FOCUS AREAS	HIGHLIGHTS IN 2023
Retain and strengthen our leading position in the credit information business	<ul style="list-style-type: none"> We renewed our Rating Alfa credit score report in Finland, to include ESG data Nordic decision hub launched in Finland Re-check offering launched for Swedish e-commerce vertical Daily credit register reached 100% coverage. 60% of transactions migrated from the old monthly-updated register to the daily credit register. Finnish business information front-end was redesigned for a more user-friendly experience
Become the leading provider of business information	<ul style="list-style-type: none"> First compliance service launched in the Swedish market Improved KYC and sanction monitoring offering launched in Finland Nordic business information API and Credit API for SMEs launched in Norway Finnish creditworthiness certification product "Strongest in Finland" was renewed Improved ESG services with CO2 Calculator introduced in Finland Real estate and apartment information services were launched in Finland
Customer first	<ul style="list-style-type: none"> Improved service delivery channels Solution selling and solution marketing trainings Marketing automation flows were continuously developed to increase customer loyalty High customer NPS scores in both B2C and B2B, large and strategic B2B customers well above industry peers (56)
Empowered people	<ul style="list-style-type: none"> Internal mobility at good level (6%) Engagement index at stable level (7,6) Stable employee turnover (~10%) Personal development index increased (+12%) Managers' We Lead program executed – high level leadership index (8,4)
Operational excellence	<ul style="list-style-type: none"> Cost-efficiency program executed in line with our plan (6,3 of 8 million euro run-rate savings target by end of 2024) ISO 9001 quality certification renewed We developed our strategic vendor management practices and IT security
One Enento	<ul style="list-style-type: none"> Nordic capabilities established, such as Nordic decision hub, Nordic end-user services Harmonized Nordic development teams and portfolio governance for increased efficiency

Targets for 2024-2026 and outcome in 2023

TARGET	OUTCOME IN 2023
Average annual net sales growth of 5-10% during the period	Organic net sales declined by 1,4% with comparable currency rates
Adjusted EBITDA margin to reach around 40% by the end of 2026	36,6%
Net debt to adjusted EBITDA below 3x	2,4
Share of new services to reach around 10% of net sales in 2026	9,5%
Operational excellence: carbon neutral by 2023 and net zero emissions by 2030	Enento became carbon neutral in 2023

Business model

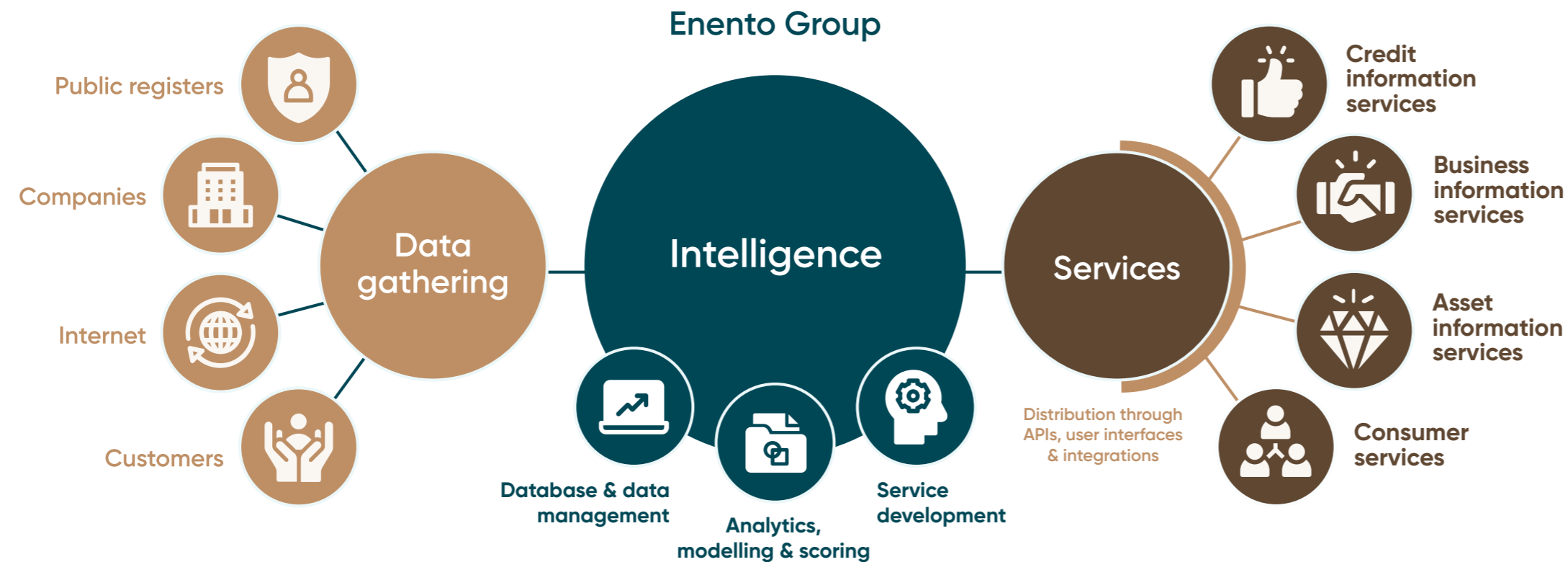
Enento’s scalable business model revolves around gathering, transforming and leveraging data to serve diverse customer needs.

Enento gathers business, consumer and asset data from both unstructured and structured sources and turn that data into intelligence, to serve different types of customer needs in a wide variety of different customer segments. For instance, the same business information can be used for the needs of credit decisioning, customer onboarding and sales and marketing, and procurement and compliance processes to that matter.

We are a Nordic data and analytics provider with a high local presence and use data from various sources such as governmental and public registers, banks and our customers. Artificial intelligence and machine learning are applied to our data management to maximize efficiency, speed and quality.

Enento provides data and intelligence to banks, financial services and corporate markets. Our services are distributed via modern Application Programming Interfaces (API), online user interfaces or direct integrations. We offer standardized products and services with attractive pricing models to small and medium sized companies.

Our historical and proprietary data collected from our extensive customer base, together with the Nordic reach makes out considerable competitive advantage in the markets.



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
- Historical and proprietary data

PRODUCTION

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

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)
- Nordic reach

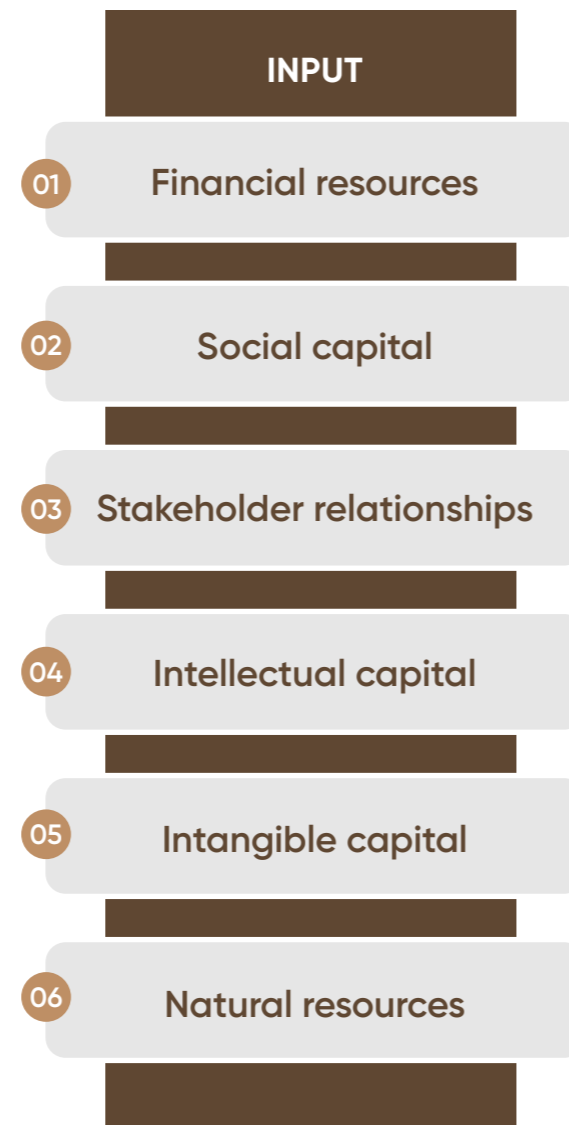
DISTRIBUTION AND SALES

- Services integrated into customers business processes through APIs, user interfaces and integrations
- Our freemium business information websites have more than 6 million unique visitors per month

Value creation model

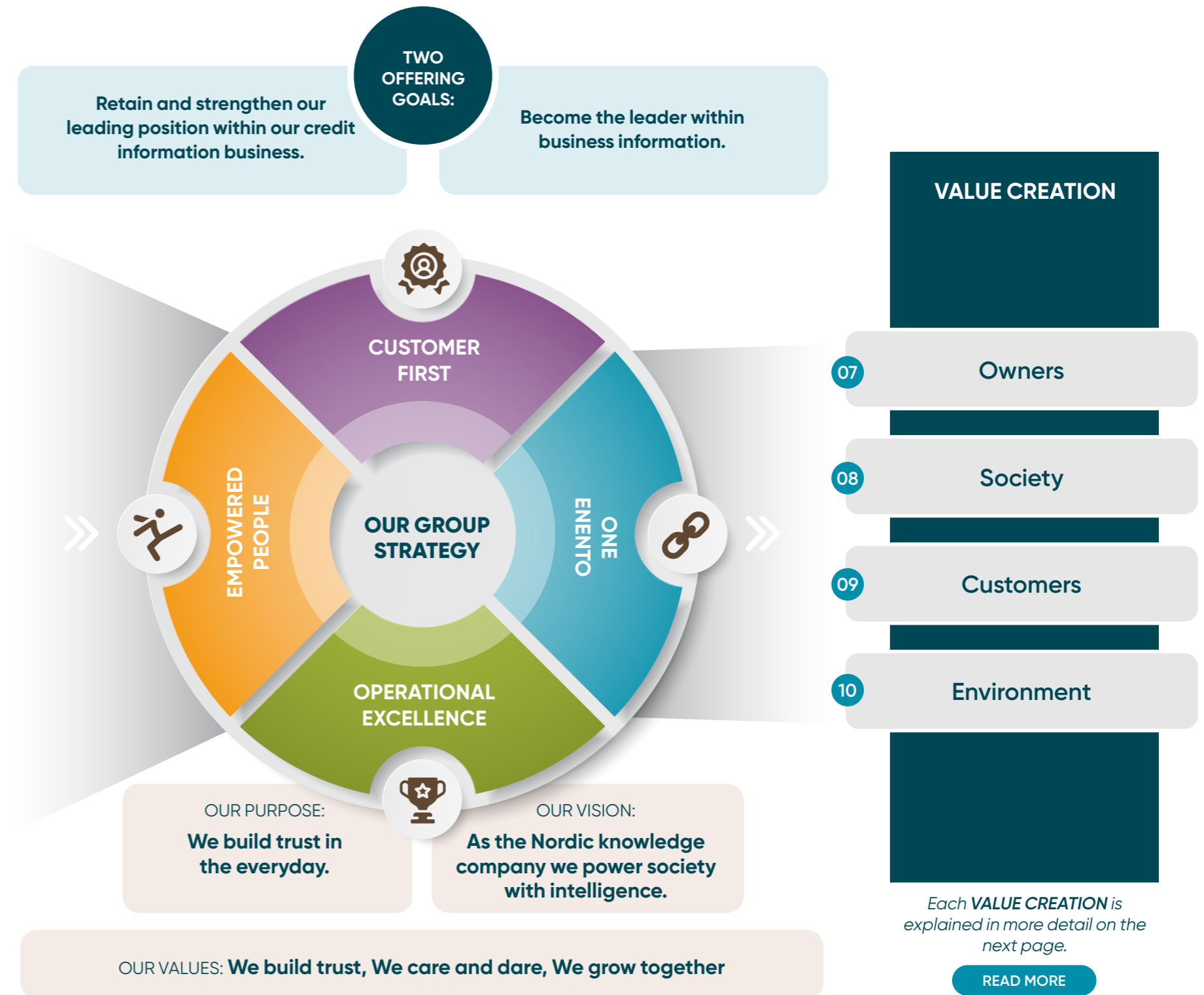
We power people, businesses and society with data and intelligence you can trust.

We power society by helping our customers to make the best possible decisions, for themselves and their business. As the leading provider of credit information in both Sweden and Finland, we are a substantial partner to banks and financial institutions in their work with responsible lending and preventing over-indebtedness in society. We support companies around the Nordics to make sustainable business decisions through our service areas within compliance and ESG data.



Each **INPUT** is explained in more detail on the next page.

[READ MORE](#)



Each **VALUE CREATION** is explained in more detail on the next page.

[READ MORE](#)

INPUT

01 Financial resources

- Equity total: EUR 282,9 million
- Balance sheet total: EUR 490,3 million
- Liabilities total: EUR 207,1 million

02 Social capital

- Personnel: 404 (FTE) employees in the Nordics
- An appreciated and healthy employer - 7,6 in Employee Engagement index

03 Stakeholders relationships

- 7 144 shareholders
- 76 000 corporate customers
- 500 000 consumer customers

04 Intellectual capital

- Databases and internal processes
- Policies and guidelines
- Trust and reputation

05 Intangible capital

- Commitment to high quality and top-level reliability
- Engaged and competent employees
- Innovative and effective service development
- Service production resources
- Seven offices in four Nordic countries
- Data centers

06 Natural resources

- Energy
- Water

VALUE CREATION

07 Owners

- Dividend of EUR 0,50 per share in April, followed by another payment of up to EUR 0,50 in November
- Earnings per share EUR 0,74
- Effective dividend yield 5,1% (31.12.2023)

09 Customers

- Nordic and local market high quality service offerings based on customer driven innovation – share of net sales from new services 9,5%
- Empowering our customers with business data and knowledge for sustainable decision making, including ESG.
- Helping our customers to grow in a responsible way - adding trust and long-term value to their processes – B2B NPS 31 in 2023.
- We contribute to SDG 12.



10 Environment

- Total amount of CO₂ emissions: 324 555 kg CO₂ E – a decrease of 77% since base year 2019
- Providing services to decrease our customers carbon footprint, such as ESG services.
- We contribute to SDG 13.



08 Society

- Creating trust and societal stability by providing reliable information for responsible decisions
- Contributing to sustainable lending processes and decreasing overindebtedness in society, over 35 million consumer inquires related to our consumer credit registers in Finland and Sweden.
- Salaries paid: EUR 29,8 million
- 41% of top and mid management at Enento are women
- Social security and pension contribution: EUR 10,3 million
- The Group paid EUR 9,1 million in taxes during the review period.
- Donations to charity: EUR 49 250
- Increasing knowledge about financial issues, and a special focus young people in our educational programs Tarkka-Fyrkka and The Bill reaching over 80 000 people.
- We contribute to SDG 5 and 8.





Business areas

The only way to do great work is to love what you do.

- Steve Jobs

At Eento, we collect and transform data to intelligence and knowledge, that is used in interactions between people, businesses and society.

Our two business areas focus on business information services (Business Insight) and consumer information and decisioning services (Consumer Insight).

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Consumer Insight

Weak demand in the Swedish consumer credit market impacted net sales, stable development in Finland

Consumer Insight develops and provides leading consumer information and decisioning services in Finland and Sweden. Our services have a key role in supporting a sustainable economy, lending and preventing the growing problem of over-indebtedness in society.

Enento is the market leader within consumer information in the Swedish and Finnish markets. Our position is strong both within banking, finance and in the consumer credit sector. The high quality of our credit reports and underlying data is appreciated by our existing customers and is a competitive advantage when attracting new ones. Our advanced services such as scoring models, positive credit data and advanced decisioning solutions add further value to our offerings and make them unique on the market in terms of excellence in quality, correctness and reliability.

Consumer Insight serves both several large industries and consumers. Consumer credit information services are primarily used for risk management, finance, administration and decision-making. Services for consumers help them to understand and better manage their own finances and protect them from identity theft and fraud. Consumer marketing information services serve sales and marketing purposes, in finding prospects and enhancing data in CRM systems.

Lower consumer lending volumes impacted results in 2023

The operating environment was challenging during the year due to the current macro-economic situation with high inflation and high interest rates, which had a direct impact on financial performance of Consumer Insight business area.

During the year, we witnessed a weakening demand for consumer credit information services in the Swedish market as the volumes for mortgages and unsecured loans were much lower than anticipated. Some lenders have left the Swedish market due to lower demand of unsecured loans and others have decreased their usage of the loan broker channel. Enento did not lose any customers in the consumer credit vertical in Sweden or Finland due to competition in 2023.

Meanwhile, the demand for the consumer credit information services in Finland continued to be at a stable level. The increase of the interest rate cap regulation in Finland that changed on October 1st did not impact the customer behavior.

New services launched in Sweden boosted consumer marketing information sales

Net sales of the consumer information services for sales and marketing purposes were positively impacted by the launch of new services in the Swedish market. Net sales of direct-to-consumer services grew, mainly due to positive impact from a change in legislation in the Finnish market, meaning a different way of handling payment remarks. The business area's net sales decreased to EUR 67,3 million (EUR 75,4 million), with decline of 10,8 percent at reported exchange rates and 6,1 percent at comparable exchange rates.

Nordic Decision Hub enables high-quality instant decisions

During 2023, we continued to add new data sources and develop new services to support our customers in making responsible, sustainable and correct decisions based on high quality data and insights. In Finland, we launched our new decisioning solution, Nordic Decision Hub. This platform not only enables growth as a decisioning tool for all our markets but also promotes efficiency, allowing us to phase out our legacy service in Finland and next in Sweden.

In Sweden, we have continued to work with our Daily Credit register. All customers are now reporting all their loans daily and we have also enhanced the presentation and usability for this information. The scoring model for unsecured lending is also updated.

In our Direct-to-Consumer business line, we have launched a partner-API and are now starting to offer our services via partners as well. We have continued to develop new services for the growing e-commerce sector and services for sales and marketing purposes.

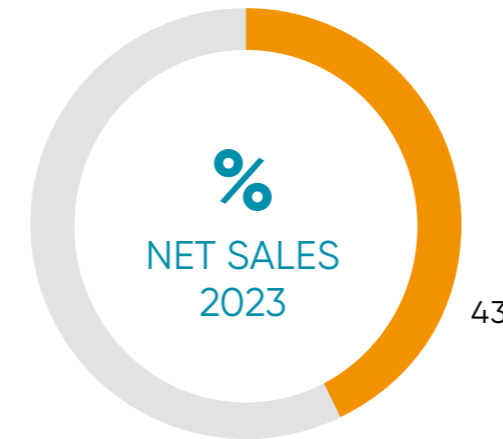
Targets ahead: New PSD2 and fraud services expected in 2024

Direct-to-Consumer services in Sweden and Finland have already achieved a considerable market position, and there is a potential for further growth mainly via increased focus on partner sales. We have launched several new services within Consumer Marketing Information and have significant potential to grow the business. Ultimately, our priority is to support our customers with high quality and unique data and our expertise.

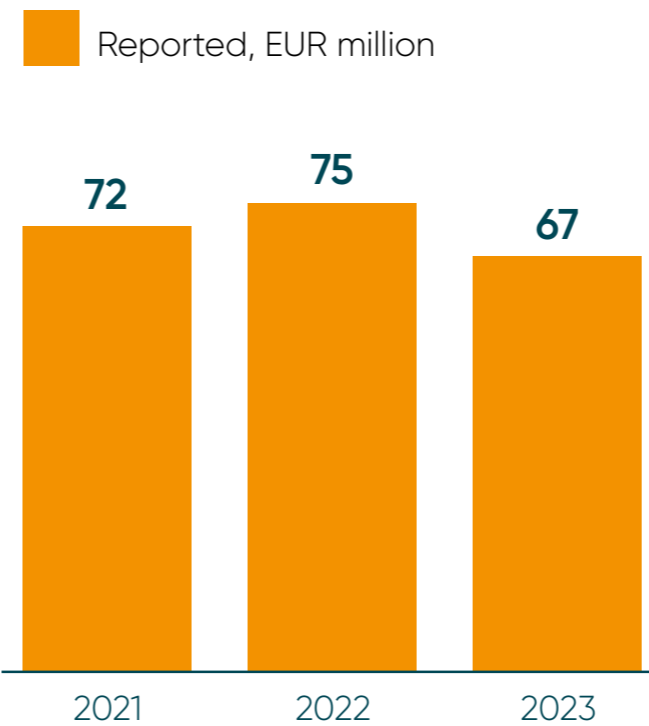
In 2024, we will continue to improve our offering within credit information and by adding new data, such as real time data (PSD2 data) and other data points. Another area we will focus on is helping our customers to prevent fraud. Fraud is an increasing problem in connection with lending.

We will also continue to invest in our decisioning and scoring capabilities to be able to maintain our leading market position. We are further expanding the consumer credit offering to new market verticals, in alignment with the strategy.

NET SALES CONSUMER INSIGHT OUT OF TOTAL 2023



NET SALES 2021-2023





Rasmus Rolén
CEO of Avarda

CASE

Tailor-made credit information solutions for Avarda

Avarda is a successful company in the fast-growing e-commerce industry. We have had the pleasure to co-operate together with Avarda as their credit information partner on their successful growth journey since the start in 2015. Before 2015 Avarda was a joint venture between Intrum and TF bank until finally becoming its own certified business with TF Bank as the sole owner.

Today Avarda has around 100 employees with offices in Sweden, Finland and Norway. The company has been an industry pioneer establishing the concept of white-label payment solutions in the Nordic market. Their goal is to offer the e-commerce sector a best-in-class payment platform without compromising the retailer's brand, allowing them full control of their customer journey.

One of the biggest challenges for Avarda was to find access to the right type of Nordic data to enrich their systems so they can offer the best solution for their customers. Avarda has worked in close cooperation with UC's product owners and sales team in order to create a tailor-made credit score solution that suits Avarda's needs specifically.

"UC has the largest coverage on the market in terms of credit information. It is a strong advantage for us to use the biggest player, who not only has Swedish distribution but Nordic distribution as well. Together with UC, we were able to establish partnerships in several Nordic markets at the same time. We were also able to get access to the largest and most relevant database and thus also gained the best accuracy for our credit information needs. One of the greatest strengths of UC is that we can sit down in a room with actual decision makers and discuss the best tailor-made solution for us."

- Rasmus Rolén, CEO of Avarda

The collaboration with Avarda is one example of how we at Enento are strategically expanding our offerings and customer journeys within the high potential area of e-commerce using our Nordic capabilities and solutions. Avarda is a customer to Enento in both Sweden and Norway.

Business Insight

The Finnish market was the main growth driver in Business Insight

Business Insight provides our customers with high-quality data and analytics that enable more reliable credit assessments and business decisions across the Nordics. The business area consists of Enterprise Solutions, Premium Solutions and Freemium Solutions business lines, and after merging the Digital Processes business areas to Business Insight in the summer of 2023, also Real Estate and Compliance services. We serve small, medium and larger companies in their everyday business.

Business Insight offers risk management services and support companies with high quality company credit information, as well as monitoring and scoring models. We help our customers to find the right clients and prospects by providing valuable tools for targeting and analyzing companies. As sustainability and ESG (environmental, social, governance) data are becoming increasingly important for our customers, our ESG reports, scoring and tools for reporting ESG data are an essential part of the service portfolio.

The demand for compliance services has increased significantly during the last two years and the same increasing need has been visible in real estate and apartment services. Our customers can access our services either through our online websites or have the data directly integrated into their systems.

Strong performance in 2023

The business area's net sales increased to EUR 88,6 million (EUR 92,1 including the discontinued Tambur service), with decline of 3,7 percent including the discontinued Tambur service at reported exchange rates, and increased by 2,2 percent at com-

parable exchange rates excluding the Tambur impact. The business area continued its positive development track in Finland, Norway and Denmark, while in Sweden the macroeconomic challenges impacted the demand for our business information services especially during the fourth quarter of the year.

Business Insight experienced significant net sales growth in 2023, driven by the high demand for our services in the Finnish market. Our risk management and compliance offerings also grew during the year. Furthermore, our SME business continued to deliver positive net sales development in Finland, and we saw growth across the entire product portfolio targeted for SMEs.

In addition to Finland, the net sales development was particularly strong in Norway and Denmark, where Premium services drove significant growth mainly due to successful sales efforts and innovative product development.

Also the Freemium business grew in 2023, and we see that our customers have a strong need for increased visibility in online channels. We are well positioned with our freemium websites



and as the traffic increased by 2,9 percent during 2023, we continue to be the leading provider of freemium business information in the Nordics.

Active service development

We have continuously developed our existing services and launched several new services during the year. In the beginning of 2023, the renewed company credit rating Rating Alfa and Risk Indicator were launched in the Finnish market, and our customers started to migrate to the improved service. The credit and business information interface provided by Asiakastieto, which is one of the flagship products in the Finnish market, received a new design and improved user experience. We also strengthened our credit offering in Norway with a Credit API serving our SME customer needs.

For our SME customers we launched a renewed Strongest in Finland certificates, which has been one of the main drivers for growth in Premium Solutions this year and highly appreciated by our customers. With the certificate, the company can present itself as a creditworthy business partner and use the certification in various situations to create trust for the customers and suppliers through Asiakastieto's brand and well-known product.

In the Swedish market we launched the new Business Insight API, a high-quality business information data service, delivered in a flexible and easy-to-use API. This API serves the needs for a broad range of companies who would like to integrate business information directly into their processes, and to be used directly, for example in the different CRM systems.

Unique Apartment Information Reports launched in Finland

As part of our ESG offering we launched a CO2 Calculator, enabling our customers to calculate their own CO₂ impact. In addition, we launched ESG related services for real estate. The energy certificate information for housing companies and commercial buildings is based on a new enriched building information database.

As the first actor in the Finnish market, we launched an Apartment Information Report based on data from residential and commercial property information System, as well as six new reports with basic information, ownership rights, pledges and restrictions.

Compliance offering expansion continues

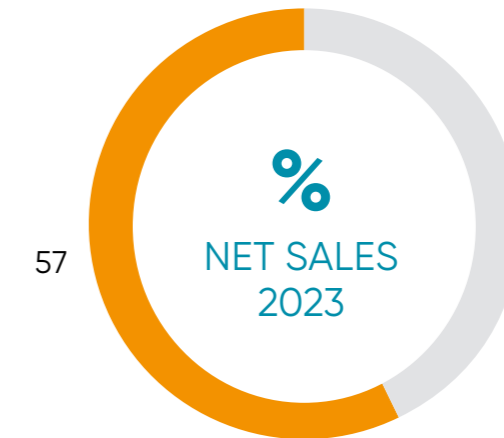
As the demand for Compliance services has strongly increased during the last years, we have invested in the customer-driven product and service development in this area. The compliance offering for the Finnish market now includes sanction list check (UN, EU, USA OFAC, UK), sanction and KYC (Know Your Customers) monitoring for companies as well as sanction list monitoring service for private persons. In the Swedish market we launched the first service PEP (politically exposed persons) & sanction list screening service.

Targets ahead: Operating environment increases the need for risk management and compliance services

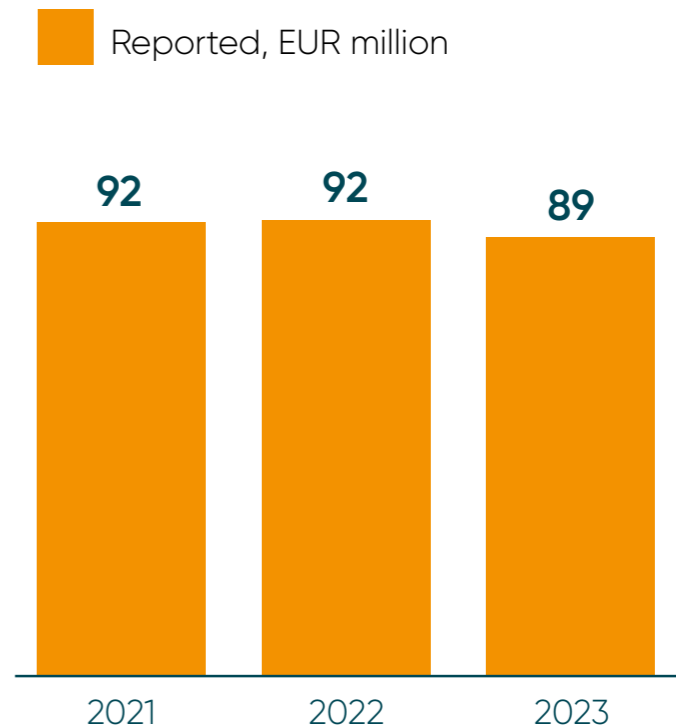
Enento launched the new strategy in the summer of 2023, and the focus in 2024 is on the execution of the strategy and continuing to deliver high customer value in all areas. We seek growth in ESG, compliance and master data offerings and potentially in expanding margins in digitalizing sales and marketing. As we expect the challenging macroeconomic environment seen in 2023 to continue in 2024, the need for services to manage risk, as well as compliance services for onboarding and monitoring, will likely continue to grow.

We see high growth potential in the Finnish and the Norwegian markets, but more challenges within the Swedish market, resulting from tough market conditions for SME companies and the overall macro-economic environment.

NET SALES BUSINESS INSIGHT OUT OF TOTAL 2023



NET SALES 2021–2023



CASE

Alisa Bank uses Enento monitoring as part of risk management

We help Alisa Bank respond to changes in its customers' finances

Asiakastieto helps Alisa Bank to always know the payment capacity of its invoice funding customers. In invoice funding, a company immediately converts a sales invoice into cash and reimburses the financial institution. As a rule, companies use invoice funding to improve their cash flow and thus improve their liquidity.

"Active monitoring of customers helps to manage risks and avoid credit losses. The monitoring service is a handy tool for us, alongside our other credit monitoring and communication activities, so that we are constantly aware of what is happening with our invoice funding customers and can react quickly to changes. The automation of notifications saves our team's time by replacing manual monitoring," says **Miikka Silvonen**, Director of Business Customers.

Monitoring is an important part of risk management and Asiakastieto encourages all companies to initiate automation. The service continuously monitors the data where changes are most important for each user. For example, if the rating changes, payment delays occur or information related to the customer's knowledge changes, the service sends notifications immediately. This gives users more time to react to difficult situations and protect themselves against credit losses.



Our approach to sustainability

Sustainable societies are built on trust. We make it easier for our customers to build trust as we transform data to intelligence within areas such as compliance, ESG and sustainable lending.

We are a responsible partner to our customers and suppliers, and from this year 2023 we can define ourselves as a climate neutral company. We are always working to improve ourselves as a sustainable workplace with the wellbeing and development of our employees at heart.

Content

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Sustainability is not a trend; it's a sense of responsibility.

Sustainability at Enento

Sustainability strategy and program

As society faces new and increasingly complex challenges, such as climate change, macro-economic instability and increased financial vulnerability among certain groups, we are determined to be part of the solution. We are a leading provider of data-driven solutions in the Nordics and we continuously strive to be at the forefront of developing new services that meet the needs of society and our customers, today as well as tomorrow.

Our Group strategy for sustainability





Our sustainability strategy and actions for 2024 support 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 has an impact on. The sustainability strategy and targets are based on the materiality analysis performed during the fall of 2022 and continuous stakeholder dialogues. Read more about our materiality analysis and how our key sustainability themes were identified on page 55. The targets for 2024 have been set in alignment with the new Group strategy for 2024–2026. During 2023, we reached our ambitions with overall good results.

Our key themes

Our sustainability strategy consists of four focus areas that cover Enento's environmental and social impact as well as governance:

Two areas focus our direct impact as a company, in terms of being **an empowering and sustainable workplace** and **decreasing our own environmental footprint** to reach net zero emissions in 2030. The other two areas focus on our indirect impact as **an enabler of a sustainable economy** and **provider of sustainable services**, by offering services that assist our customers on their sustainability paths. We share meaningful data insights and intelligence with customers and the public, and educate young people in the Nordics about private economy. We support the UN Sustainable Development Goals (SDGs).



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"> → 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. 	<ul style="list-style-type: none"> → Develop customer needs-driven services based on Nordic business and ESG data. 	<ul style="list-style-type: none"> → Ensure that we continue to keep our CO₂ emissions from business travel and commuting at a low level. → Continue to decrease our energy consumption related to our offices, IT equipment and data services. 	<ul style="list-style-type: none"> → Strengthening our internal culture based on trust and equality - living by the values: We Build Trust, We Grow Together and We Care & Dare.
ACHIEVEMENTS 2023	<ul style="list-style-type: none"> ● 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. ● Increase number of articles in the media using our local and Nordic data compared to 2022. 	<ul style="list-style-type: none"> ● Increase of NPS score, B2B and B2C, compared to 2022. ● Increase share of net sales from new services compared to 2022. ● Continue to develop sustainability services for different business needs and scale-up ESG services in the Nordics. 	<ul style="list-style-type: none"> ● Reaching carbon neutrality. 	<ul style="list-style-type: none"> ● Maintain the Engagement index score on the same level as 2022. ● Maintaining eNPS on the same level as 2022.
TARGETS FOR 2024	<ul style="list-style-type: none"> → Increase the number of articles in the media using our local and Nordic data compared to 2023. → Reach at least 200 000 people digitally with our educational material. 	<ul style="list-style-type: none"> → Stable NPS scores, B2B and B2C compared to 2023. → Stable share of net sales from new services compared to 2023. → Continue to develop sustainability services for different business needs and scale up ESG services in the Nordics. 	<ul style="list-style-type: none"> → Maintaining carbon neutrality. → Buy flight tickets including sustainable aviation fuel (SAF) whenever this option is available. 	<ul style="list-style-type: none"> → Engagement index – Target 7,7

● On target ● Delayed target

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.



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 13.3 Build knowledge and capacity to meet climate change.
- Enento is a carbon neutral company since 2023 and we have set a group-level target to have 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.

Enabling a sustainable economy

Enento contributes to a sustainable economy in society by developing services that give companies and people the best opportunities to manage their finances. Through high quality services and reliable data, we build increased knowledge that helps both consumers and companies make responsible decisions and avoid financial challenges, such as excess debts or overspending.

We have prevented over-indebtedness in society for over 100 years, since we were established in 1905. We support sustainable lending practices by giving companies the right tools to manage their credit and decision processes in a responsible way.

Impacting society by sharing our knowledge on a sustainable economy

As our services affect countless important decisions in society, supporting a sustainable economy is the starting point for our operations. We monitor changes in society and proactively develop services that respond to them on topics such as fraud and the European directive PSD2. We take part in the societal debate and regularly share unique data and insights about what can be done to prevent over-indebtedness.

We strive to find new ways to provide media with qualitative insights and analyses to increase the knowledge about sustainable finance and responsible lending in the Nordics. Through media we can share our expertise and knowledge to the general public and to create a better understanding of our society and the Nordic market. In 2023, media published, referring to Enento or our local brands, more than 3 500 (2 600) articles in the Nordics on topics such as over-indebtedness, fraud,

macroeconomics and sustainability. This means we increased our media coverage on these topics by more than 30 percent compared to the year before, and therefore reached our media target for 2023. For 2024 we will maintain the same target to increase our impact on society by sharing valuable data and insights to the market and general public.

Providing daily support about financial issues to the public

We help people manage their finances and avoid over-indebtedness by providing useful guidance to both our customers and the public in general on our websites and through our customer service. Our customer service teams in Sweden, Norway and Finland handle 20 000 inquiries each month (same as in 2022) from individuals of the general public. We also publish Q&A content and tutorials on our websites about payment defaults and how to check your credit worthiness.

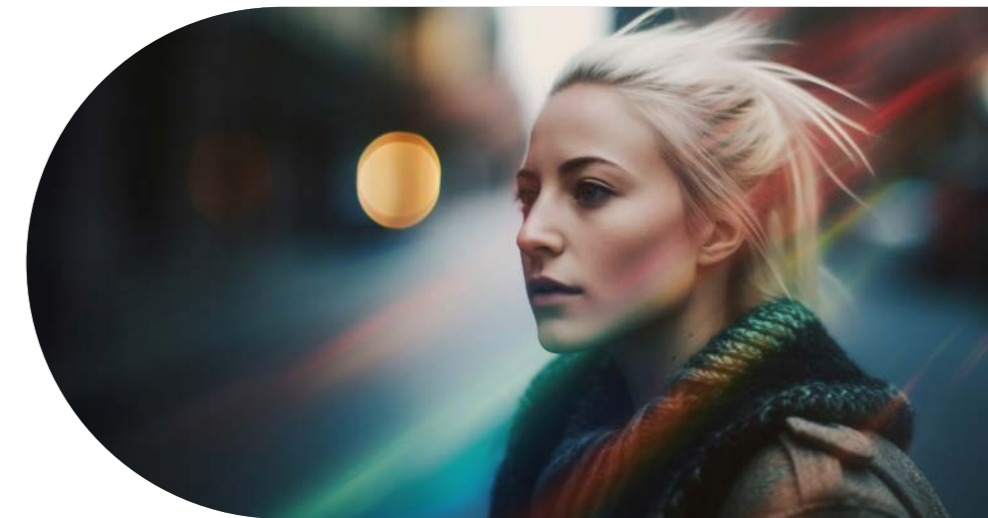
The amendments of the Credit Information Act in Finland in 2022 led to a significant increase in customer service inquiries in 2023. According to the amended Act, payment defaults will be removed from the register 30 days after payment, while in the past, the payment default entry may have appeared in the credit information register for a longer time, even years after the

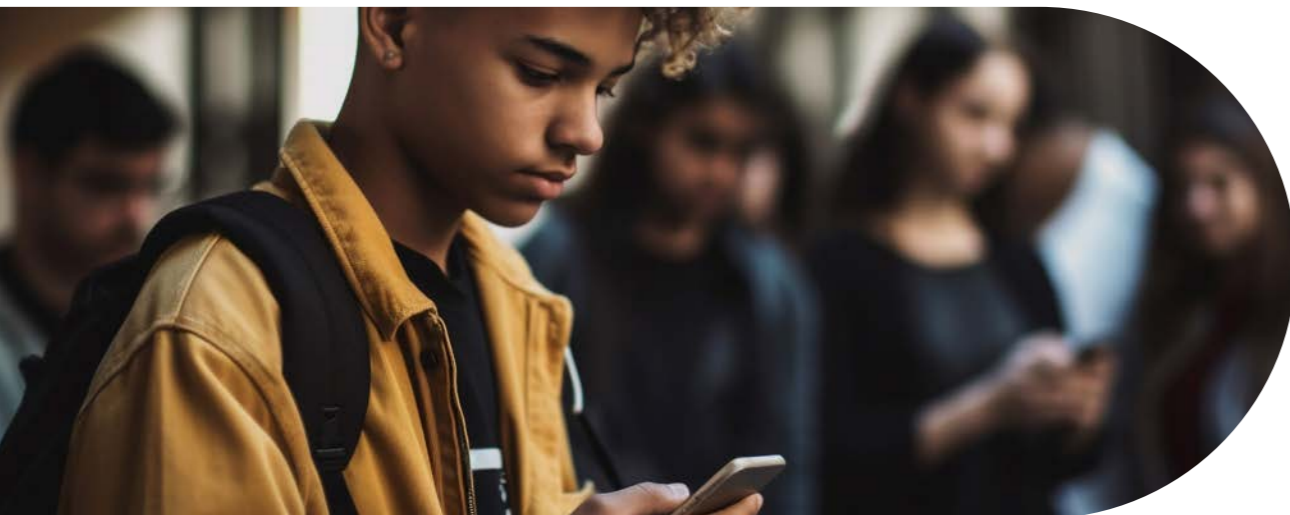
payment was made. To respond to the increased number of inquiries, we have created content based on customer feedback on our website, which will answer the common questions by our customers, such as how to prevent payment defaults.

Our financial literacy programs reached about 85 000 people

Our payment default statistics show that over-indebtedness is a problem that often starts at an early age. For example, in Finland 10,5 percent of the age group 25–29 has payment defaults when the average level is 7,5 percent. The need to educate young adults about the management of their private finances and avoiding loans with high risks has clearly emerged in the social debate and research. As one of the leading credit information companies in the Nordics, we feel a responsibility to share our knowledge and statistical insights. With educational material we can help young people create a financially sustainable future and avoid financial difficulties. We believe improved financial knowledge will have a positive effect on young people's lives and society at large.

Enento has been educating young adults and their teachers in private finances since 2011 through workshops and educational materials. Overall thousands of people have participated to





our events. The program is called TarkkaFyrkka in Finland and The Bill in Sweden. The aim of the programs is to increase financial literacy and empower young adults to manage their own economy successfully. The educational material covers topics such as payment defaults, loans, and how to affect one's personal finance in the short and long term. We also address issues related to investing, saving and spending money to make it grow. We value the input we receive from participants in our workshops, which helps us continuously develop our material and find new ways to reach out. For example, we have received feedback from teachers working with young adults that the material we provide help them to better understand the economic challenges young adults may face.

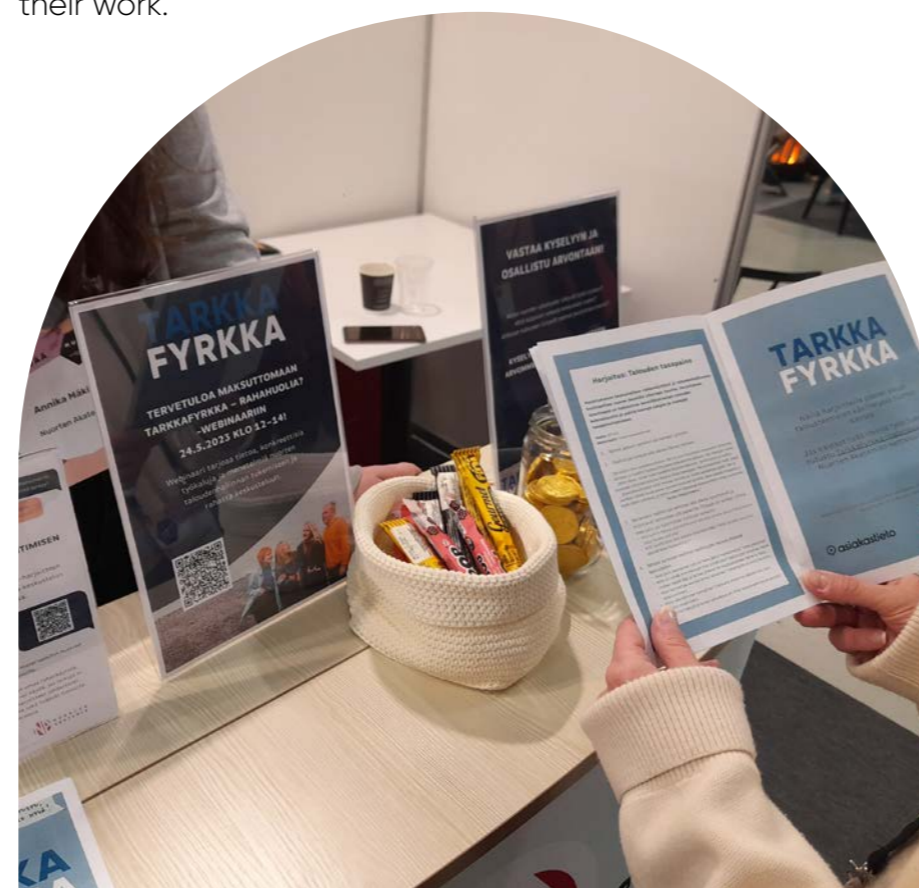
Our evaluations have shown that a combination of physical workshops and meetings with the target group is a successful way to get personal contact and understand their challenges and needs. This approach also helps us strengthen our dialogues with teachers and organizations. We also use digital communication and distribution of materials to reach a larger part of our target group through digital media channels where they usually spend time, with fewer resources.

In 2023, our target was to increase the number of people reached directly. To develop the scalability of our programs

we focused on reaching adults who work with young people, creating workshop materials and raising awareness in digital channels among our target group. We reached approximately 700 (600) people face-to-face in our workshops and about 85 000 (174 000) with our digital content. We did not meet our high target this year, which was to reach an increased number of people from the year before, but the initiatives developed during 2023 will support us to better meet the target in the future. We will combine best practices from both countries and further develop the scalability of our programs.

Focus on educating teachers in Finland

In 2023, TarkkaFyrkka's main initiatives were workshops in schools and webinars for adults working with young people. The webinars were aimed at teachers, curators, school psychologists and youth workers. We created a material bank that is constantly developed to support financial education. The material bank can be used free of charge to better guide young adults on financial matters and use material supporting their work.



Nuorten Akatemia (the Youth Academy) is our cooperation partner in Finland. They are experts in participatory working methods for young people and collaborate with schools, educational institutions, businesses and organizations. TarkkaFyrkka has been developed with Nuorten Akatemia since 2016, and the first workshops were held together in 2017. In 2023, we reached 426 students and 23 teachers in these workshops, and awareness of TarkkaFyrkka has been raised by creating a blog and social media posts. These posts have been marketed mainly through Nuorten Akatemia channels and reach people working in educational institutions and with young people. We also participated in the Nuori2023 fair, a big event in Finland targeted at people studying or working with youth education, to raise awareness of TarkkaFyrkka.

For 2024, the plan for TarkkaFyrkka in Finland is to build video lessons which can be used individually in educational institutions. The material will be made in collaboration with teachers and students. The target is to reach more teachers and persons working with young adults so as many young adults as possible can benefit from the materials. The material can be utilized also in Sweden. The key elements will be the quality of the materials and effective communications to the target audiences.

Reaching a broader target group with digital material in Sweden

In Sweden, the focus has been to develop our digital educational material, also in other languages than Swedish, to reach a broader target group. Through a collaboration with Alkompis, which is the largest Arabic news outlet in the Nordics, we reached almost 70 000 unique viewers through a short video in Arabic and an article on their website about how to avoid payment defaults.

We continued our collaboration with Fryshuset Foundation, a non-profit organization focusing on empowering young adults

from various backgrounds through training and development, as well as published several articles about personal finance targeting young people on their website ungdomar.se. Additionally, we are continuing to develop our collaboration in publishing our digital lessons with a financial application for children and young adults called Gimi. Together with Gimi, we have also produced a quiz called "Shop it or drop it", which helps people to consider their purchase and loan decisions more carefully. Altogether, when combining all our collaborations and digital initiatives, we reached around 85 000 people in Sweden with our digital material.

During fall, we arranged three workshops in collaboration with social entrepreneur Binette Seck and her network of young adults, of whom majority are foreign-born. Research shows that in general, young adults who are first or second generation immigrants have less financial legacy and are exposed to a higher risk of not obtaining a sustainable economy in their future. In the workshops we met about 60 young adults and educated them in credit management and loans.

As in previous years, we have continued to provide our service Kreditkollen for free to everyone under 21. It is a service that helps gaining a better understanding of one's credit score and financial situation.

For 2024 in Sweden, we will continue our very successful collaboration with Alkompis and optimize the digital content we have on ungdomar.se as well as in the Gimi application. We will continue the successful concept of providing digital education combined with physical meetings and workshops with partners with whom we have an exchange of both knowledge and reach.

Read more about our collaborations on uc.se and asiakastiето.fi

Key figures 2023

ABOUT 85 000 PERSONS WERE REACHED BY OUR DIGITAL MATERIAL AND/OR PARTICIPATING IN OUR WORKSHOPS (175 000 IN 2022).

MORE THAN 35 MILLION CONSUMER CREDIT INQUIRIES USING DATA FROM OUR CREDIT REGISTERS IN FINLAND AND SWEDEN.

MORE THAN 3 500 MENTIONS OF OUR DATA INSIGHTS IN THE MEDIA (2 600 IN 2022).



Targets for 2024

INCREASE THE NUMBER OF ARTICLES IN THE MEDIA USING OUR LOCAL AND NORDIC DATA COMPARED TO 2023.

REACH AT LEAST 200 000 PEOPLE DIGITALLY WITH OUR EDUCATIONAL MATERIAL.

CASE

Driving financial empowerment together with social entrepreneur Binette Seck

In 2023, UC initiated a collaboration with Binette Seck, a social entrepreneur and Obama Leader 2023 who is dedicated to democratizing technology worldwide. As the co-founder of the association ChangersTech, she empowers tens of thousands of young adults from under-resourced communities, granting them access to transformative technology education and opportunities.

Our collaboration with Binette in 2023 has focused on educating and empowering young adults in personal finances and increasing awareness of the challenges of financial illiteracy among certain groups in society. She attended UC-dagen, our annual customer event in Stockholm, as one of the invited guests on stage, to speak about and highlight what society, corporations and the financial industry in particular needs to do to make sure that young adults from under-resourced communities are not excluded when it comes to financial understanding and wealth-health.

The participants' understanding of interest rates, amortization and other financial terms increased by 68 percent after the workshops UC arranged together with Binette and 46 percent claimed that they felt more financially smart after participating. A few of the participants won a competition and were invited by our Group CEO Jeanette Jäger to have lunch with her at our office in Stockholm.

"We live in a time where we drown in messages and engaging slogans from companies who claim to have found the golden sweet spot of combining business value with creating value for society. But, if you look closer, this is not always the case. Many companies are not transparent enough yet to tell the whole story on how they walk the talk. I am proud of the collaboration with UC and Enento Group because this is for real. You have so much knowledge and insights about do's and don't's that these young adults lack from growing up and in school. This was not least obvious from the engagement of young adults in the workshops we arranged together. With our collaboration I think we have cracked the code of how a company like Enento with a financial large-scale reach can also create real change in the local communities where you are present. In that sense I think you are an inspiration for other companies in the sector!"

Binette Seck, Social Entrepreneur and Obama Leader 2023





Development of sustainable services

Based on our strong position in the Nordics and extensive experience in consumer and business information data, we are keen to 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 high-quality data which builds trust by, for example, reducing credit and business risks and by supporting sustainable lending.

By using our solutions for collecting and organizing ESG data, we also help our customers to make more sustainable decisions. We provide scoring models, housing valuation services, real estate data and sales and marketing insight to our customers to help them make informed decisions and to detect and prevent fraud.

Our freemium services are used by more than 7 million visitors per month throughout the Nordics. As part of our ESG offering, we provide climate risk assessment of real estate and housing, among others. During 2023, the importance of Enento's solutions for Know Your Customers have been emphasized as war in

Ukraine has driven our customers to check whether their partners include companies or individuals on the sanctions list.

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 for decision making is one of the key success factors for our customers, and that is how we can improve the sustainability to our customers. Our high-quality databases are the core of our business operations. We are using verified data in all our services to ensure that 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 public data sources, trusted partners, companies and 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 focus areas is the development of our Nordic ESG offering. ESG data is becoming increasingly important to companies and the financial sector as it plays a pivotal role in driving the transformation towards a sustainable society. The regulation related to ESG is already starting to affect more and more companies – directly or indirectly. It also affects those companies that do not have a reporting obligation themselves but are subcontractors and partners of reporting companies. The EU taxonomy together with the new Corporate Sustainability Reporting Directive (CSRD) and European Sustainability Reporting Standards (ESRS) are accelerating the ESG data business and the sustainability development also in the entire supply chains. Therefore, the need for collecting reliable ESG

and CO₂ data will expand from publicly listed companies to SMEs.

Enento Group's ESG services today provide the most comprehensive ESG data in the Nordic market, since they cover over 1,3 million companies in the Nordics. Our ESG services promote transparent business operations and improve the competitiveness of companies that operate responsibly. We work closely with our customers, and we help them to automate their business processes and monitor the ESG development in their customer portfolio.

Our ESG data services help our customers to analyze sustainability risks and make more responsible decisions. We offer accurate ESG data that is needed for risk management, decision making, sustainable lending and responsible procurement, 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.

Assessing climate risks for properties

Damages to properties and buildings caused by climate change implicate financial risks that must be managed both at portfolio level and in ongoing processes. The EU taxonomy's two environmental targets of climate mitigation and adaptation, which must be complied with since 2023, have driven the development of services to assess climate risks. To support our customers in making sustainable decisions for resource management and investments, Enento Group has been offering services to assess climate risks on properties to the Swedish real estate market since 2022.

The risks assessed include water damage from flooding or rising sea levels, storm damage, fire damage from e.g. hot weather and drought, as well as other climate related risks due to rain and snow. Our services are based on up-to-date property and owner information from Swedish authorities (The Land Survey), company and group information and the climate risk class on a property and building level developed by Enento. The several reports that are offered save a lot of time and money for real estate stakeholders (owners, buyers, sellers, advisors), banks, accountants and ESG consultants, who would otherwise have to analyze each object manually to assess climate risks.

In 2023, we added new climate risks to the service and improved our risk model service. The focus in 2024 will be on improving our current ESG services and launching new ones to help our real estate customers get an overview of companies and corporate groups' property holdings and workplaces, in terms of their exposure to climate risks. We will be able to offer detailed climate risk information also for high-risk properties.

Launching of the CO₂ Calculator

During 2023, we successfully launched several new ESG services, such as the CO₂ Calculator. With the CO₂ Calculator, all companies can easily calculate the greenhouse gas emissions of their operations. Companies can only reduce their emissions and set their climate targets if they know their starting level and identify where their CO₂ emissions consist of. Additionally, banks and investors need information about companies' emissions as they consider them in pricing of loans and green loan products.

In 2024, we plan to continue investing in the ESG data collection and ESG service development and to scale up our offer-



ing in the Nordics. We strongly believe that the development of green loans in the finance sector and sustainability requirements in public tenders, among others, will require sufficient and reliable data and accelerate the demand for ESG data solutions in 2024.

Our service launches in 2023 included

MARCH

CO2 Calculator in ESG Service (Finland)

Business Insight API (Sweden)

Proff Premium Credit API (Norway)

JUNE

PEP & Sanction List Screening Service (Sweden)

AUGUST

Apartment Information Reports (Finland)

SEPTEMBER

Decision Hub decisioning service (Finland)

Sanction list monitoring for companies, KYC monitoring service (Finland)

OCTOBER

Climate Risk Report, property level (Sweden)

DECEMBER

Sanction monitoring service for private persons (Finland)

A trusted partner for customers

Our aim is to be a trusted partner for our customers by offering long-term partnerships, high service level and uncompromised information security. Being a trusted partner that is easy to work with, and putting our customers' needs first, is at the core of everything we do. We provide 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 and have a good knowledge of our customers' needs and challenges. In this way we can truly help our customers to grow long term in a sustainable way.

To ensure excellent customer service and a customer-centric mindset, we use a customer experience (CX) platform for all customer experience initiatives. We conduct regular customer surveys to measure satisfaction and loyalty, both on a higher level, such as long-term relationship surveys, and on a deeper level, such as after sales or customer service interactions. We use the feedback to identify actions and improvements in

processes, products, and services. In 2023, our B2B NPS score improved to 31 from 25 in 2022, while our B2C NPS score decreased to 6 from 7 in 2022.

Our customer surveys this year revealed that fostering a culture of innovation with a Nordic alignment, where all employees are encouraged to come up with creative solutions, is key to a successful customer experience. Moving forward, we aim to improve the way we work together to create value for our customers and to use their feedback to make our services more user-friendly.

In 2023, 90 percent of our customers stated that they receive excellent service from us. The blocks and slowdowns in our service management can slow down the processes for our customers and are therefore a significant risk for us, and one of our main priorities is to prevent them. We provide reliable services. In 2023 the uptime of services was 99,93 percent.

We value our customers' loyalty and we strive to provide them with the full benefits of our services. To achieve this, we offer

regular training to our existing customers, including product training, as well as advanced training in credit decisions and finance. In 2023, we provided training to 394 customers in Finland and 389 customers in Sweden.

To make sure we are operating our business with high quality and Nordic common processes for increased efficiency we have for several years been working according to the quality standard ISO 9001. The certificate covering Suomen Asiakastieto Oy and UC AB was renewed in a re-certification audit in December 2023 and the certificate is valid until 15 January 2027.

Information security

Information is the most valuable asset for Enento Group, and our operations rely on the accuracy and reliability of this information. We always strive to stay one step ahead in securing the integrity and information of our customers, their customers, and the end-users. We strive to ensure the confidentiality, availability, and integrity of information, which is critical for our business to continue operations and achieve our goals.

The work on information security is governed by the internal Enento's Information Security Policy and guidelines. All new employees and consultants will participate in mandatory information security training upon joining the organization. Continuous awareness training is delivered throughout the employment or assignment. In 2023, a minimum of 80 percent (same as in 2022) of our employees participated in cybersecurity e-training. 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 the General Data Protection policy and Data Protection Governance policy. The collection, use, retention, safeguarding, and disclosure of personal data is explained in these internal policies and supplementary guidance such as instructions is available to all employees.

During 2023, we introduced a new process to handle, investigate and document possible data breaches and when necessary, notify them to the Data Protection Authority. Also, employee training on Data protection has been renewed and there is

now more training available than before. In addition, Privacy notices and some internal processes around Data protection have been updated. Processing activities are monitored and identified risks are documented and based on severity level targeted for remediation.

In 2024, we plan to continue to update and develop internal processes and guidelines and raise awareness around them. The aim is to start using more similar processes around the Group going forward, keeping in mind the requirements of local legislation. We are also carefully following the regulatory development in the EU and will take necessary actions to adjust our guidelines and processes to meet the requirements of new legislation.

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 include all our suppliers and third-party deliveries of data. The selection criteria are based on Enento's Procurement Checklist and codified in our yearly updated Procurement policy. This states that all procurement activities shall be conducted in such a way that Enento meets its ethical, environmental and social sustainability standards across the entire supply chain.

We require that all our suppliers and subcontractors respect human rights, and that they are committed to following our Suppliers Code of Conduct and sign it when entering cooperation with us. Therefore, we work closely with all partners of our value chain and evaluate all new partners from a due diligence and a risk perspective in line with our own values and Code of

Ethics. In 2023, there were no confirmed incidents of corruption. The suppliers are selected from our needs. When the needs occur, we launch competitive RFPs based upon selection criteria specific for that need. The criteria are listed in Enentos Procurement Checklist and codified in our yearly updated Procurement Policy. To all new contracts we attach the Suppliers Code of Conduct.

Enento's primary suppliers are those who deliver data to be used for our products. Secondary suppliers include consultants, suppliers of premises, data center services, IT equipment, marketing services, software licensing and other supplies related to our operations. In 2022, we started a collaboration with a new IT partner which grew into increased business in 2023. In 2022 we launched a new policy regarding environmental requirements towards IT equipment suppliers, that has been implemented in cooperation with our new IT supplier and other partners during 2023 to minimize our environmental footprint in IT processes. We have no partners in high-risk countries.

We provide an anonymous whistleblowing service maintained by a third party to all our employees through our intranet. The purpose is to encourage our employees to report suspicions of misconduct or any actions not in line with our ethics guidelines expressed in our Code of Ethics.

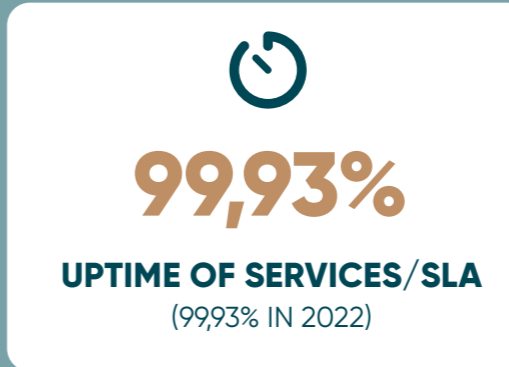
Enento Group has not identified any categories of stakeholders, including risk or vulnerable groups, that need any particular attention to our commitment to human rights or of which the right to freedom of association and collective bargaining may be at risk. As part of our double materiality analysis and becoming compliant with the CSRD (Corporate Sustainability Reporting Directive) we will make a more comprehensive mapping of our

full value chain and supplier risks, and opportunities, in 2024. This analysis will also be the basis to further develop our Code of Conduct for suppliers and integrate sustainability risks noted into our ordinary risk management process. We have not yet screened any suppliers using environmental or social criteria, however, as part of the upcoming risk analysis we will look into what measures are needed to maintain the standards of our suppliers in accordance with our ethical guidelines.

Read more about our business model and value chain in the Value creation and strategy section on page 20.



Key figures 2023



Targets for 2024



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



CASE

Sanctions control is an important part of a company's compliance process

For the banking and financial sector compliance has been part of everyday life for a long time. However, the area is growing in importance for all sectors. This includes topics such as sustainability related matters and preventing money laundering. Sanctions lists and the need to know the ownership structure of customers even further have changed company processes in recent years.

"An important aspect of compliance is knowing the customer. Companies need to know who is behind their customer companies, so that they do not enter into transactions with, for example, persons or companies on international sanctions lists. The war in Ukraine has created pressure for companies to comply with stricter sanctions and has changed companies' opportunities. In many industries, sanctions control is mandatory by law, but many companies also carry out inspections with a responsibility angle. They don't want to do business with Russian operators", says Product Owner **Teemu Kettula** at Enento Group.

Since 2023, Enento Group has been offering screening service against PEP and sanctions lists in both Finland and Sweden. Customers can quickly and easily find out

if potential customers, suppliers or partners are present on a sanctions list, or if an individual is a politically exposed person.

According to Teemu Kettula, compliance thinking is changing so that it is starting to be thought of not only as an obligation, but also as an opportunity to create value in the customer relationship. Other companies should also follow the banks' development work.

"Cost efficiency is striven for through standardization and automation of processes. The customer experience improves with the timeliness, relevance and, of course, digitalization of information requests. These factors increase the attractiveness of the services in the eyes of customers. In an ideal customer experience, the service provider does not ask for unnecessary information, but shows that it knows its customer and is able to serve them the best", states **Teemu Kettula**.

In 2024, Enento Group will continue developing its compliance offering in many ways, for example by ensuring availability of ownership data across Nordic countries and by improving existing data quality.



Environmental responsibility

As a Nordic knowledge company, our most significant environmental impact comes from business travelling, employee commuting and use of IT equipment. In 2023, we reached our target to become a carbon neutral company by continuous work to lower our emissions from our baseline year of 2019 and using durable carbon removal for the remaining emissions from our operations.

We are a carbon neutral company

The carbon footprint of Enento Group's own operations is low. As a data and analytics company, the majority of our emissions comes from employee commuting (36 percent in 2023, 23 in 2022) and business travelling (28 percent in 2023, 34 in 2022). 14 (18) percent of emissions comes from IT equipment and other capital goods. We prioritize reducing emissions in these specific areas to minimize our carbon footprint. There are no significant risks associated with the Group's environmental impact, related to the Group itself or external stakeholders. The work to manage our environmental impact is guided by our Environmental policy, which outlines how we should make environmentally friendly decisions, for example by promoting sustainable business travel and purchasing of goods and services.

In 2023, we reached a significant milestone by becoming carbon neutral. This target was set by Enento in 2020. Being a carbon neutral company means we need to evaluate and decrease our carbon emissions and compensate for, or remove,

the emissions we cannot decrease with our own actions. We achieved this target by reducing emissions from our operations and removing the remaining carbon emissions through afforestation and biochar production in collaboration with an external partner. Read more on our efforts to become carbon neutral on page 46.

In 2023, our total carbon footprint was 324 555 (424 046) tons of CO₂. We have succeeded in reducing our total amount of emissions by 77 percent since our baseline year 2019, which means we did not reach our target of reducing absolute emissions by at least 80 percent in 2023. Ever since the first pandemic year 2020, the absolute emissions of Enento Group have remained at a lower level compared to the baseline year 2019, despite the slight increase during the last couple of years after returning to habits and practices before the pandemic. This demonstrates that the work to reduce the Group's emissions is becoming part of our way of operating and the reduction is not just a result of the shutdown the world faced during the pandemic.

Using IT equipment in a smarter way

In 2022, we conducted a thorough analysis of emissions related to IT equipment and usage habits. The study revealed that purchasing new equipment was the primary contributor to emissions. As a result, we adopted a new IT equipment policy in late 2022, emphasizing environmental requirements, circularity and energy efficiency criteria for future purchases.

In 2023, we focused on implementing the new IT equipment policy and adopting new practices related to it. As a result, we managed to further reduce our emissions from IT equipment and other capital goods by 43 percent compared to the previous year, mainly due to buying less new IT equipment.

This strategic shift reflects our commitment to sustainability and responsible technology management. By prioritizing the reuse, refurbishment and recycling of electronic devices, the IT department has advanced in our efforts to minimize e-waste and contribute to environmental conservation. The policy has also led to the adoption of energy-efficient hardware and software solutions, along with cost savings achieved through bulk shipments.

In cooperation with vendors, our IT department focuses on sustainable and ethically sourced hardware materials. We align our operational spending strategies with our sustainability goals. All our hosting suppliers have used renewable energy from 2021.

For the year ahead we will continue to monitor our environmental goals and integrate them into our operations during the ongoing consolidation and migration of IT resources and services. Our focus remains on educating managers and employees about efficient IT resource usage as we implement our policy.

New Travel policy promoting Sustainable Aviation Fuel

A substantial part of Enento Group's emissions comes from flights, but also other sources related to business travel such as taxi, accommodation and business trips by our employees using their private cars.

The emissions from flying have decreased from 2022, but the decrease was mainly due to our improved ability to collect more precise data on flights and the air travel itself increased compared to the previous year's level in 2023. However, we have been able to significantly reduce our air travel since 2019, partly due to adopting a hybrid work model in 2021. Our updated Travel policy specifies criteria for approving business-critical flight trips.

Our main offices in Stockholm and Helsinki pose logistical challenges due to their geographical locations. Due to long travel distances, our key employees, including executive management, often have to rely on air travel, which is not ideal from an environmental standpoint. To address this, we updated our Travel policy in 2023. Now, we only book flights where Sustainable Aviation Fuel (SAF) is available as part of the fuel mix or through a SAF certificate, ensuring an equal SAF purchase by the flight company whenever feasible.

SAF is a liquid fuel currently used in commercial aviation which reduces CO₂ emissions by up to 80 percent. Use of SAF is an emerging market trend that requires greater demand to thrive. To support use of SAF, we aim to send a strong message to the aviation industry and supporting the European Green Deal target to increase the share of SAF in aviation fuel. Implementing this policy should substantially reduce our emissions in 2024, bringing us closer to our net zero goal by 2030.



Leasing electrical cars has decreased emissions

In 2023, Enento introduced a new leasing car policy in Finland. Instead of owning cars directly, Enento now leases cars. The policy is in line with our commitment to environmental sustainability, emphasizing more eco-friendly options such as electric cars. As a result, our emissions from both owned and leased vehicles decreased significantly compared to the previous year with 34 percent. In 2024, we will investigate what further actions could be taken to reduce emissions from this source.

To reduce emissions from employee commuting, we have allowed remote work several days a week. Additionally, our recent move to the new Stockholm premises facilitates excellent public transport access and our Helsinki head office is also centrally located. While this has led to a 64 percent reduction in emissions from the levels of 2019, the annual emissions from commuting have increased since the pandemic years. From 2022 to 2023, emissions from employee commuting increased by 20 percent, mainly since the first half of 2022 was still affected by the pandemic restrictions and employees spent less time at the

office. Despite our efforts, further emission reduction in this area seems challenging, since we have limited possibilities to impact how our employees commute to work.

Sustainable offices and everyday habits

Our largest offices located in Helsinki (headquarter), Stockholm and Oslo are all using renewable energy. In 2023, we moved our office in Stockholm to the Waterfront Building, a LEED Gold certified and modern, climate energy efficient premises. The climate impact and using space more efficiently was a determining factor for us when choosing the new office. Our intention was to maintain as much of the furniture and office equipment as possible to make effective use of resources. In 2024, we plan to move our office in Helsinki applying the same climate targets. Additionally, we will continue to investigate the possibility of using only renewable electricity in all our offices in the Nordics.

All our office premises closely monitor electricity usage, water consumption, district heating, district cooling and waste management. While office emissions from both electricity and heating in 2023 remained on a similar level compared to 2022, waste emissions decreased. This decrease is partly thanks to more precise waste management calculations following our move to the new Stockholm office.

As part of our environmental policy, we prioritize serving fish and vegetarian options at both internal and external events. In 2024, our focus continues to be on educating managers, employees and external partners about environmentally conscious purchases for events.

Our path towards net zero emission

In 2022, we made the decision to continue our journey towards reaching net zero emissions by 2030, aligned with the

Paris Agreement. In other words, we aim to reduce all our absolute greenhouse gas emissions, not only carbon emissions, across our supply chain. Our target was determined following the methodology of the Science Based Targets initiative (SBTi), aiming for a reduction greater than their minimum yearly absolute reduction recommendation to be aligned with 1,5° and a faster pace to reach net zero than 2050, as is the goal in the Paris agreement.

To achieve these targets, the sources and quantities of emissions are being measured and calculated regularly, either quarterly, every six months or once a year depending on the emission source. Actions to reach our targets are decided on an annual basis. In 2024, we aim for a reduction of at least 78 percent compared to 2019, and we will make continuous efforts to decrease emissions from our operations. We will also set an overall action plan on how to reach our net zero target and are striving to obtain approval for our target from the Science Based Targets initiative (SBTi). Both our carbon neutral and net zero target were reconfirmed as part of the updated Group strategy in July 2023. 2019 is our base year as we started monitoring and measuring our climate emissions in 2020.

Improving and streamlining our climate reporting

Enento Group's climate efforts follow international standards, which, among others, continuously encourage companies to calculate their yearly emissions, reduce them and specify their estimates for future performance. We calculate our emissions according to 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 a source of electricity that companies have purposefully chosen.

In 2023, we introduced a sustainability data management platform enabling us to track progress, streamline data, and distribute reporting responsibilities more efficiently across the company. As we introduced the new data platform, we also adjusted the data on leased vehicles, fuel- and energy related activities and air travel from years 2019-2022 to comply with the standards of the new reporting platform as well as to ensure that the reporting of our carbon footprint is accurate and comparable to historical data. Emissions from 2023 are lower than in 2022 greatly due to a reduction of flight emissions. This is not a result of Enento Group reducing its flights but rather of an improvement in the understanding of the total distance flown within the year. Additionally, we obtained more detailed information on emissions from IT equipment and waste in 2023 - which may have an effect on the data presented.

Notably, when comparing emissions from 2019 to 2022 with previous reports, the absolute emissions of the previous years have changed due to adjustments in emission factors used in 2023. However, comparable behavior between all of the years has remained at similar levels. Our ongoing efforts will focus on collecting the same detailed data for 2024 and previous years to ensure comparability in future reports.

For detailed data on our carbon emissions see full GHG protocol on page 67.



This is how we became carbon neutral in 2023

In 2023, we achieved a major milestone in our sustainability journey. For the first time, we are removing all the emissions from the atmosphere that we cannot reduce through our operations. This is in line with our ambition to reach net zero in 2030, since only durable carbon removal counts towards being net zero. According to the UNFCC the target for all companies should be to remove 3,5 billion tons annually by 2030.

Enento used two methods of carbon sequestration, afforestation and biochar, with support from an external carbon removal partner Supercritical. Afforestation is the process of planting trees in areas that have not been forested before or in recent times, creating new carbon sinks that absorb CO₂ from the air. Biochar is a form of charcoal made from organic waste, such as crop residues or wood chips, that can be mixed with soil to enhance its fertility and water retention, while also locking up carbon for centuries.

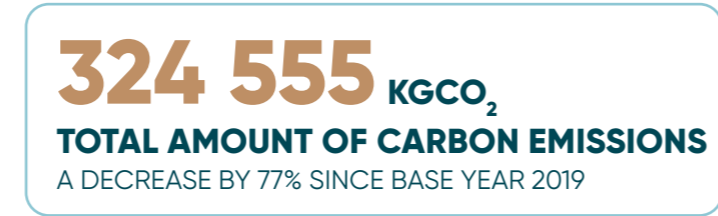
By using these methods, we are not only offsetting our emissions, but also contributing to the global efforts to combat climate change and restore degraded ecosystems. We are also demonstrating our commitment to our values.



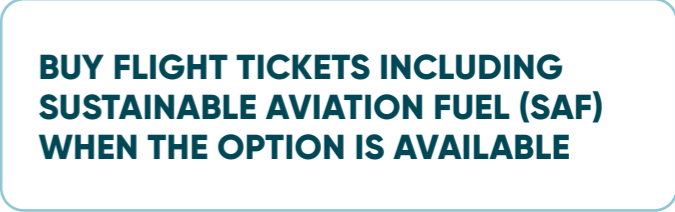
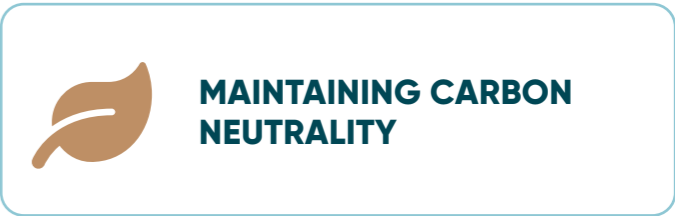
"Enento Group has done incredible work to be carbon neutral already in 2023. Sustainability and net zero is a long-term project but showing that you're willing to durably remove emissions from the atmosphere and work towards reductions is a crucial first step."

Darshan Chohan, Account Executive at Supercritical

Key figures 2023



Targets for 2024





Sustainable workplace

Building trust starts with our own people. We are a knowledge company. Having the right people with the right competencies is a strategic priority. Therefore, our culture is directly linked to two areas of our overall business strategy – One Enento and Empowered people.

Working together for One Enento

As a Nordic company, we want to build trust and resilience by collaborating, learning from each other, and respecting our differences. We care about each other, our customers, and our important role in society. We dare to question, develop, and experiment with new things – both as individuals and in our everyday operations as a company.

One focus in our strategy is to continue our journey to strengthen our culture and processes as a Nordic company and One Enento. This does not only benefit us and our everyday working environment, but also our customers and our strategic offering targets of meeting the high demands for Nordic solutions.

People strategy to enhance learning and well-being

In 2022, we revised our People strategy with the focus on three areas: Learning and Development, Employee Experience and Empowering Leadership. In 2023, we succeeded in implementing actions in all three areas, achieving improved results in multiple ways. Except from enhancing productivity and performance, it sparks engagement and attracts, as well as retains, talent. The skills, well-being and creativity of our employees also spill over to our customers' satisfaction and engagement. This is what being a sustainable workplace means to us at Enento.

Despite the challenging start of the year in 2023 with an Efficiency program aiming for permanent savings and change negotiations, we managed to reduce our voluntary turnover rate from around 15 percent of the previous year to around 11 percent in 2023. This reflects our commitment to employee satisfaction and retention even during tougher times. The efficiency program's objective was to adjust the cost structure, which included reducing permanent personnel by about 40 employees. This was achieved by removing permanently some of the planned new recruitments/positions, through retirements and partly by terminating some employments.

Learning and development – creating a place where we grow together

“We grow together” is one of our values and we are committed to ongoing focus on learning, development and creating growth opportunities for our employees. Learning and development within Enento means learning while working, through various trainings as well as learning from each other.

In our learning platform, Enento Academy, we offer digital education on strategic topics such as our services, information security, sustainability, GDPR and compliance to all employees. Enento Academy plays an important role in supporting Enento in becoming increasingly agile and in giving all employees at Enento the opportunity to grow

and learn with an individualized approach. In 2024, we will add new courses and learning paths based on our identified needs that support our business strategy. We also provide e-learning on data security matters using a nano-learning approach in cooperation with an external partner. Nano-learning is an approach that delivers information in concise, bite-sized segments, aiming to optimize the learning process by presenting material in easily digestible increments. In 2024, we will also start specific training for our managers on data privacy and security.

One of the best ways to learn is to learn from each other. For several years, we have arranged internal sharing and learning sessions called Knowledge and Inspiration. In these sessions, facilitated by our internal experts and organized once or twice a month during 2023, we covered various topics connected to our strategy such as sustainability, learning culture and agile ways of working. During 2023, we additionally arranged two theme weeks linked to our strategic focus areas. A "Customer First" week in the spring and an "Empowered People" week in November (read more about this on page 53).

In 2023, Enento joined a network mentoring program together with a range of other technology companies. Mentoring is a great option for both professional and personal development, and a great way to share knowledge and experience between companies. Participating in the program is voluntary for all employees and one can either participate as a mentor or mentee. The mentoring program will continue during 2024.

Career development and internal mobility are crucial for a well-functioning learning organization. In our recruitment, we

aim to promote internal candidates when possible. Our employee survey has shown that internal movements are a great retention driver, as our employees appreciate the opportunity to stay in the company but develop their skills and knowledge in a new role. During 2023, we have had the same number of internal movements as in 2022. Around 6 percent of our employees found new opportunities internally. Internal movements were approximately 41 percent of all permanent recruitments in 2023. Our aim is to at least maintain the same level of internal opportunities in 2024.

For discussing and making individual development plans for all employees, we have a structured GROW-talk process. The purpose of these dialogues is to create clarity and commitment on how each person contributes to the achievement of the company goals as well as to ensure each employee's well-being and development needs in their work. In 2023, all Enento employees completed their development discussions.

Employee Experience – friendliness is a core strength in our culture

At Enento, we believe in having a friendly culture that is built on trust and psychological safety. We want our staff members to feel included and respected throughout their employee lifecycle. This is also according to our values "We Build Trust" and "We Care and Dare". We also measure trust and psychological safety in our bi-weekly employee pulse survey.

We promote a culture that is open-minded and values diversity and has zero tolerance for discrimination and bullying. To us, a friendly culture means psychological safety, which is scientifi-



cally shown to be equally important in enhancing creativity and productivity as good compensation models and other benefits offered. During fall, we introduced a measure for psychological safety in our bi-weekly employee survey, and we will continue to work proactively with this area during 2024.

The first quarterly result for the psychological safety index in the employee pulse survey was excellent (8 out of 10), which was also above the benchmark level. At Enento, everyone should feel encouraged to be themselves, not hesitate to challenge established perceptions and be able to take on and drive initiatives to execute on our strategy. We believe that personal health and well-being are also supported by a friendly collaborative culture and that different backgrounds and experiences are a strength.

A great Employee Experience (EX) begins during the recruitment process. In the recruitments Enento Group follows the communicated non-discriminatory and transparent recruitment policy and process.

Excellent onboarding of a new employee is very important to us at Enento. Everyone has an individual onboarding plan linked to their role as well as a nominated Buddy, who will help the new employee during the first months. Onboarding is important for learning, for creating the right culture as well as for giving the employee an opportunity to succeed in their new role. During 2023, we had two onboarding days with very good feedback from the participants who felt that the introduction provided them with good information on for example our business strategy and priorities. And more importantly, it built understanding about our culture and values.

Diversity, Equity, Inclusion and Belonging (DEIB)

Enento has a very good diversity in terms of number of female and male colleagues in leading positions. At the end of the year, 41 (47) percent were women and 59 (53) percent men in leading positions at Enento Group. In the Executive Management Team, the distribution is 50 (45) percent men and 50 (55) percent women, and among all employees in total 45 (44) percent women and 55 (56) percent men.

Enento's DEIB (Diversity, Equity, Inclusion and Belonging) policy ensures fair treatment of everyone regardless of gender identity or expression, ethnicity, religion or other belief, disability, sexual orientation or age. Our belief is that an equal workplace is an attractive workplace and a competitive advantage. DEIB matters are topics that we also measure and follow-up in our bi-weekly pulse survey.

The DEIB KPI in the survey remained at a very good level of 8,1 out of 10, which is evidence that our employees feel that they are treated fairly and with respect. The KPI is also above the benchmark. The DEIB KPI measures how well employees think

Enento promotes and values diversity and if they feel that people are treated fairly, regardless of their background or beliefs. We will continue the discussions and awareness communication about the topic during 2024. DEIB was also an important part of our Leadership program, We Lead Emotional Agency, during 2023 (read more on page 51).

Well-being

Well-being is truly important to a healthy company culture. Our approach to it is holistic, covering individual wellness, both mental and physical, as well as leadership, team collaboration and organizational culture. Our sick leave rates are below the industry benchmark in all countries, although the calculation methods in different countries vary. We have not had any work-related long-term sick leaves during 2023. Our largest risks are stress and burnout-related matters and thus these are topics we pay special attention to. We collaborate and meet with our occupational health care providers regularly to monitor any early signs. We have also set "alarm measures" for individual sick leaves, and have a process how to mitigate with those.

During the year we continued to promote the health and well-being of our staff with meeting free Wednesday mornings and a weekly health-hour, which is an hour per week to spend on any health improving activity of the employee's own choice. We also introduced new initiatives, for example the Emotional Agency program for leadership development, team development workshops using the personality profiling tool WorkPlace Big5 Profile, morning meditation and mindfulness sessions.

Having a high workload and difficulties in balancing work and personal life are challenges that come up regularly in the em-



ployee survey. We take the feedback seriously and continuously look for ways to help our employees in these matters.

Worklife balance and stress management are important parts of our well-being at work. All managers follow and are educated in a process focusing on early care of any team members



that show signs of stress or of having well-being problems. We focus on creating psychological safety in a team to talk about any stress related matters openly, as well as the importance of recovery and clarity of work priorities.

One way to promote well-being of our employees is to offer a flexible hybrid working environment. According to our employees, work-life balance is one of the key topics to manage and minimize stress. Enento has a hybrid working policy where we combine the advantages of working both at the office and remotely. In 2023, we moved to new premises in Stockholm to support our hybrid way of working with an activity-based office and large areas for collaboration. We are looking for similar solutions for our offices in Finland and Norway for 2024. We have decided to work at least two days a week at the office. Each team is empowered to decide which days those are, based on the nature of tasks and needs from any project or customer.

Since 2021 we have offered all employees a proactive mental well-being service called Auntie. This is a service that supports our employees' mental health and can provide help for stress management. Anyone who has a need for psychological support from a digital therapist can sign up online, without approval from HR or their closest manager, and receive five sessions a year. The feedback on Auntie has been excellent with an overall rating of 9,3 out of 10, and a high majority of Enento users would recommend the service to others.

In cases when an employee needs extra help regarding health issues, sometimes meaning a longer absence, we have a structured process and good services offered with local healthcare providers. These situations are handled together with the manager, HR and an occupational health care partner.

The focus on well-being will continue in 2024 with different topics highlighted each month such as nutrition, sleep and recovery, collaboration, and Emotional Agency leadership training for all employees (read more on page 51). We are also planning to start a program with "well-being ambassadors" in 2024, with a number of colleagues taking on the role to inspire others and lead the journey of well-being in Enento Group.

Employee Engagement

We have been using the Winningtemp bi-weekly employee survey, called "pulse survey", since fall 2022. We measure topics and elements of our company culture, including for example trust, meaningfulness of work, personal development, job satisfaction, leadership, work situation and team spirit. Measuring "the pulse" helps us in receiving real time insights about the engagement, and to better understand what actions need to be

taken on different levels. The pulse survey is sent to all Enento employees, and the average response rate has been high. In total 92 percent of employees responded to the survey during 2023, which make the survey results reliable in presenting the employee engagement.

Looking at the summary of results from 2023, we are happy to conclude that most employees feel good about their overall work situation. The engagement level of our employees is high compared to the organizations in the same industry as Enento, and right at our target (7,6 out of 10 in Engagement index) on a yearly basis. One of the main reasons behind this positive result is that most employees experience very good support from their manager and in collaboration with colleagues. These are the two main elements in our holistic well-being approach. The survey shows that most of our personnel feel a high level of trust in the company (more than 70 percent) and that they continuously learn and develop (more than 80 percent). The personal development index has increased noticeably during the year – approximately 11 percent. However, the annual trust index slightly decreased towards the end of the year. This will be one of our focus areas during 2024, as trust has shown to be one of the main elements impacting employee turnover.

The result of our second engagement indicator, employee Net Promoter Score (eNPS) every six weeks, has been more fluctuating, which is normal for this type of measure. The average of the eNPS over the year has been -7 on a scale of -100 to 100, and thus not meeting the target set for 2023 which was +3. We believe that challenges as a result of the overall macroeconomic situation and the change negotiations during 2023 can be seen in the eNPS figures. In the last quarter the indicator was

around -4, which is a small improvement. We will put more effort into the work with the eNPS during 2024.

To build collaboration, team spirit and One Enento culture, we believe that it is important to meet and have fun together. Our Nordic Activity Group, established in 2018, is a voluntary team of colleagues from different countries and departments, who plan and organize informal activities such as after work events at the office. In November, over 380 Enento employees gathered in Helsinki, Oslo, and Stockholm for our annual conference MeetUp 2023 with Empowered People as a main topic. The event was live streamed between the three cities to build collaboration and the One Enento culture. During the event we celebrated our colleagues with the Annual Enento Awards ceremony.

Empowering leadership – a key driver for growth and well-being

At Enento we believe that leadership excellence is a key driver for the growth and well-being of our employees. We emphasize a coaching leadership culture with trust and empowerment, as well as regular feedback. Leaders have an impact on the team collaboration, and ultimately both the individual's and team's success. In our employee survey, we see that excellent leadership is important to the general engagement of our employees.

In 2023, Enento invested in a leadership program giving our leaders better skills and competencies to succeed in their leadership role. In total 80 managers participated in the program called We Lead Emotional Agency,

a novel approach in developing the power skills of our leaders, focusing on emotional intelligence and emotional agency. Emotional agency is about being in control of your emotions and handling them in a way that contributes positively to personal and social interactions. In the program, we used various learning methods such as self-learning, case-clinics to share learning and topics with colleagues and internal learning buddies with whom participants shared knowledge and experience. One of the main aims was to understand how different personalities, both manager and team members, can collaborate better to enhance their strengths and overcome challenges.

The program has so far provided very good results in terms of managers improving their leadership competencies and strengthening diversity and inclusion in our culture. This can be seen in the results of our pulse survey leadership index, which is very high and clearly above benchmark data (8,2 for 2023, benchmark is 7,9). The index measures, for example if the manager provides regular feedback, has clear expectations of the employee and is available to give support when needed. It also measures the level of trust and collaboration between the manager and the employee. The program will be offered to all our employees during 2024 to build an even better emotional climate and culture at Enento. We will continue to invest in developing leadership during 2024, focusing more on different individual needs.

Key figures and targets for 2024

During 2023, we reached one target out of two – the Engagement index score. We did not reach the employee Net Promoter Score (eNPS) for reasons we believe have to do with the overall macroeconomic situation resulting in challenges for our business, and the change negotiations during 2023. For 2024, we decided to keep the Engagement index target at a similar level to 2023. Note that Winningtemp as an employee survey tool was implemented during the fall of 2022, which means that we do not have comparable figures for the full year 2022.

ENENTO EMPLOYEES IN 2023



Key figures 2023



INCLUSION
The participation rate of our Pulse Survey was 92% of all Enento employees, indicating an inclusive culture where different perspectives and views are taken into account.

LEADERSHIP
Our Pulse Survey leadership index rising from the end of the year 2022 from 8,1 to 8,2 at the end of the year 2023. A majority of Enento employees feel a high trust for their closest manager.

TEAM SPIRIT
Team spirit index rising from the end of the year 2022 from 8,2 to 8,3 at the end of the year 2023. There is a highly positive attitude to collaboration among Enento employees.

Targets for 2024



CASE

A full week to boost our Nordic growth mindset – Empowered People

In the beginning of the year, we asked ourselves how about if we organize a week where we focus on how to boost a growth mindset that drives Nordic collaboration and attract and retain employees? And so, we did. Enento Empowered People Week was arranged for all employees in November and included interactive and engaging activities to deepen and strengthen our commitment to core principles crucial to our success and well-being, as individuals and as teams. Some of the sessions were digital, some at the offices and some were hybrid events.

A selection of the topics that were highlighted:

- We had webinars about emotions and how they play a crucial role in our day-to-day work, and how the social work environment supports and fosters well-being at all levels. Another session was about how to handle stress and how it affects our body, short and long term. We talked about resilience and how we all can make small changes in our lives to build a sustainable work-life balance.
- We emphasized the importance of a growth mindset and what it means in terms of curiosity, embracing change, viewing challenges as opportunities and consistently striving for personal and professional development.
- We also focused on the importance of continuous learning and knowledge exchange. By fostering a culture of learning, we not only create experts in their fields but also a dynamic and adaptive working atmosphere.



"The empowered people week was highly appreciated and valuable for me and my team! This initiative with the different sessions and topics really gave me a sense that we as a company truly treasure and care for our employees' well-being. All sessions were interesting in different ways and the ones that added the greatest value for my team were the ones about stress management and how to boost each other's work environment. As we are the direct link to our customers every day when they call us with questions or even sometimes with complaints, it is very important for us to maintain a good spirit and tone. The sessions contained facts with learnings, reminders and tips and tricks that have already shown to be useful."

Monica Åsberg, Manager, Customer Operations





Leadership is caring for those in your charge, fostering trust and growth.

Sustainability management

Management of sustainability

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 based on continuous stakeholder dialogues

Our sustainability strategy and targets are based on our latest materiality analysis that was updated during the fall of 2022, aligned with our updated Group strategy for 2024–2026 and continuous stakeholder dialogues to ensure the significance of the material topics.

In 2022, we performed several interviews and surveys with our external stakeholders to assess our own significant short and long-term impact on society. We identified stakeholders that are directly or indirectly impacted by us or are impacting our business. We conducted interviews and workshops with customers, experts, the academy, organizations, partners and teachers within our educational program for young adults. Additionally, we conducted several interviews and held 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. These activities included a broad representation of different roles, levels, organizations and members of our four sustainability streams.

The dialogues resulted in an updated materiality analysis finalized and validated with the updated Group strategy in a

workshop with the Executive Management Team in 2022. During these workshops, topics were prioritized according to their impact on our stakeholders, based on the result from stakeholder dialogues and short- and long-term 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. Read more about the results on page 56–58.

Based on the materiality analysis we have identified four focus areas – our working streams – through which we see that we can create the most impact. These are Sustainable economy, Sustainable services, Environmental impact and Sustainable workplace. Read more about these focus areas and how we work with them from page 31 and onwards.

These focus areas and the materiality analysis were again confirmed by the Executive Management Team in 2023 for alignment with Enento's updated business strategy during the same year. The Board of Directors has not validated the materiality analysis but will be involved in the double materiality process in 2024.

We continuously collect material from customers, investors and employees to keep up to date and be relevant towards our target groups. We have continuous internal sustainability forums to discuss, educate and increase internal awareness and the evaluation of the performance of relevant sustainability impact

including with members of the Executive Management Team, product owners, analysts, sales and the marketing department among others. In 2024, we plan to perform a double materiality analysis according to the European Sustainability Reporting Standards (ESRS).



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 and maintain people with the right skills and competencies.

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.

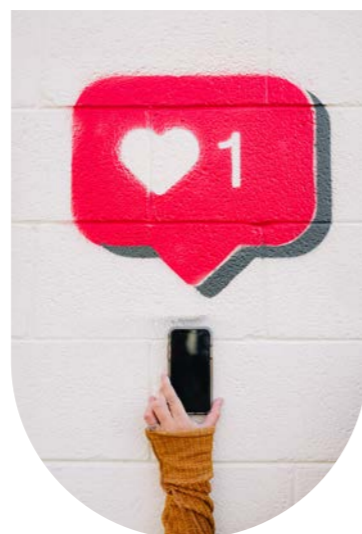
Dialogue: Satisfaction surveys and customer loyalty monitoring, day-to-day interactions with sales people as well as product teams and customer support, webinars, conferences, marketing campaigns and social media channels.



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.



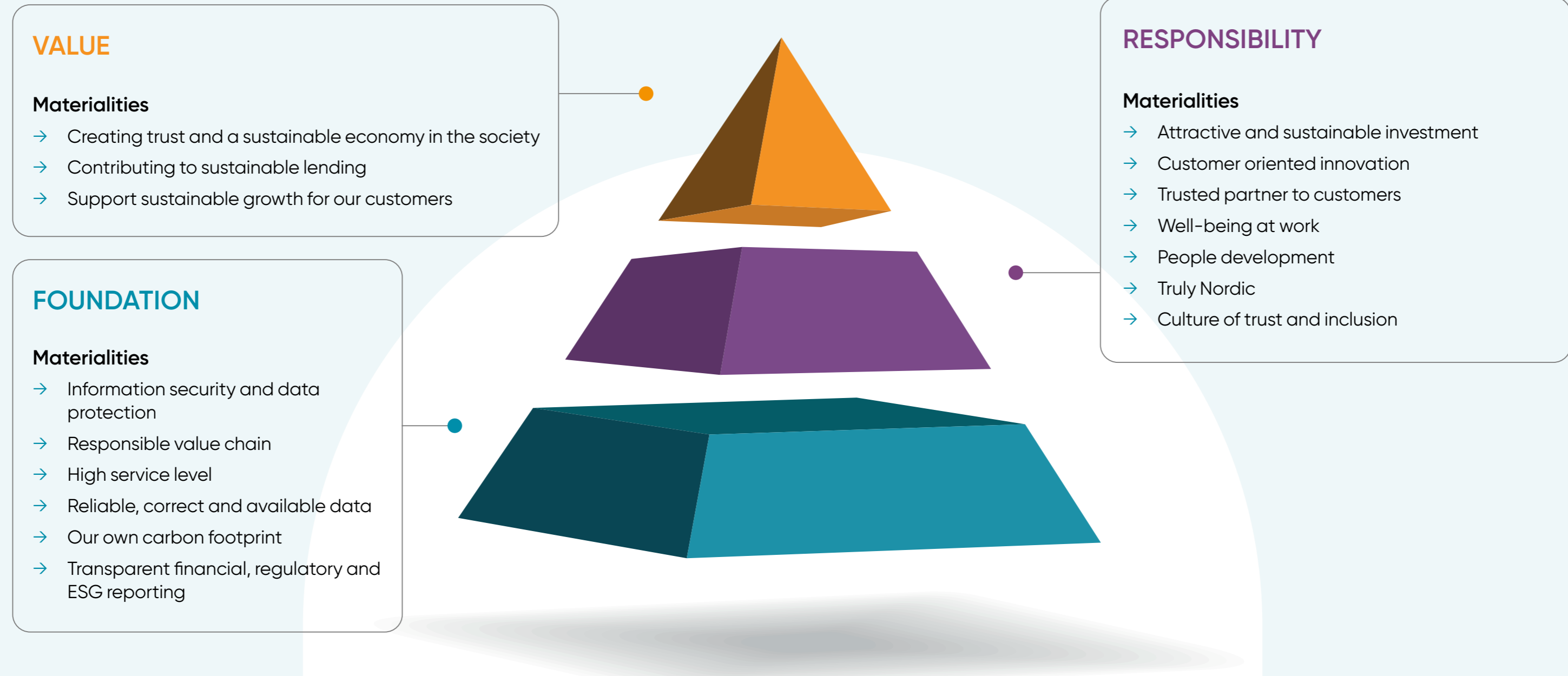
Meeting stakeholder's expectations

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

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.



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 webpage. Internal policies and guidelines are published on the Group's intranet.

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. In the certification audit, the system was found to be compliant with the 9001:2015 standard. The certificate covering Suomen Asiakastieto Oy and UC AB was renewed in a re-certification audit in December 2023 and the certificate is valid until 15 January 2027. 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 and Supplier Code of Conduct

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. From 2023 Enento has a complimentary Code of Conduct that targets our suppliers.

We require that all our suppliers and subcontractors are committed to following our Suppliers Code of Conduct and sign it when entering into cooperation with us. Enento works against anti-corruption and to promote open competition in the market. We have not defined any significant risks related to corruption identified through our risk assessment.

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 and the UN Global Compact. Our suppliers are expected to comply with the UK Modern Slavery Act. The policy require our partners to have a policy for corporate sustainability on their own, demonstrate how they work proactively with sustainability and human rights due diligence by being able to present a sustainability review or equivalent, monitor and reduce its environmental impact and prevent criminal activity, e.g. bribery and money laundering among other things. To uphold the code Enento applies its sustainability risk assessment model to identify the sustainability risks among its suppliers and follows up the supplier compliance to the Suppliers Code of Conduct in Enento's Vendor Management Programs. Enento's Vendor Management Programs are the structured way of screening Enento's key vendors in making risk evaluations, setting and following up governance structures and aiming to streamline commercial terms and conditions of the market supply.

Suspended misconducts of the Code of Ethics and Supplier Code of Conduct can be reported by our employees, customers and suppliers via a whistleblowing channel also anonymously. There were no reports of misconduct or incidents of corruption during 2023.

Read more about our responsible value chain work on page 20.

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 2023.

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 2023 and the risk management process and internal control in

the Corporate Governance Statement 2023, as well as by the list of policies in this section of the review.

Our main sustainability risks are related to information security and data protection and sustainability management in our value chain, including service production, IT partners and suppliers. Our risk management includes setting high standards for our suppliers and third-party deliveries of data from a quality, data security, data protection and from an ethical perspective as well as in accordance with external legislation and requirements. All partners are covered in our Code of Ethics, and in 2023 we launched a Code of Ethics for Suppliers with supplier specific requirements. We will further develop our requirements for our suppliers and customers. Our policies can be found by internal stakeholders on our intranet.

Several of our policies governing our sustainability work can be found 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.

We will publish a separate due diligence report in accordance with the Norwegian Transparency Act on 30 June 2024 available on our website proff.no.

Human resources policy and Diversity and equality policy

Enento's HR policies (e.g. Recruitment policy, Work Environment

policy, Diversity and Equality policy, Alcohol and Drug policy and Remuneration policy), approved by the Executive Management Team, outline the principles and company rules for all employees and consultants. These principles clarify and harmonize the management process and describe how to maintain and develop a good employer brand.

In Enento Group's Diversity and Equality policy the starting point is that everyone should be 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 and development for both cooperation and founded decisions in our business. Our belief is that an equal workplace is an attractive workplace.

Environmental policy and Travel policy

The Executive Management Team has approved the internal Environmental policy and our Travel policy. The Environmental policy guides us in our commitment to reduce our emissions and to be aligned with the Paris Agreement and make as environmentally friendly decisions as possible, such as promoting digital meetings and environmentally friendly leasing cars. The environmental policy also includes our partners and suppliers, and for Enento to choose environmental options when purchasing.

At the end of 2023, we updated our current Travel policy with requirements to book flight tickets including 50 percent sustainable aviation fuel (SAF), which is the legal standard amount, when that option is available. The policy as well includes clarified criteria for when travelling with flight is justified. It as well

encourages our personnel to use public transportation or rental bikes found at some of our offices, instead of commuting by car. The policy was approved in December 2023 and will be implemented during 2024.

Read more about Enento's environmental impact on page 43. It is also described in the Board of Directors' Report.

Information Security policy

The Information Security policy outlines the Board's requirements and supports the work of information security within Enento Group. Information Security encompasses the measures and actions taken to ensure the confidentiality, availability and integrity of information.

Our approach to information security is risk-based, with protective measures always corresponding to the value of the information assets. We perform information classification to ascertain the value of information. Inadequate information security can result in information leakage, which can negatively impact the business and significantly weaken the trust of our partners and employees.

In the event of any risk of an incident, our top priority is always to maintain the security of our customers' data. We strive to be as transparent and proactive as possible in our communication and dialogues.

The Board of Directors receives quarterly updates on the status of information security work and risk mitigation. In accordance with ISO/IEC 27001, the report provided to the Board of Directors outlines the status of the Information Security Manage-



ment System. This system includes incidents that have significantly impacted the business and the results of relevant and completed activities, assessments, and audits. Two times a year the Audit Committee receives a presentation of the information security work.

The CEO holds overall responsibility for security within the Enento Group and is accountable for ensuring that the security function has adequate resources to develop and maintain a pertinent security framework. The Head of Security is responsible for developing and maintaining a relevant security framework. This includes security guidelines, a security awareness program and pertinent reporting on the implementation and compliance with security guidelines.

All employees are required to report any suspected information security incidents that could negatively affect the business and its information via our intranet 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 confirmed 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 strategy

Sustainability is at 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 accurate data. Enento is aiming at developing a broad Nordic offering of sustainability services to further support customers' decision-making capabilities.

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 for 2024-2026, which was published in 2023. The updated Group strategy includes the two offering goals from the previous strategy period, as well as the four focus areas guiding the company forward; Customer first, Empowered people, One Enento and Operational excellence. Read more about the Group strategy on page 15.

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
- Enento as a sustainable workplace

Our sustainability program for 2024 is based on our sustainability strategy. Read more on page 31.

Roles and responsibilities in managing sustainability

We have set targets for all four sustainability focus areas and are continuously looking for ways to further improve our operations. The targets are set both long-term and yearly. In terms of sustainability issues the Group implements a so-called distributed ownership. The Executive Management Team (EMT) follows the sustainability program's progress regularly in EMT meetings. One of the EMT members, Chief Marketing & Customer Officer, has overseen sustainability at Enento since 2023. The main responsibility is to integrate sustainability ambitions into the 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 lead driving the work forward and each EMT member is 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. 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.

Sustainability criteria linked to financial agreements

In March 2023 Enento agreed upon sustainability criteria linked to its long-term financing agreement in addition to financial covenants. The margin of the loan will increase or decrease and is dependent on how successful Enento is in reaching the three sustainability targets de-

defined in the agreement: 1) reduction of greenhouse gas emissions (environmental impact), 2) increase employee loyalty (supporting sustainable workplace impact), and 3) increase customer loyalty for B2B customers (supporting sustainable services and business impact).

Key commitments to initiatives and memberships

The Group co-operates with leading credit information agencies throughout the world. We are a partner to the BIGnet Alliance together with market leaders from ten European countries. The co-operation allows us to produce comparable company and credit data as an online service to our customers. Enento is also a member of the international corporations Febis and ACCIS, with other leading operators within the company and personal credit data market from all over the world.



3851

15

69

428

1153

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Beyond numbers, ESG reporting tells the story of a company's journey towards sustainability.

GRI data & index

Reporting

We collect and analyze sustainability data to measure our impact and continuously improve towards our sustainability targets.

The data and KPI's presented in this section are following the reporting standards of the Global Reporting Initiative (GRI). For reporting on our carbon emissions, we follow 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.

Content

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About this review

Enento Group's Annual and Sustainability Review 2023 outlines the direction of our business as well as our most significant impacts on the environment, people and economy, and how we manage these impacts. It describes our key sustainability themes, goals and achievements during the year 2023. 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 creation.

Reporting structure

The review begins with a brief introduction about Enento Group and its operating environment, strategy, value creation process and business model. This is followed by an explanation of the business areas and thereafter the sustainability strategy and description of its sustainable focus areas, strategic actions and progress in 2023 and how they are supporting 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 on page 68.

Enento Group Plc 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. Sustainability work within all these entities are summarized under Enento Group Plc and in the yearly sustainability review for Enento Group. The Chief Marketing & Customer Officer 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.

The information is published in accordance with the Finnish Accounting Standards and the Group's internal accounting standards. The figures cover the entire Group if not otherwise stated. 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). The reporting period is the same for both annual and sustainability review and financial statements. Enento's sustainability work is also described in the Board of Directors' Report of 2023.

Assurance of the review

The content in the review has not been assured by external auditing. Financial figures and economic responsibility metrics are compiled from information based on the Board of Directors' Report and the consolidated Financial Statements of 2023 that PricewaterhouseCoopers have audited. The Executive Management Team have approved the reported information in the Annual and Sustainability review.

Publication of the review

This review is Enento Group's first integrated Annual and Sustainability review. Between 2020 and 2022 Enento published a Sustainability Review separate from the Annual Report. Before that, the corporate responsibility section was a part of the Annual Report from 2015, and the Report on non-financial information (NFI) has been a part of the Board of Directors' Report since 2018. The Annual and Sustainability Review of 2023 is published in Finnish and English as a PDF document on Enento's website (enento.com) on 4 March 2024. Contact point for questions regarding the review: ir@enento.com

Sustainability data

Personnel statistics

HEADCOUNT 31.12.2023	DENMARK	FINLAND	NORWAY	SWEDEN	ENENTO GROUP IN TOTAL	%
Quantity of personnel with permanent positions					403	
Women	3	78	11	85	177	44%
Men	5	93	30	98	226	56%
Temporary employees					4	
Women	0	2	0	0	2	50%
Men	0	2	0	0	2	50%
Non-guaranteed hours employees					15	
Women	N/A	6	N/A	6	12	80%
Men	N/A	1	N/A	2	3	20%
Distribution by age group					422	
under the age of 30	5	13	10	21	49	12%
30–39 years old	1	37	10	62	110	26%
40–49 years old	2	58	14	42	116	27%
50–59 years old	0	52	5	55	112	27%
over 60 years old	0	22	2	11	35	8%

HEADCOUNT 31.12.2023	DENMARK	FINLAND	NORWAY	SWEDEN	ENENTO GROUP IN TOTAL	%
Years in the company					422	
under 5 years	8	78	21	111	218	52%
5-10 years	0	37	8	31	76	18%
11-20 years	0	30	10	36	76	18%
over 20 years	0	37	2	13	52	12%
Employee turnover*					46	11%
Employees hired	4	11	8	15	38	9%
Women	0	6	1	10	17	45%
Men	4	5	7	5	21	55%
under the age of 30	4	2	6	4	16	42%
30-39 years old	0	5	2	8	15	39%
40-49 years old	0	3	0	2	5	13%
50-59 years old	0	1	0	1	2	5%
over 60 years old	0	0	0	0	0	0%

*) Turnover rate = $\frac{\text{\# Permanent employees leaving due to own resignation during a period}}{\text{\# Permanent employees at the beginning of the period}} \cdot 100\%$

Sustainability data

Total emissions under the GHG protocol 2023

GHG MASTER TABLE	2023	2022	2021	2020	2019	DIFFERENCE 2019 – 2023 IN %
Scope 1	24 742	37 656	30 307	31 823	45 764	-46%
Leased vehicles	24 742	37 656	30 307	31 823	45 764	-46%
Scope 2	23 700	25 553	8 942	26 629	111 370	-79%
Electricity	2 662	1 137	1 228	1 195	23 250	-89%
Heating	21 037	24 416	7 714	24 078	84 628	-75%
Cooling				1 356	3 492	-100%
Scope 3	276 113	359 978	297 858	493 409	1 277 797	-78%
Purchased goods and services	6 744	17 788	7 668	195 871	225 099	-97%
Capital goods	44 009	77 656	156 777	80 615	136 667	-68%
Fuel- and energy-related activities	14 622	10 520	7 908	8 445	10 911	34%
Waste generated in operations	732	13 951	8 102	13 989	47 130	-98%
Business travel	91 711	143 332	68 676	108 341	531 020	-83%
Employee commuting	118 295	96 731	48 727	86 148	326 970	-64%
TOTAL kgCO₂e	324 555	423 187	337 107	551 861	1 434 931	-77%

GRI content index

Statement of use: Enento Group has reported in accordance with the GRI Standards for the period 1.1.-31.12.2023. **GRI 1 used:** GRI 1: Foundation 2021. Sector standard for IT sector was not available at the time of preparation of report and therefore not applicable for Enento.

GRI standard	Disclosure	Page	Location	Further information	Omission
GRI 2: GENERAL DISCLOSURES 2021					
2-1	Organizational details	4, 5, 64	Enento Group in brief, About this review	The legal name is Enento Group Oyj. Enento Group Oyj is a Finnish public limited liability company. The company has headquarters in Helsinki. The countries of operation are Finland, Sweden, Norway and Denmark.	
2-2	Entities included in the organization's sustainability reporting	64	About this review	The figures cover the entire Group if not otherwise stated. All entities in the financial reporting are also included in the sustainability reporting.	
2-3	Reporting period, frequency and contact point	64	About this review	The reporting period is the same for sustainability and financial reporting.	
2-4	Restatements of information	45	Environmental responsibility	As we introduced the new data platform in 2023, we revised the data on leased vehicles, fuel and energy-related activities and air travel for years 2019-2022. The restated GHG emissions for 2022 are 20 percent lower compared to the level of emissions previously reported.	
2-5	External assurance	64	About this review	No external assurance of the sustainability indicators.	
2-6	Activities, value chain and other business relationships	4-6, 19, 20, 40	Enento Group in brief, Business model, Value creation, Responsible value chain management		
2-7	Employees	5, 52, 65	Enento Group in brief, Sustainable workplace, Personnel statistics	Enento Group had a total FTE of 404 (447). The number of full time employees calculated by headcount at the end of the reporting period was 422 (453). All calculations include permanent, fixed-time and part-time employees.	Information incomplete: Total number of employees by region is disclosed. Breakdown by full-time and part-time employees is not available.
2-8	Workers who are not employees	40	Responsible value chain management	In 2023, Enento Group had a total of 59 (55) consultants at the end of the reporting period. The figure is calculated according to the headcount. The majority of the consultants worked with IT, and project management. There were no significant fluctuations in the number of workers who are not employees during the reporting period.	
2-9	Governance structure and composition	76-77	The Board of Directors. Board of Directors' Report p. 10-11, Corporate Governance Statement p. 73-78	The Board of Directors has not appointed any specific committee to be responsible for decision making and overseeing the management of the company's impacts. In 2023, the Board had one committee, the Audit Committee, which, among other duties, reviews the company's arrangements for its employees to raise concerns about possible wrongdoing in financial reporting or other matters.	

GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
2-10	Nomination and selection of the highest governance body		Financial review: Corporate Governance Statement p. 74-75	Competencies relevant to the impacts of the organization is not a criterion for selecting the members for the Board of Directors.	
2-11	Chair of the highest governance body	76-77	Board of Directors	The Chairman of the Board of Directors is not a senior executive.	
2-12	Role of the highest governance body in overseeing the management of impacts	59-62	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	62	Roles and responsibilities in managing sustainability	Senior executives or other employees 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	55, 64	Sustainability management, About this review	The Board is not responsible in reviewing and approving the reported information for sustainability review as the Chief Marketing & Customer Officer has the responsibility to collect and consolidate all information together with the project manager for sustainability. The Board of Directors has not validated the materiality analysis but will be involved in the double materiality process in 2024.	
2-15	Conflicts of interest		Financial review p. 7, 56-57, 76, 77, 82-83		
2-16	Communication of critical concerns	39-40, 59	Sustainable services, Responsible value chain management, Sustainability management, Financial review: p. 12		
2-17	Collective knowledge of the highest governance body		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		Enento's website: enento.com/board-of-directors	The performance of the Board is evaluated annually (self-evaluation). The evaluation is generic in its nature and does not focus on any specific area in particular.	
2-19	Remuneration policies		Remuneration Report 2023, Remuneration Policy 2020	The criteria for the CEO's long-term incentives may include financial critical targets tied to share value development and strategic development targets. Remuneration for members of the Board and senior management does not relate to performance in sustainability. There is no sign-on-bonus. Five employees have received a recruitment bonus.	
2-20	Process to determine remuneration		Remuneration report 2023, Remuneration Policy 2020	83.45% of votes cast supported the adoption of the Remuneration Policy 2020.	
2-21	Annual total compensation ratio		Remuneration Report 2023		Information incomplete: Development of CEO remuneration and development of average employee salary are separately disclosed, but the ratio is not disclosed.

GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
2-22	Statement on sustainable development strategy	7	CEO's review, Financial Review: Board of Directors' Report p. 11-14		
2-23	Policy commitments	32, 43-45, 59-61	Sustainability management, Environmental responsibility, Sustainability strategy and program	Policy commitments apply to all of Enento's activities and business relationships. The Information Security Policy, General Data Protection Policy and Data Protection Governance Policy is all approved by the Audit Committee.	
2-24	Embedding policy commitments	59-62	Sustainability management		
2-25	Processes to remediate negative impacts	57, 59-62	Meeting stakeholder's expectations, Sustainability management		Information incomplete on grievance mechanisms.
2-26	Mechanisms for seeking advice and raising concerns	40, 59	Responsible value chain management, Sustainability management		
2-27	Compliance with laws and regulations		Financial review p.14	No corruption or bribery cases or other violations related to unethical business practices were reported in 2023. Enento was not part of any legal actions performed for anti-competitive behavior, anti-trust and monopoly practices.	Information incomplete: Total number of significant instances of non-compliance with laws and regulations during the reporting period is not disclosed.
2-28	Membership associations	62	Key commitments to initiatives and memberships		
2-29	Approach to stakeholder engagement	57	Meeting stakeholder's expectations		
2-30	Collective bargaining agreements		GRI index	97% of employees were covered by collective bargaining agreements.	
GRI 3: MATERIAL TOPICS 2021					
3-1	Process to determine material topics	55	Materiality analysis based on continuous stakeholder dialogues		
3-2	List of material topics	58	Materiality analysis	There were no changes to the list of material topics compared to the previous reporting period.	
Economic performance					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	10, 18, 59-61, 20-21	Key figures, Strategy execution, Sustainability management, Value creation model		
GRI 201: ECONOMIC PERFORMANCE 2016					
201-1	Direct economic value generated and distributed	10, 21	Key figures, Value creation model, Financial Statements p. 24		

GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
201-4	Financial assistance received from government		Financial Statements	Government not present in shareholding structure. No financial assistance received from government.	
Indirect economic impacts					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	30-32, 33-35, 57, 59-62	Sustainability strategy and program, Enabling a sustainable economy, Meeting stakeholder's expectations, Sustainability management		
GRI 203: INDIRECT ECONOMIC IMPACTS 2016					
203-1	Infrastructure investments and services supported	33-35	Enabling a sustainable economy	The investment in education programs TarkkaFyrkka and The Bill amounted to 33 300 euros in 2023.	
203-2	Significant indirect economic impacts	33-35, 37-42	Sustainable economy, Sustainable services		
Anti-Corruption					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	40-41, 57-62	Responsible value chain management, Meeting stakeholder's expectations, Sustainability management, Code of Ethics and Supplier Code of Conduct, Risk management	There are no specific targets or indicators disclosed for anti-corruption, but the company follows suspended misconducts of the Code of Ethics.	
GRI 205: ANTI-CORRUPTION 2016					
205-3	Confirmed incidents of corruption and actions taken		Financial review: Board of Directors' Report p. 14	Enento has not been part of any legal actions related to anti-competitive behavior, anti-trust or monopoly practices. There were no reports of misconduct or corruption or bribery cases or other violations related to unethical business practices in 2023.	
Energy					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	30-32, 43-46, 59-62	Sustainability strategy, Environmental responsibility, Sustainability management		

GRI content index

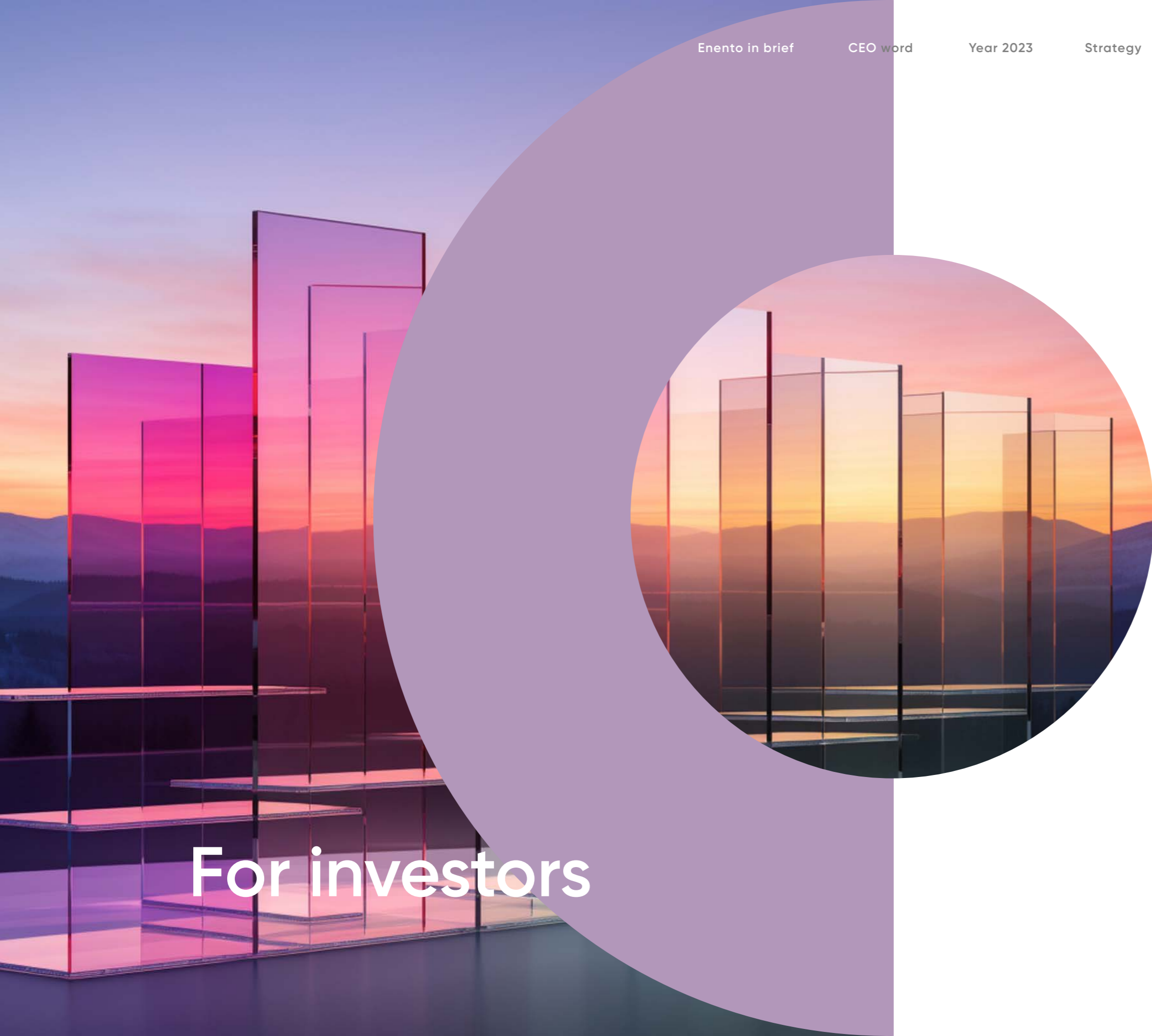
GRI standard	Disclosure	Page	Location	Further information	Omission
GRI 302: ENERGY 2016					
302-1	Energy consumption within the organization	43-46	Environmental responsibility		Information unavailable: Total fuel consumption by renewable and non-renewable sources not disclosed. Energy, heating, cooling and steam consumed and sold not disclosed.
302-3	Energy intensity	43-46	Environmental responsibility		Information unavailable: Energy intensity ratio not disclosed.
302-4	Reduction of energy consumption	43-46	Environmental responsibility		Information incomplete: Amount of reductions in energy consumption achieved not disclosed.
Emissions					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	30-32, 43-46, 59-62	Sustainability strategy, Environmental responsibility, Sustainability management		
GRI 305: EMISSIONS 2016					
305-1	Direct (Scope 1) GHG emissions	43-46, 67	Environmental responsibility, Sustainability data		Information incomplete: Biogenic CO ₂ emissions and GWP rates not disclosed.
305-2	Energy indirect (Scope 2) GHG emissions	43-46, 67	Environmental responsibility, Sustainability data		Information incomplete: GWP rates and methods used not disclosed.
305-3	Other indirect (Scope 3) GHG emissions	43-46, 67	Environmental responsibility, Sustainability data		Information incomplete: Biogenic CO ₂ emissions and GWP rates not disclosed.
305-5	Reduction of GHG emissions	43-46, 67	Environmental responsibility, Sustainability data	Enento Group has reduced its GHG emissions with 1 110 metric tonnes since baseline year 2019.	Information incomplete: Reduction of GHG emissions as a result of direct emission reduction initiatives is not specified.
Employment					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	30-32, 47-52, 59-62	Sustainability strategy, Sustainable workplace, Sustainability management		

GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
GRI 401: EMPLOYMENT 2016					
401-1	New employee hires and employee turnover	66	Personnel statistics	New hires are reported in headcount on 31.12.2023.	Information incomplete: The number of new employee hires is disclosed, but the rate is not disclosed. Employee turnover rate in total is disclosed, but not disclosed by age group, gender and region.
Occupational health and safety					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	30-32, 47-52, 59-62	Sustainability strategy, Sustainable workplace, Sustainability management	No targets disclosed for this topic.	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018					
403-1	Occupational health and safety management system	47-52	Sustainable workplace	Enento's process for managing healthcare and well-being includes all Enento employees. Workers who are not employees are not included in the occupational health care system since their employer facilitates their access to these services. The system is based on legal requirements and national legislation.	
403-3	Occupational health services	47-52	Sustainable workplace, Sustainability management	Enento's occupational health service is provided by local health care providers in each country for reactive and preventative physical and psychological health. The human resources department maintain a close dialogue with health care providers, employees and managers to ensure the quality of the services. All employees are introduced to occupational health care during onboarding. Health care providers' contact details are presented on the intranet.	
403-6	Promotion of worker health	47-52	Sustainable workplace		
Traning and education					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	30-32, 47-52, 59-62	Sustainability strategy, Sustainable workplace, Sustainability management		

GRI content index

GRI standard	Disclosure	Page	Location	Further information	Omission
GRI 404: TRAINING AND EDUCATION 2016					
404-1	Average hours of training per year per employee	47-52	Sustainable workplace		Information unavailable: Average hours of training per employee is not available. In our learning platform, Enento Academy, we offer digital education to all employees, but there is no tracking of hours as trainings are self paced modules.
404-3	Percentage of employees receiving regular performance and career development reviews	52	Sustainable workplace	100% of employees received regular performance and career development reviews in 2023.	
Diversity and equal opportunity					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	30-32, 49, 59-60	Sustainability strategy, Sustainable workplace, Sustainability management		
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016					
405-1	Diversity of governance bodies and employees	20-21, 30-32, 49, 52, 65-66	Value creation model, Sustainability strategy, Sustainable workplace, Personnel statistics, Financial review p. 86, 88	50% of Board of Directors and 50% Executive Management Team members were women on 31.12.2023. All members of the Board were over 50 years old. 40% of Executive Management Team members were 30-50 years old and 60% over 50 years old.	Information incomplete: Percentage of employees by gender and age group not available for all employee categories.
Customer privacy					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	40, 60-61	Data protection, Sustainable services, Information Security Policy, General Data Protection Policy and Data Protection Governance Policy		
GRI 418: CUSTOMER PRIVACY 2016					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		GRI table	During 2023 there were 16 (8) data breaches resulting from loss of customer data within Enento Group. Of these, 0 were complaints received from outside parties and substantiated by Enento and 0 complaints were from regulatory bodies. We haven't received any substantiated complaints concerning customer privacy.	



In the realm of ESG, governance is the guardian of accountability and transparency.

For investors

In this section of the report, we present our Board of Directors and Executive Management Team, as well as detailed investor information. This includes our dividend policy, financial calendar, and contact information for the Investor Relations team.

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Board of Directors 31.12.2023



Patrick Lapveteläinen

b. 1966. Chairman of the Board of Directors from 1 April 2016.

Education: M.Sc. (Econ.)

Main duty: –

Positions of trust: Chairman of the Board of Directors: Mandatum Plc, Mandatum Life Insurance Company Ltd, Mandatum Holding Oy, Mandatum Asset Management Oy and Leviathan Oy Member of the Board of Directors: If P&C Insurance Ltd (publ.), If P&C Insurance Holding Ltd and Saxo Bank A/S.

Independent of the company but non-independent of its significant shareholders.

Shareholding in Enento Group Plc on 31 December 2023: 10 000 shares, holdings of interest parties 8 000 shares.



Nora Kerppola

b. 1964. Board member from 28 March 2023.

Education: MBA (Finance/International Business)

Main duty: CEO of Nordic Investments Group Oy

Positions of trust: Chairman of the Board in Dasos Capital Oy

Independent of the company and independent of its significant shareholders.

Shareholding in Enento Group Plc on 31 December 2023: 14 000 shares, no holdings of interest parties.



Erik Forsberg

b. 1971. Board member from 29 March 2021.

Education: M.Sc. (Econ.)

Main duty: –

Positions of trust: Chairman of the Board of Directors: Collectia Group (Care DK Bidco Aps) Member of the Board of Directors: Stillfront Group, Lectogo AB and Deltalite AB.

Independent of the company and independent of its significant shareholders.

Shareholding in Enento Group Plc on 31 December 2023: 1 500 shares, no holdings of interest parties.



Martin Johansson

b. 1962. Board member from 29 June 2018.

Education: M.Sc. (Econ.)

Main duty: Senior Advisor, Skandinaviska Enskilda Banken AB (publ.)

Positions of trust: Chairman of the Board of Directors: Repono Holding AB, Försäkrings AB Suecia, Försäkringsaktiebolaget Skandinaviska Enskilda Captive. Member of the Board of Directors of several other companies belonging to the SEB Group.

Independent of the company but non-independent of its significant shareholders.

Shareholding in Enento Group Plc on 31 December 2023: 3 000 shares, no holdings of interest parties.



Tiina Kuusisto

b. 1968. Board member from 28 March 2019.

Education: M.Sc. (Econ.)

Main duty: –

Positions of trust: –

Independent of the company and independent of its significant shareholders.

Shareholding in Enento Group Plc on 31 December 2023: 0 shares, no holdings of interest parties.



Minna Parhiala

b. 1967. Board member from 12 June 2020.

Education: Master of Laws (LL.M.)

Main duty: Head of Business Area, Nordea Personal Banking

Positions of trust: Member of the Board of Directors: Limelight Horses Oy

Independent of the company and independent of its significant shareholders.

Shareholding in Enento Group Plc on 31 December 2023: 0 shares, no holdings of interest parties.

Executive Management Team 31.12.2023



Jeanette Jäger

b. 1969

CEO

B.Sc. in Business Administration and Economics

Employed by Enento Group, CEO and Executive Management Team member since 2022. Since 2016, she has worked in the Swedish company Bankgirot, first as VP Digital Services and from 2017 as CEO of Bankgirot. Previously she has acted in different management level positions in Tieto and TDC Communication. Board member of the Telia Company AB.

Shareholding in Enento Group Plc on 31 December 2023: 3 300 shares, no holdings of interest parties.



Elina Stråhlman

b. 1979

CFO

M.Sc. (Econ.)

Employed by Enento Group and Executive Management Team member since 2019. She has acted since 2013 at Finnair in different management positions in finances, being responsible for the group's accounting, taxation, financial reporting and Shared Service Center. Before Finnair, she worked, among others, at Fortum and Ernst & Young.

Shareholding in Enento Group Plc on 31 December 2023: 4 007 shares, no holdings of interest parties.



Gabriella Göransson

b. 1971

Director, Consumer Insight

Degrees in Business Economics and Business Law

Executive Management Team member since 2021. She has previously acted in several leading positions at UC AB, the latest years as Deputy Director for Credit Information Services and Head of Risk Decisions Sweden. She has also acted as the Deputy CEO of UC AB since 2021.

Shareholding in Enento Group Plc on 31 December 2023: 1 326 shares, no holdings of interest parties.



Siri Hane

b. 1984

Director, Business Insight

M.Sc. (Econ.)

Executive Management Team member since 2018. She has previously acted as Business Area Manager Consumer at UC AB, Head of Consumer at Collector Bank and CEO at Lendo AS.

Shareholding in Enento Group Plc on 31 December 2023: 3 606 shares, no holdings of interest parties.



Daniel Ejderberg

b. 1973

CIO

M.Sc. (Computer Science and Engineering)

Employed by Enento Group and Executive Management Team member since 2022. Since 2011, he has served at the Swedish insurance company Folksam, first in different IT C-level positions and from 2021 as Head of Business Area Private of Folksam Life.

Shareholding in Enento Group Plc on 31 December 2023: 0 shares, no holdings of interest parties.



Mikko Karemo

b. 1971

Deputy CEO, Chief Commercial Officer

Master of Laws (LL.M.)

Employed by Enento Group and Executive Management Team member since 2012. He has previously acted as Sales and Marketing Director at Asiakastieto Group, Regional Director at If P&C Company and in expert and leading positions in finance and service sector in Finland, Sweden and China.

Shareholding in Enento Group Plc on 31 December 2023: 12 347 shares, no holdings of interest parties.



Arto Pauku

b. 1982

Chief Marketing & Customer Officer

M.Sc. (Econ.)

Employed by Enento Group since 2020 and Executive Management Team member since 2023. He has previously acted as the Investor Relations Officer and Nordic Head of Premium Solutions at Enento and prior joining the company, he has held various commercial leadership positions at companies such as Nets, Klarna, and Siemens.

Shareholding in Enento Group Plc on 31 December 2023: 70 shares, no holdings of interest parties.



Karl-Johan Werner

b. 1973

Chief Operating Officer, Chief Data & Analytics Officer

M.Sc. (Econ.)

Employed by Enento Group and Executive Management Team member since 2019. He has previously acted as Head of Customer Insight at Skandia. Alongside that position he has had several other responsibilities, such as head of online financial advisory services, information content owner of customer data and GDPR business representative.

Shareholding in Enento Group Plc on 31 December 2023: 3 656 shares, no holdings of interest parties.



Sari Ek-Petroff

b. 1962

Director, HR

M.Sc. (Econ.)

Employed by Enento Group since 2022 and Executive Management Team member since 2023. She has previously acted as Manager, Group Learning & Development and HR Lead Finland at Enento, and in various HR leadership positions at VTT, Sanofi Pharmaceuticals, Snellman and Coca-Cola.

Shareholding in Enento Group Plc on 31 December 2023: 0 shares, no holdings of interest parties.



Andreas Darner

s. 1981

Director, Strategy and Transformation

M.Sc. in Business Administration

Employed by Enento Group and Executive Management Team member since 2022. He has previously acted as Chief Strategy Officer and Head of Corporate Strategy at Bankgirot, Chief Operating Officer at DLN Payroll Services and as management consultant at Accenture and Canvisa.

Shareholding in Enento Group Plc on 31 December 2023: 0 shares, no holdings of interest parties.



For investors

Enento as an investment



Dividend policy

Enento Group aims to distribute as dividends at least 70 percent of the Group's profit for the financial year, whilst taking into consideration the business development and investment needs of the Group. Any dividends to be paid in future years, their amount and the time of payment will depend on Enento Group's future earnings, financial condition, cash flows, investment needs, solvency and other factors.

The Board of Directors' proposal for the dividend from the financial year ending on 31 December 2023 to the Annual General Meeting is EUR 0,50 per share, followed by another payment of up to EUR 0,50 per share (subject to Board approval). The Board proposes that the dividend is paid out in two installments in April and in November.

Financial calendar and Annual General Meeting in 2024

Each year Enento Group publishes a financial statement release, a sustainability review, a financial review, a half year financial report and two interim reports.

- Annual Report for 2023 - Week 10 / 2024
- Interim Report Q1 - 23 April 2024
- Half Year Financial Report - 16 July 2024
- Interim Report Q3 - 29 October 2024

The Annual General Meeting of Enento Group will be held on 25 March 2024 in Helsinki.

Information for investors

Financial reports, presentations, financial calendar and shareholder tools are available at Enento's investor relation pages enento.com/investors.

IR contact information

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 Chief Financial Officer
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More information about sustainability:
www.enento.com/sustainability