

# SUSTAINABILITY REPORT



## SUSTAINABLE INITIATIVES CREATE GROWTH

Resurs Holdings' long-term sustainability efforts are a foundation of our business strategy, with the focus always on our retail finance partners, customers and employees. As a bank, insurance company, employer and listed company, we have a responsibility as well as an opportunity to have a positive impact on society by pursuing the sustainability issues that are most important to us.

Resurs has been actively working for a long time to develop secure, structured and responsible treatment of our customers and the personal information that is processed on a daily basis. In recent years we have seen a positive trend emerging, where various sustainability issues are moved higher and higher on the agenda in both the public debate and the business community. The introduction of more explicit regulations such as GDPR is an example of this. Within the Group, we also see our increased focus on sustainability as an important aspect for developing and attracting employees, which creates good prospects for growth. In our first Sustainability Report that is an integral

part of our Annual Report, we have chosen to base our report on the Global Reporting Initiatives (GRI), which provides us with a clear framework and a seal of approval on the many initiatives we are currently pursuing in the Nordic market.

Customer privacy, anti-corruption, responsible credit lending and diversity and equality are the four focus areas we have identified as key to our business. They are described in this report. All of these areas are long-term commitments where a great deal of work has been done to lay a solid foundation for the Group's continued sustainability efforts. As the work has progressed, it has been gratifying to see the great commitment

within the Group to safeguarding customers' privacy and standing up for sound values. A sustainability council has been formed that will drive new initiatives within the Group in the future, in order to ensure that we meet our long-term commitments. I would like to thank everyone who has been involved in examining the organisation from a sustainability perspective and who is developing new ideas for how we can improve in the future.

Helsingborg, March 2018

Eva Brike  
Chief Human Resources Officer

ing the Group's Sustainability Report, please contact Eva Brike, Resurs's Chief Human Resources Officer.

### TRADE AND PROFESSIONAL ASSOCIATIONS STRENGTHEN OUR SUSTAINABILITY EFFORTS

Resurs is a member of several associations, thereby complying with current industry requirements in the markets in which the Group conducts banking operations, as well as ensuring a responsible approach to customers, employees, its partners and society. Resurs is a member of the Confederation of Swedish Enterprise, the Swedish Bankers' Association, FAR, Finance Norway, the Association of Norwegian Finance Houses, the Danish Chamber of Commerce and the Finnish Commerce Federation.

### ABOUT THE REPORT

This is Resurs Holding's first Sustainability Report. It pertains to the entire Group. The report has been developed in accordance with the precautionary principle, and it has been prepared in accordance with the GRI Standards at Core level. This report constitutes the formal sustainability reporting according to the Annual Accounts Act. This report is included as part of the Group's Annual Report, and is a part of the Board of Directors' Report. The auditor's review of the report is attached and is limited to a statement that the report has been prepared. The Group performed a materiality analysis when preparing the report, which has guided the selection of the Group's most important sustainability issues. For a description of Resurs's business model, see the section "Business model and strategy" on page 16 in the Annual Report. The Group intends to submit a Sustainability Report annually based on the calendar year. For questions concern-

## STAKEHOLDER ENGAGEMENT

Resurs continuously engages in dialogue with various stakeholder groups throughout the year. Such engagement provides insight into the expectations of the external environment on the operations, which offers importance guidance for the Group's priorities and activities in various sustainability issues. The focus of Resurs' stakeholder engagement is the stakeholders who in various ways are directly affected by or affect the operations. These groups are Resurs' customers, employees, partners and owners. The stakeholder surveys in the materiality analysis are one of several forms of engagement during the year. Dialogue takes place in various channels and at different frequencies depending on topic and stakeholder group.

List of stakeholder groups	Engagement channel	Key topics and concerns raised by stakeholders	Resurs Bank's management of key topics
<b>CUSTOMERS</b>	Materiality analysis Customer meetings Business support Social media Surveys	Digital services, such as e-invoices, bank app, omni-solution Invoicing and questions on fees Paper print-outs Customer experienc. Security	Development of new services and more opportunities for customers to manage more of their commitments themselves App and clear communication Transfer of paper print-outs to digital information, for example, through Kivra Consolidated several systems to provide better and quicker customer service Identification via mobile BankID in stores and via telephone
<b>EMPLOYEES</b>	Materiality analysis Employee appraisals Internet Introduction for new employees Employee surveys	Occupational health and safety Professional development and career Diversity and equal treatment Sustainability work	Internal and external training Management training Work environment training Dedicated HR role focusing on sustainability, diversity and health Diversity and health Sustainability council Guidelines/policy for diversity and equal treatment Health-promoting measures
<b>PARTNERS</b> Partners (e.g. retailers) End customers	Materiality analysis Correspondence (e-mail, post, etc.) Customer meetings	Offering of payment and financing solutions to end customers, focusing on digitisation, simplification and security The new rules and regulations that affect the services that partners use or broker via Resurs Bank Digital services, such as e-invoices, bank app, omni-solution	Further development of existing products and services, with a particular focus on digitisation and automation. Authentication and signing using electronic ID Adjustments to and evaluation of effects and opportunities linked to new regulations (e.g. GDPR, PSD2, money laundering) Development of new services and more opportunities for customers to manage more of their commitments themselves
<b>OWNERS</b> Shareholders, investors and analysts	Materiality analysis Investor meetings, roadshows, Capital Market Day, questions received before and during Annual General Meetings and when presenting interim reports	Sustainable growth and return Risk management and financial stability, sustainability activities	Work on clear and open communication to enhance understanding among the investor collective. Arranged Capital Market Day to further enhance communication

# MATERIALITY ANALYSIS

The materiality analysis helps the Group understand the sustainability issues that are of greatest importance to stakeholders and their expectations for the business. The results of the analysis thus provide important guidance for sustainability efforts as well as helping to establish the focus of the Group's reporting.

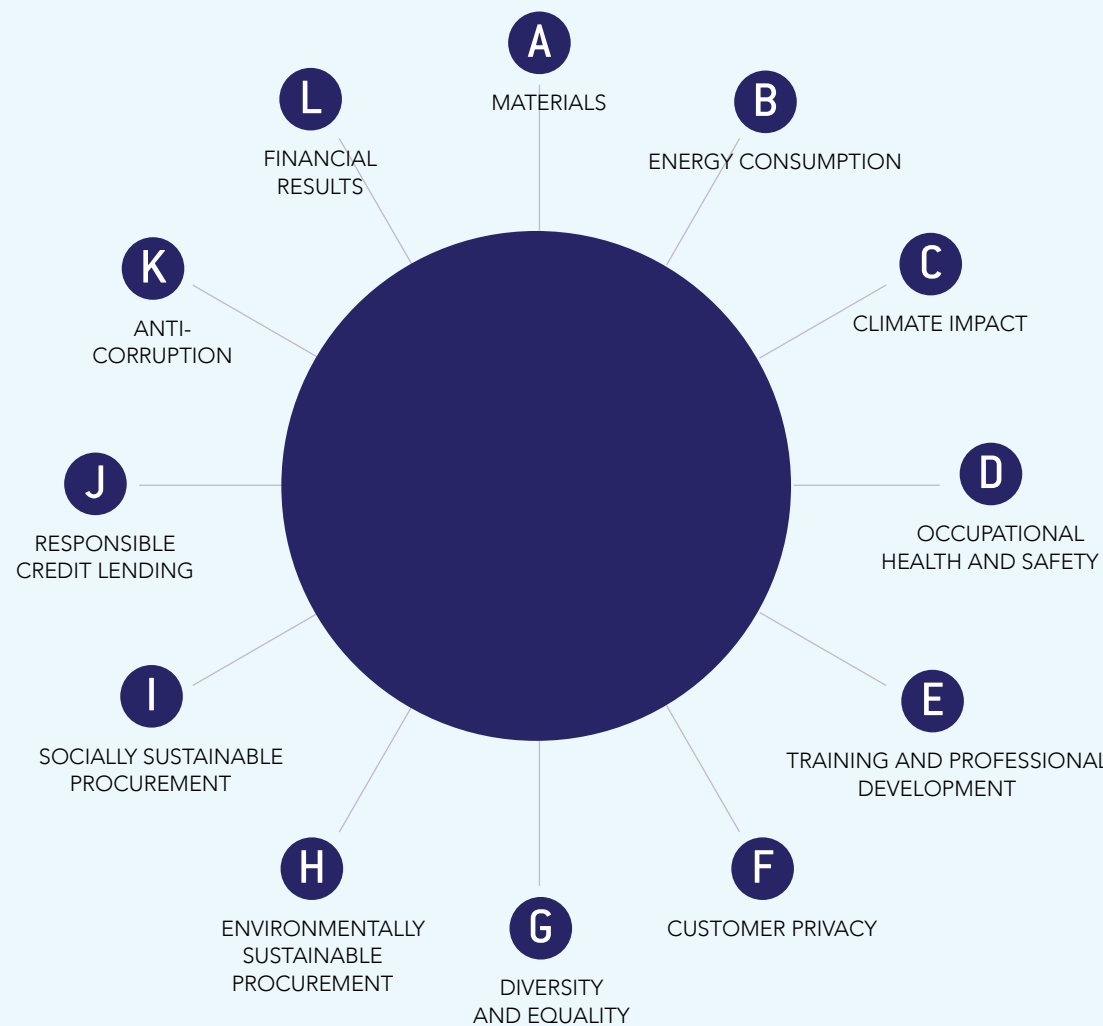
Resurs has chosen to apply the GRI principles to determine what its Sustainability Report will cover. A materiality analysis was conducted in accordance with these principles to identify the Group's most important sustainability issues.

Since this is the Group's first Sustainability Report, it was considered important for the analysis process to begin by

defining the most important sustainability issues in the banking and finance industry. This helped to clarify relevant issues that could be of importance for the Group's first internal workshop.

The purpose of the internal workshop was to identify the most relevant sustainability issues that should be included in the materiality analysis's stakeholder survey. The selection was made based

on GRI's list of sustainability issues, as well as from a business strategy perspective. In order to ensure that the survey addressed the entire Group's operations, representatives from a number of Group functions participated. Guided by the workshop results, the following twelve sustainability issues were selected for the stakeholder survey.



## Stakeholder study

The stakeholder survey, conducted on the basis of the materiality analysis, is one of several channels through which the Group interacts with its stakeholders. The purpose of the survey was to include the perspective of the Group's highest priority stakeholders regarding the twelve sustainability issues, in order to determine the Group's most important focus areas. The stakeholders consisted of customers, employees, retail finance partners, owners and members of Group Management. The selection criteria were that they should have a mutual relationship with the Group, as well as being significantly affected by the business. With the exception of the owners, all stakeholders had the chance to fill in an online questionnaire, where they were able to state how important they considered it for Resurs to actively address each of the twelve sustainability issues. The owners were interviewed in depth when their perspective was considered particularly important.

1,324 stakeholders from the Group's four main markets (Sweden, Denmark, Norway and Finland), responded to the survey.

The Group's perspective was represented by Group Management, which in its

responses also emphasised the importance of the Group's environmental and social impact. Their responses were as then combined with the results of the stakeholder survey. The material was then analysed by Group Management at a second internal workshop where a validation was performed based on Resurs's overall business strategy perspective. The appraisal also took into account the importance of sustainability issues in a global context, as well as the ability of Resurs's operations to directly or indirectly influence these issues. The final result can be seen in figure below.

## Comments on the materiality analysis

The results of the materiality analysis demonstrate clear agreement between what the Group and its key stakeholders consider to be important. This indicates that the Group's sustainability efforts conform well to the expectations of others. In the analysis, the greatest importance was attributed to the sustainability issues Customer privacy, Anti-Corruption, Responsible credit lending and Diversity and equality. The Group's Sustainability Report thus emphasises these issues in particular, and more can be read on these issues in the following sections.

## Environment

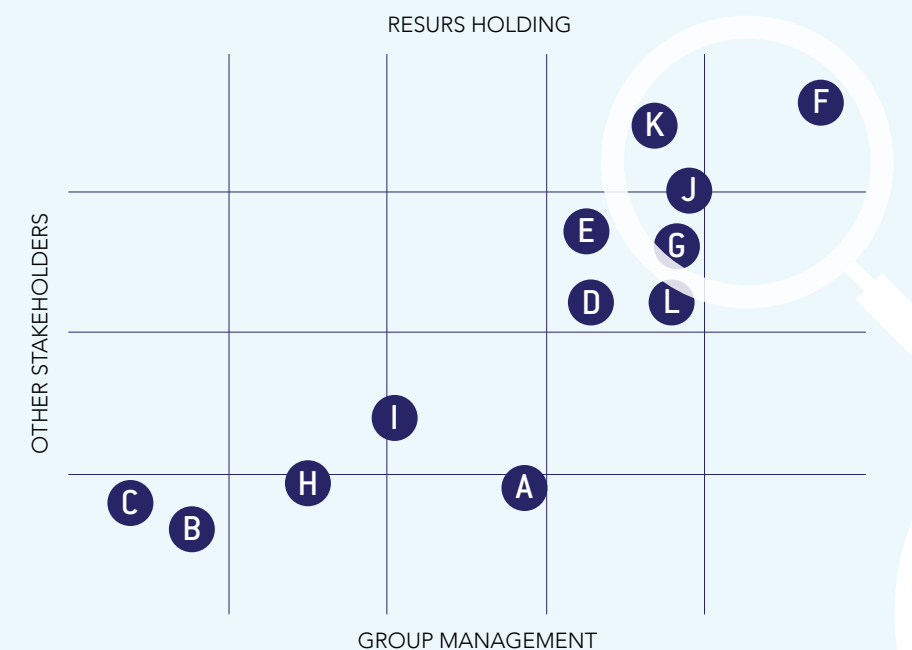
The analysis also demonstrates that both stakeholders and the Group consider environmental issues such as climate impact, energy consumption, procurement and material use as less important areas for the Group's sustainability efforts. One possible explanation for this could be that when the Group's main impact is primarily on social sustainability issues, the environmental impact of the business is perceived as relatively less significant.

Environmental resources are used responsibly and conservatively. The Group strives to conduct its operations in an environmentally sustainable way by, for example, enhancing efficiency and investing in sustainable products and services.

## Respect for human rights

Since Resurs operates in a well-regulated market, its operations are governed by a number of social and ethical laws and regulations that take human rights into account in many ways. In addition, the Group operates primarily in the Nordic countries, where national legislation also supports European and international conventions. Moreover, Resurs also reports on its diversity and equality efforts, which are governed by the Group's guidelines on diversity and equal treatment.

Resurs's Code of Ethics and Code of Conduct are important part of these efforts. They apply to all employees regarding issues such as equality and anti-discrimination, working conditions, forced labour, child labour, political activities and trade unions.



- F** CUSTOMER PRIVACY
- J** RESPONSIBLE CREDIT LENDING
- K** ANTI-CORRUPTION
- G** DIVERSITY AND EQUALITY



# CUSTOMER PRIVACY

Operating in the fields of banking and insurance entails a responsibility to protect the customers' personal information. Therefore, it is of the utmost importance that there are clear policies and an organisational infrastructure that governs authorisations and safeguards how customer data is used in the Group's operations. Maintaining a constant focus on customer privacy is an excellent way to build a sustainably ethical business while becoming more competitive.

### Industry requirements

There is a broad framework of industry requirements for information security, which the Group has implemented through various policies and guidelines. Banks in Sweden are under the supervision of the Swedish Financial Supervisory Authority. Regulations that they must follow include the Financial Supervisory Authority's regulations FFFS 2014:4 on the management of operational risks and FFFS 2014:5 on information security, IT operations and deposit systems.

Resurs has implemented the industry requirements in the Group's policies, which are updated as necessary and revised at least once annually. The policies are issued in a hierarchy with three levels. At the first level, the Board of each respective Group company determines policies. Someone is appointed in each

organisation to take responsibility for each policy and monitor compliance, manage reporting and propose necessary adjustments to the policies. On the next level, guidelines are defined by the CEO or the person within the business in charge of the specific risk area. In general, these guidelines include relevant information to help employees with solutions to a variety of issues. On the operational level, point people establish procedures for specific groups of employees, who thus receive more detailed support for the management of issues in daily operations.

The Group has established a number of policies and guidelines on information security, including a dedicated policy that also concerns the processing of personal data. By having ISO 27000 as a benchmark and foundation for its operations, Resurs takes a structured and efficient approach to the continual improvement of internal control of information security.

### New European data protection regulations

Extensive work was done during the year to bring operations into compliance with the new European General Data Protection Regulation (GDPR), which will come into force in the European market in 2018. The regulation is intended to strengthen consumer protection and personal privacy. Resurs is positive

towards the GDPR legislation, and is adapting its operations to the new regulation. One important parameter in a successful information security programme – where the threat and the rate of attacks are increasing - is to be aware of one's own shortcomings and weaknesses, as well as proactively implementing solutions and countermeasures for the risks identified in the incident management process.

### The risk and incident management process

It is important for the Group to actively manage security incidents and previous lessons from incidents that have occurred, in order to achieve strong protection of information and assets. Resurs maintains a risk database that allows employees to report incidents and whether there is a risk that customer privacy could be compromised. All incidents and risks that are reported to the risk database are analysed by the Group's Risk Committee, regardless of size of these risks. Policies and guidelines are published on the intranet in order to ensure that employees always have access to current versions.

### Important control functions and the Risk Committee

The Group's control functions consist of each Group company's Compliance and

Risk Control function, as well as the Actuarial function within insurance operations. They independently and autonomously control the Group's operations and report regularly to their respective CEOs, the Board and certain Board committees. The internal audit function regularly reviews the Group's operations, which includes reviewing activities in operations and the control functions to determine whether the business is being adequately managed from a risk perspective. The internal audit function reports regularly to the Board. The Risk Committee, which consists of selected senior executives who are responsible for different parts of the business, are to monitor and identify risks in the business as well as proactively addressing potential risks and following up on approved actions.

### Process for approval of significant changes

The Group has a procedure for approving new or significant changes in existing products/services, markets, processes or other major changes in the business operations. The procedure is aimed at enabling the Group to effectively and efficiently manage risks arising from the introduction of such new or significantly changed products or services.

## SIGNIFICANT RISKS ASSOCIATED WITH CUSTOMER PRIVACY

Identified risk	Consequence for	Management of risks
Operational information risks and shortcomings in IT systems.	<ul style="list-style-type: none"> <li>Processing of customers' personal information.</li> <li>General information security.</li> <li>Resurs's reputation as a banking operation.</li> </ul>	The Group's policies and guidelines for information security in line with extensive industry requirements. Data security under the new European GDPR legislation. Employees' ability to report through the Group's proactive risk database.
Changes in the organisation or products and their impact on information security.	<ul style="list-style-type: none"> <li>Customer relationships and the trustworthiness of the offering.</li> <li>Internal work procedures and division of responsibilities.</li> </ul>	Each Group company's Compliance and Risk Control function. The Risk Committee takes a proactive approach to identifying risks in the business. Procedure for approving significant changes in existing products, services, markets or the business operations.



# ANTI-CORRUPTION

Resurs operates in a pronounced trust industry where honest and trustworthy business acumen is critical. For Resurs to operate without any form of corruption is a necessity for continuing to receive the trust of retail finance partners and customers, as well as employees and others. Naturally, Resurs rejects corruption, which the Group sees as a matter of course in order to contribute to a democratic and sustainable society where business can be done on an equal footing.

### A continual process

Corruption is a broad concept that may encompass a large number of actions and behaviours, and thus there is a risk that the concept may become fuzzy and difficult to identify. All of Resurs's anti-corruption efforts are based on the Group's "Anti-bribery policy", which defines what is meant by corruption in Resurs's operations and the behaviour that is expected of all employees. The Legal and Anti-Corruption Compliance Officer ensures that this policy is reviewed or updated annually or as needed, and that the Group's employees receive such updates. This helps make all employees aware that work on anti-corruption is a continual process.

### A greater focus on training

All of Resurs and employees at every level are affected by anti-corruption efforts. Since corruption is an ethical stance at heart, it is fundamental for all employees in the Group to be well aware that illegal or unfair business practices are not how Resurs does business. Since the primary assignments of the Group's sales departments are to manage customer relationships and develop agreements, they have been identified as a part of the business that will focus on training and discussions about anti-corruption.

Over the past two years Resurs has intensified its focus on training employees in areas that are viewed as particularly important. The Group has conducted anti-corruption training for all Group employees as part of this. In addition, the Group's sales departments have undergone special anti-corruption training based on their specific needs. During the year, Resurs continued to work on developing the Resurs Academy online portal, and in the future the Group will use this tool to issue an updated anti-corruption training programme. All employees gain a basic understanding of the anti-corruption issue in the training programme, and they learn to detect warning signs that help to avoid

risky situations. The training also provides guidance on the proper way to act in if employees are uncertain about a relationship or business situation. Since the training is conducted by Resurs Academy, it this makes it easier to continuously train all employees, and also makes it possible to measure and gain an overview of the understanding of anti-corruption within the Group.

### A shared responsibility

Resurs has three levels of control bodies to manage business risks and ensure that the Group is doing business and entering into business relationships based on value creation and ethically proper grounds. The first body focuses on the risks that may arise in operations, consisting of the Group's Legal function as well as the Legal and Anti-Corruption Compliance Officer, who coordinates and is responsible for operational anti-corruption efforts. The Legal and Anti-Corruption Compliance Officer is also a resource for all employees regarding general questions about corruption and anti-corruption. The Officer can provide direct advice on risky situations and how to avoid them. Each Group company's Compliance and Risk Control function, as well as the Actuarial function within insurance operations, furthermore

constitute a control body that controls the operations continuously and independently. The third control body is Resurs' internal audit function, which independently examines the Group's operations and evaluates how the other control functions manage and assess risks. In addition, Resurs has an anonymous whistleblower function so that employees throughout the Group will be able to safely assume responsibility for ensuring that neither corporate nor social gains are lost due to unethical decisions.

Clear policies, continuous training and an established accountability and control structure are the cornerstones of Resurs's anti-corruption efforts. At the same time, Resurs sees that the main barrier to corruption is a corporate culture in which each individual acts with integrity according to the Group's values. Anti-corruption is therefore also a clear part of Resurs's Code of Ethics and Code of Conduct, which form the basis of Group-wide expectations for the behaviour of all employees. It is important for the Group's culture to be characterised by transparency and trustworthiness in order to ensure that anti-corruption is not limited to documents and policies, and instead becomes a shared standpoint and responsibility.

### SIGNIFICANT RISKS ASSOCIATED WITH RESURS'S ANTI-CORRUPTION EFFORTS

Identified risk	Consequence for	Management of risks
Receiving an improper bribe.	<ul style="list-style-type: none"> <li>Loss of corporate and social gain.</li> </ul>	Anti-bribery policy. Resurs's three control bodies for risk management and independent review.
Ambiguity in the meaning of the terms corruption and anti-corruption.	<ul style="list-style-type: none"> <li>Uncertainty among employees about right vs. wrong actions.</li> </ul>	Group-wide anti-corruption training through Resurs Academy. Resurs's Code of Ethics and Code of Conduct.
Observation improper action that is not addressed.	<ul style="list-style-type: none"> <li>Damage to Resurs's brand.</li> <li>Loss of corporate and social gain.</li> </ul>	Legal and Anti-Corruption Compliance Officer. Resurs's three control bodies for risk management and independent review. Whistleblower function.





# RESPONSIBLE CREDIT LENDING

The credit lending business's procedures have a direct impact on the confidence that others have in the Group's operations. Therefore, responsibility in the credit lending process is largely based on making well-informed decisions about the individual client's financial conditions.

### Responsibility through knowledge

The Group's credit lending has a direct impact on the individual and is also key to the Group's overall profitability. With the help of systematic processes and scoring models for example, the customer's future ability to pay is analysed to assess credit risk. The Group uses both external and internal credit information for credit lending. In 2017, 85 per cent of the sales of consumer loans consisted of loans to customers already in Resurs's proprietary database. This means that the Group has unique information about the customer's ability to pay, which improves the credit assessment. Credit is only granted if customers, on good grounds, can be expected to fulfil their commitments. This approach reduces the risk of the customer suffering from financial problems and the Group in turn contributing to over-indebtedness in society.

### Responsibility through expertise

Processors need the right skills and training to ensure that the work is performed responsibly and that credit is granted on good grounds. Resurs has several authorisation levels regarding the entitlement to grant credit, with higher levels of authorisation having higher training requirements. Training takes place on a continual basis. It is based on the Group's credit policy, current legislation, Swedish Financial Supervisory Authority regulations and guidelines, and instructions and criteria for credit lending. The training is classroom-based but can also be taken via the Group's online portal Resurs Academy.

### Responsibility through a proactive approach

The basic principle of responsible credit lending is that the customer understands the financial consequences of the agreement they sign. Therefore, open and clear information is a priority issue in the Group's credit lending operations.

In cases where a customer's repayment capacity is insufficient, the customer may have his case transferred to external debt collection companies. Cancelled loans have a negative impact on the

Group's profitability and may also contribute to damaging confidence in credit lending operations and in the brand in general in the longer term.

Therefore, there are dedicated debt collection teams in each country, in order to assume responsibility for the individual customer as well as the Group's long-term survival. The teams are tasked with preventing a case from being transferred to debt collection companies at an early stage. The debt collection teams are part of the Group's customer service department and communicate directly with the customer if there are any repayment problems. The teams then investigate the reasons for the customer's payment difficulties, and they have numerous measures available in order to find a customised solution, such as a temporary lower monthly amount. The philosophy is to work with the customer via dialogue and professional consideration, to find a solution that increases the customer's ability to pay their loan.

### Responsibility through follow-up

The limits for credit lending operations are based on the overall policy set by the Board. It defines the credit strategy to be followed by the Group and is

based on the Group's products and business segments, important laws and regulations, and the long-term sustainable level of credit losses that the business is prepared to accept.

The strategy is implemented in operational activities by being translated into scoring models and award criteria, which are then followed up and checked by several bodies. Reports are made to the Risk Committee and the results of the control functions' examinations are also reported to the Board. The national credit managers use monthly sampling checks to review the work based on prevailing criteria and regulations. The Risk Control function then examines parts of the credit lending process by measuring credit losses and following up on the product portfolios' credit risks. In addition, an internal audit of the credit lending operation is also continuously carried out. The latest internal audit, conducted in the autumn of 2017, examined how successful implementation of the Board's overall policy and strategy has been in the operational activities. The audit resulted in the decision to collect all internal customer data into one system to make the consolidated profile more efficient during the credit decision phase.

### Comment on performance indicators for the Responsible Credit Lending area

One important issue for Resurs is how its business affects customers and society. GRI's recommended indicator is not deemed to be sufficient in this regard, as measurement of credit losses primarily expresses the effect on the consolidated income statement. A more relevant indicator would be the portion of the portfolio submitted to debt collection companies for external recovery instead, as this more clearly reflects the impact on customers. This indicator can also be used to monitor how effective

the bank's debt collection team is at helping customers with payment difficulties.

Resurs measures and regularly follows up on the number of cases that have gone to external debt collection companies. If the measurement shows deviations, an investigation begins as to whether the Group's scorecards are sufficient. Even though this information would be able to provide relevant information on how the Group conducts responsible credit lending, it is deemed to be confidential concerning the Group's operations. Therefore the Group chooses not to report any performance indicator for this area.

### SIGNIFICANT RISKS ASSOCIATED WITH RESURS'S CREDIT LENDING BUSINESS

Identified risk	Consequence for	Management of risks
Customer has insufficient repayment capacity.	<ul style="list-style-type: none"> <li>The customer's case is transferred to an external debt collection company.</li> <li>Lost revenue.</li> <li>Damage to Resurs's brand.</li> </ul>	Dedicated debt collection teams tasked with preventing a case from being transferred to debt collection companies at an early stage.
Resurs contributes to increased indebtedness in society.	<ul style="list-style-type: none"> <li>Reduced customer base.</li> <li>Damage to Resurs's brand.</li> </ul>	Analysis of the customer's future payment ability and current loan situation. Credit is only granted if customers, on good grounds, can be expected to fulfil their commitments.



# DIVERSITY AND EQUALITY

Diversity and equality have long been high on the agenda in social debate, and this is an important focus area for the Group for several reasons. A diverse organisation makes better decisions, and the Group wants to represent the diversity in society in order to offer better support and services. If Resurs does not reflect the diversity in society in which they operate, there is a risk that they will not manage to represent all groups or will not be responsive to the needs and desires of the various groups. This could result in Resurs failing to gather important views and ideas. The risk is managed by applying diversity and equality in all HR processes.

### Work environment training

Work environment training was carried out during the year. The training concerned all managers with personnel responsibility, regardless of their level in Swedish operations. The purpose of the training course is to strengthen leadership by broadening and increasing knowledge of work environment efforts, as well as making managers more confident regarding work environment matters, occupational health and safety legislation and the Group's current policies and procedures. From a larger perspective, Resurs also views the initiative as helping to increase the company's competitiveness and future prospects for development. In 2018, a similar course will be held in the other Nordic countries. The training will be tailored to the laws and regulations in force in each country.

### Annual salary surveys

Resurs has guidelines that make it clear that pay gaps due to gender, transgender identity or expression, ethnicity, disability, sexual orientation or age are not permitted. An annual salary survey is carried out within the Group to identify and establish that salaries are determined on objective grounds.

### Policy against victimisation in the workplace

Resurs has a policy against victimisation, which ultimately means that all employees, consultants, interns and job seekers within the Group should feel well treated and respected. Discrimination and workplace harassment is a work environment issue, and in order to prevent them the policy states that there should be procedures in the operation for the early detection of signals such as ostracization, bullying or victimisation. If signs appear, actions should be taken and followed up as soon as possible according to the action plan.

### Guidelines for diversity and equal treatment

Resurs has developed guidelines for diversity and equal treatment in recruitment, and the Group works with diversity on its Board in accordance with the current Swedish Corporate Governance Code. The Group's objective is for all employees, consultants, trainees and job seekers to have equal rights and opportunities regardless of gender,

transgender identity or expression, ethnicity, religion or other beliefs, disability, sexual orientation or age. Equal conditions encompass all aspects of the Group's efforts on accessibility, diversity and gender equality. Resurs's Code of Ethics calls on all employees to pay attention to whether or not injustices are occurring within the organisation. The Code of Ethics describes a whistleblower function, where an employee can report violations via their immediate supervisor or completely anonymously. In addition to the whistleblower function, there is also the possibility of reporting through the Group-wide risk database on the intranet. This is where risks or incidents, which could be perceived to have a negative impact on the company's daily business, financial situation or reputation, are reported by all employees.

### Employee survey

Resurs conducts an annual staff survey that addresses discrimination and the work environment, where the internal salary survey can also be viewed as a tool for evaluating the Group's efforts. A new way of measuring employee involvement through short weekly check-ins is being introduced in 2018, and diversity and gender equality are among the questions.

### Dedicated roles

In 2017 Resurs created a new role with the title of HR Specialist Sustainability, Diversity & Health, which is dedicated to driving, developing and monitoring

efforts in the areas of sustainability, diversity and health. The role includes working on sustainability projects and following up on them. The Group furthermore already had a Compensation & Benefit Manager. This role is primarily responsible for reviewing remuneration levels and an annual salary survey, as well as developing policies and guidelines for salaries, pensions, benefits and company cars.

### SIGNIFICANT RISKS ASSOCIATED WITH RESURS'S DIVERSITY AND EQUALITY EFFORTS

Identified risk	Consequence for	Management of risks
Unfair allocation of salaries and benefits.	<ul style="list-style-type: none"> <li>Employee commitment and willingness to develop.</li> <li>The Group's work environment.</li> <li>Resurs's brand and trustworthiness as an employer and a bank.</li> </ul>	HR Specialist Sustainability, Diversity and Health. Compensation and Benefit Manager. Employee surveys.
Shortcomings in diversity and equality.	<ul style="list-style-type: none"> <li>Employee commitment and willingness to develop.</li> <li>The Group's work environment.</li> <li>Resurs's brand and trustworthiness as an employer and a bank.</li> </ul>	Guidelines for diversity and equal treatment.
Injustices that affect daily operations, financial situations, the Group's reputation.	<ul style="list-style-type: none"> <li>Employee commitment and willingness to develop.</li> <li>The Group's work environment.</li> <li>Resurs's brand and trustworthiness as an employer and a bank.</li> </ul>	Work environment training for managers. The Group's Code of Conduct. Policy against victimisation in the workplace. Whistleblower function. Risk database for risk reporting that available online to all employees.

### GENDER AND AGE DISTRIBUTION OF BOARD MEMBERS AND MANAGERS

Number of Board members and senior executives 31 Dec 2017	Number	
	Number	Men
Board members	8	75%
CEO and other senior executives	6	67%

Age distribution on the Board	Number
<30 years	0
30–50 years	3
>50 years	5
<b>Total</b>	<b>8</b>

CEO and management	Number
<30 years	0
30–50 years	5
>50 years	1
<b>Total</b>	<b>6</b>

### GENERAL GENDER AND AGE DISTRIBUTION IN THE GROUP

Gender distribution	Percentage of employees
Men	43%
Women	57%

Age distribution	Percentage of employees
<30 years	33%
30–50 years	54%
>50 years	13%
<b>Total number</b>	<b>828*</b>

\* Refers to total number of employees in the Group, full-time, part-time and temporary employees at 31 December 2017. 87 per cent of the total number of employees work under a collective agreement.

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102-49	Changes in reporting	–	Not applicable since this is the Group's first Sustainability Report
102-50	Reporting period	28	Annual
102-51	Date of most recent report	–	Not applicable since this is the Group's first Sustainability Report
102-52	Reporting cycle	28	Financial year
102-53	Contact point for questions regarding the report	28	
102-54	Claims of reporting in accordance with the GRI Standards	28	Core
102-55	GRI content index	40–41	
102-56	External assurance	–	The Group's Sustainability Report has not been externally assured in accordance with GRI
<b>GRI 103 MANAGEMENT APPROACH (2016)</b> SEE TOPIC-SPECIFIC DISCLOSURES			

## TOPIC-SPECIFIC DISCLOSURES

Number	Disclosure	Page	Comments
<b>GRI 205: ANTI-CORRUPTION (2016)</b>			
103-1	Explanation of the material topic and its Boundaries	34–35	
103-2	The management approach and its components	34–35	
103-3	Evaluation of the management approach	34–35	
205-2	Communication and training about anti-corruption policies and procedures	34–35	Indicator
<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY (2016)</b>			
103-1	Explanation of the material topic and its Boundaries	38–39	
103-2	The management approach and its components	38–39	
103-3	Evaluation of the management approach	38–39	
405-1	Diversity of governance bodies and employees	38–39	Indicator
<b>GRI 418: CUSTOMER PRIVACY (2016)</b>			
103-1	Explanation of the material topic and its Boundaries	32–33	
103-2	The management approach and its components	32–33	
103-3	Evaluation of the management approach	32–33	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	32–33	Indicator
<b>RESPONSIBLE CREDIT LENDING (OWN SUSTAINABILITY ISSUE)</b>			
103-1	Explanation of the material topic and its Boundaries	36–37	
103-2	The management approach and its components	36–37	
103-3	Evaluation of the management approach	36–37	Indicator

## AUDITOR'S REPORT ON THE STATUTORY SUSTAINABILITY STATEMENT

To the general meeting of the shareholders of Resurs Holding AB (publ),  
corporate identity number 556898-2291

### Engagement and responsibility

It is the Board of Directors who is responsible for the statutory sustainability statement for the year 2017 on pages 28–41 and that it has been prepared in accordance with the Annual Accounts Act.

### The scope of the audit

Our examination has been conducted in accordance with FAR's auditing standard RevU 12 The auditor's opinion regarding the statutory sustainability statement. This means that our examination of the corporate governance statement is different and substantially less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinions.

### Opinions

A statutory sustainability statement has been prepared.

Helsingborg 19 March 2018  
Ernst & Young AB

Niklas Paulsson  
Authorized Public Accountant