



**sustainability**  
report

**2023**

**ResursHolding**

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# Sustainability efforts continue their fast pace in 2023

A continued focus on integrating sustainability into everything we do.

We are dedicated to our focus areas, with ethical and responsible business forming a foundation, leading on to proactive work in the areas of sustainable credit lending, environment, social responsibility and sustainable employees. Our ambition is to help make society more sustainable and the credit market more responsible. 2023 has been very much about preparing for the future, from both strategic and operational perspectives.

All aspects of Resurs's operations are to be characterised by business ethics and social and environmental responsibility. This responsibility also entails identifying opportunities at the same time that Resurs manages and minimises its operating risks through proactive sustainability work, robust processes, regulatory compliance and a high level of business ethics. A clear focus during the year was on raising awareness and knowledge of sustainability throughout the company, including the implementation of Resurs's first dedicated sustainability week and targeted sustainability training for the Board of Directors, Group Management and selected key personnel.

In 2023 we carried out important work in continuing to integrate our identified sustainability risks into our operations (see the full risk framework on page 128–132). We also conducted Resurs's first Corporate Sustainability Due Diligence process in order to more clearly identify where we affect and are affected by the world around us. Autumn 2023 was also devoted to important preparations, in particular for the Corporate Sustainability Reporting Directive (CSRD) and other upcoming reporting requirements.

## **A FOCUS ON INCREASING YOUNG PEOPLE'S KNOWLEDGE OF EVERYDAY FINANCES**

In 2023 we also accelerated our efforts to promote a positive and inclusive credit market, with one important delivery being the launch of MyEconomy in all of our Nordic countries. MyEconomy is our interactive e-learning focusing on everyday finances. During the year, we also held in-person lectures in order to raise awareness, knowledge and tools for a balanced economy. In the area of young people and finances, we took important steps towards qualitative knowledge, data and awareness about our young customers, and we are now broadening the scope of our work in various ways.

## **CONTINUED INTEGRATION OF SUSTAINABILITY INTO THE BUSINESS**

Resurs's ambition is to be one of the most sustainable niche banks in the Nordic market. An important focus area for continuing to achieve this ambition is our work on sustainable credit lending, where we improved and clarified definitions and KPIs concerning responsible and sustainable lending during the year. We also strive for more sustainable partnerships and products. A specific example during the year was the launch of Resurskollen, a tool where private individuals can identify energy improvements in their homes and invest in climate-positive products.

## **RESPECT FOR HUMAN RIGHTS IS FUNDAMENTAL**

Resurs operates in a market that is governed by a number of laws and regulations that emphasise human rights in many ways. Since operations are concentrated in the Nordic countries, there is clear national legislation based

on European and international conventions. Therefore Resurs's exposure to risks associated with human rights is considered low. The Group's ability to take responsibility and make a difference is primarily a matter of engaging in responsible credit lending and safeguarding customers' privacy, along with social commitment based on society's needs.

Resurs has been a signatory of the UN Global Compact, whose ten principles include human rights and labour, since 2018. Resurs's Code of Conduct clarifies the Group's position on such issues as anti-discrimination, working conditions, forced labour, child labour, political activities, freedom of association and the right to collective agreements.

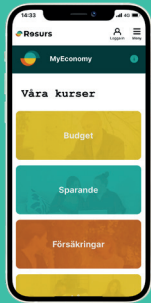




# Summary of 2023

## MyEconomy launched in the Nordic region

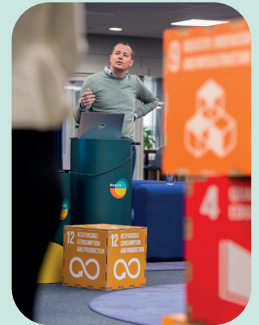
Interactive e-learning focusing on everyday finances



**8%** reduction in climate impact in 2023 compared with the base year 2020; however +26% compared with 2022

## Resurs's first sustainability week

Focus on knowledge, training and inspiration of employees



**119.5 tonnes Co2**

saved by recycling computers, monitors and phones via partner Inrego

Career Company of the Year for the fifth year in a row



**48%** of all managers are women

## Launch of Resurskollen in Sweden

A tool for private individuals to identify smart energy solutions for their homes



Nasdaq ESG Transparency Partner – for greater transparency of sustainability data

**SVÅR-  
LURAD,**

Activation of the initiative: "Svårlurad – a tool to stop fraud"

## Resurs wants to:

Inspire others to make sustainable choices.

Encourage a sustainable lifestyle and enable people to make decisions that lead to a higher level of sustainability. This means that Resurs is actively looking at solutions for the development of future financing solutions.

Be a responsible company that supports customers, partners and society. Resurs's commitment to sustainability is a priority, with the objective of having a positive impact on its partners, customers and society.

## Resurs's responsi- bility:

### AS AN EMPLOYER

Resurs has zero tolerance for discrimination, and actively supports equal opportunity, equal treatment, diversity, a good work environment, development opportunities, involvement and a meaningful work life.

### AS A COMPANY IN THE REGION

Resurs is dedicated to an inclusive society where everyone should have the opportunity to realise their potential. Resurs wants to contribute to health and active participation, and focuses on supporting young people and new entrants to the labour market.

### AS A COMPANY IN THE INDUSTRY

Resurs adopts a long-term approach and works responsibly, focusing on the customer. Environmental aspects and human rights are important areas that are considered in all decisions.



In 2022 Resurs became a signatory of the UN Principles for Responsible Banking (PRB) to ensure compliance with the UN Sustainable Development Goals and contribute to the Paris Agreement's 1.5°C target.

### WE SUPPORT



Resurs has been a signatory of the UN Global Compact and its ten principles since 2018.

# UN Sustainable Development Goals

Resurs has chosen to prioritise six of the sustainable development goals which are clearly linked to the business's focus areas and sustainability ambitions. Resurs believes that the company has the greatest potential to affect and contribute to the following UN Sustainable Development Goals:



## GOAL 5 GENDER EQUALITY

Resurs carries out dedicated work to develop workplaces that are characterised by equality, equal opportunity and diversity.

Read more on pages 28–30, 34–35, 128 and 132.



## GOAL 8 DECENT WORK AND ECONOMIC GROWTH

Resurs wants to help create jobs and growth in countries where it operates. Ensuring compliance with labour rules and principles is fundamental, as is ensuring that workplaces are safe, inclusive and secure.

Read more on pages 28–30, 34–35, 128 and 132.



## GOAL 10 REDUCED INEQUALITIES

It is a given for Resurs to offer a healthy and inclusive workplace, where differences are embraced and where all personnel have the same conditions and opportunities for individual development. All employees should feel that their job duties provide them with many opportunities to grow.

Read more on pages 28–30, 34–35, 128 and 132.



## GOAL 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Resurs bases its credit lending on a credit assessment that counteracts over-indebtedness and contributes to personal finances that are sustainable for the long term.

Read more on pages 25–27, 31–33, 34–35 and 128–132.



## GOAL 13 CLIMATE ACTION

As part of its efforts to be climate-neutral in the future, Resurs works both on active measures and on influencing employees and customers to make climate-smart choices, for example through collaborations with various partners.

Read more on pages 31–33, 128 and 130–131.



## GOAL 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Resurs has a long-term systematic prevention programme to combat all forms of corruption. Employee training is crucial.

Read more on pages 36–37 and 128–129.



# Sustainable and responsible credit lending

With a customer base of slightly more than six million private customers in the Nordic market comes a responsibility to conduct credit lending as responsibly as possible. Responsible credit lending involves a financial services offering that is sustainable both today and in the long term – for individuals, for Resurs and for society as a whole.

The option for private individuals to take out loans or use credits is essential for a democratic, well-functioning financial ecosystem and society. Resurs has a responsibility as a creditor not to contribute to higher over-indebtedness in society, which it addresses through measures such as meticulous credit lending processes that ensure that customers do not borrow more than their personal finances allow, as well as a commitment to educate individuals on how they can achieve balance in their personal finances.

## TAKING RESPONSIBILITY FOR GREATER SUSTAINABILITY

We continued our risk reduction efforts in 2023, primarily through continued improvements to the models used to assess customers' repayment capacity in Sweden, Denmark and Finland. All measures of this type mean that credit lending becomes more responsible and sustainable, both for Resurs and its customers.

Resurs also launched MyEconomy in our other Nordic countries in 2023, to enable customers and consumers to learn more about personal finances so that they can make wise and financial decisions that are sound for the long term. This activity, combined with several strategic partnerships throughout the year, (for example Gilla Din Ekonomi, Betalningshjälpen and Svårlurad) provides an important toolkit and support to our customers with the aim of contributing to their financial health and knowledge.

## EMPLOYEES' SKILLS ARE CRITICAL

Our employees' skills are crucial to responsible credit lending. Their ability to grant credit is regulated at five authorisation levels linked to different amount limits, according to the logic that the higher the authorisation level, the greater the requirement for training and expertise. The internal training takes place on a continual basis. It is based on the Group's credit policy, current legislation, Finansinspektionen's regulations and guidelines, as well as instructions and criteria for credit lending. Further measures will be taken to ensure lower credit losses going forward.

## A PROACTIVE EFFORT TO MINIMISE CREDIT RISKS

Clearly stated terms and easily accessible information are fundamental to ensuring that the customer understands what is in a loan agreement. No one gains when a debt is transferred to a collection company for recovery. Both the customer and Resurs lose money, while Resurs suffers from damage to both its business and its brand.

The responsibility for credit lending lasts through the entire customer journey, from marketing to credit lending to the final repayment. For example, it might be a matter of how to deal with a customer experiencing payment problems due to a change in their life such as illness or divorce. The entire customer journey is continually analysed in order to further evaluate and improve existing tools and processes.

## TARGET

Ensure that we contribute to an inclusive credit market where we take responsibility for increased transparency, dialogue and training initiatives for customers and partners.

## RESULTS AND ACTIVITIES 2023

- MyEconomy was launched in Denmark, Norway and Finland – an online training course intended to educate individuals on how to create personal finances that are sustainable for the long term
- Continued activation of Resurs Society in all four Nordic countries to more clearly communicate responsibility and sustainable credit lending
- Work on updating the definition of Sustainable Credit Lending (including KPIs) to be integrated into the Sustainability Guidelines (internal)
- Increased focus on internal activities to support young customers in different ways
- An updated Sustainability Risk Framework with a focus on integration of risks associated with credit lending
- Launch of new strategic partnerships such as membership in Gilla Din Ekonomi by the National Network for Financial Education, launch of Svårlurad with the Swedish Bankers' Association and support of Betalningshjälpen (a Mastercard initiative)
- Credit loss ratio 3.3% (excl. items affecting comparability)



Resurs already continually tracks and analyses its customers' risk profiles and contacts customers who have missed a payment, for example. Every market has several dedicated processors tasked with contacting, informing and assisting customers who are behind on their payments.

#### **CREDIT LOSS RATIO 3.3%**

As a result of deteriorating economic conditions, with high inflation and rapidly rising interest rates, Resurs has a higher credit loss ratio compared with last year, which is driven by mainly higher credit loss provisions. In historical terms, the credit loss ratio is in line with or slightly higher than what Resurs has seen during other periods of sharply increased interest rates.

#### **FOLLOWING UP THE RESPONSIBLE CREDIT LENDING PROCESS**

Resurs continually follows up its responsible and sustainable credit lending process, as well as the company's ability to assess customers' repayment capacity. It does so by analysing the percentage of payment arrangements arrived at with customers who experienced payment difficulties, which they were subsequently able to manage. In 2023 the percentage of customers who managed to complete these payment arrangements was 67 per cent (70). The target was to exceed 60 per cent. In 2023 we also updated and clarified the definition of responsible and sustainable credit lending, resulting in a new annex to our sustainability guidelines. We also updated the sustainability risk framework where the identified credit risks are assessed and further explained on page 128–132.

# 3.3%

**CREDIT LOSS RATIO  
(EXCL. ITEMS AFFECTING COMPARABILITY)**

# 67%

**PERCENTAGE OF PAYMENT ARRANGEMENTS  
PAID BY CUSTOMERS WHO HAD  
PAYMENT DIFFICULTIES**



## A REGULATED MARKET

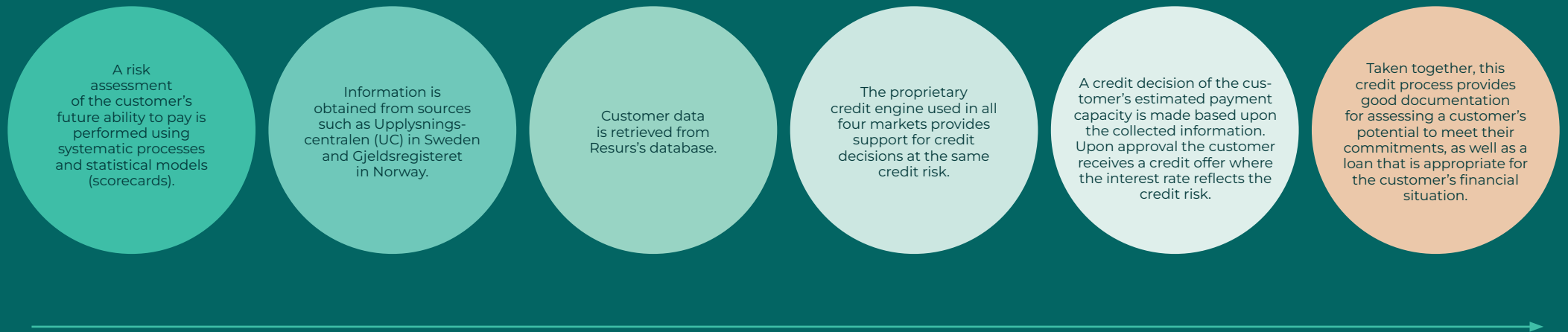
Credit lending to consumers requires a licence and is supervised by governmental authorities in the countries where Resurs operates. This requires proper order and controls, along with robust systems and processes. The systematic credit process that is the basis for all decisions can be generally described as follows:

- A credit risk forecast and assessment of the customer's future ability to pay is performed using systematic processes, credit rules and statistical models (scoring models).
- Data is retrieved from external credit rating agencies.

- Customer data is obtained directly from the customer and from Resurs's database where applicable.
- The credit engine that the bank uses in all four markets provides efficient support for credit decisions at the same credit risk.
- A credit decision of the customer's estimated payment capacity is made based upon the collected information. Upon approval the customer receives a credit offer where the interest rate reflects the credit risk. .

## RESURS OPERATES IN A STRICTLY REGULATED MARKET

Credit lending to consumers requires a licence and is supervised by Finansinspektionen. This requires proper order and controls, along with robust internal systems and processes. The systematic credit process that is the basis for all decisions can be generally described as follows:



# Sustainable employees and a sustainable workplace

Our customised leadership program has continued, just as in 2022, with the aim of creating networks across departmental and national boundaries, and to harmonise leadership, the company's transformation journey and future strategy.

At Resurs, we believe in sustainable leadership that puts the individual front and centre, and that sustainable leadership leads to sustainable employees. We want to be a secure employer with satisfied employees who develop professionally and know how they help move the organisation ahead.

## SUSTAINABILITY WEEK

In order to highlight our sustainability work, a sustainability week was arranged in the spring with daily lunchtime talks with both external and internal speakers in our five different focus areas. The program also included local activities such as Circular Stores, where employees' used clothes and items were passed on to a coworker or donated to charity.

## EMPLOYEE SATISFACTION AND WELL-BEING

We take a long-term, preventive approach to ensure a healthy workplace and a positive working environment in our Nordic offices. Our head office will move to new premises in the summer of 2024. Our offices make a modern work approach possible. They are designed to meet all of today's employees' needs for a workplace.

Employees can report their experiences of their work situation, leadership and commitment in real time in Eletive, Resurs's new digital survey tool. We can use AI to track staff employee and sick leave in the tool, which makes it possible to quickly identify signs of stress and ill-health at work. Being able to predict absence in advance gives the operation a greater ability to work proactively and better support the organisation.

Employees' commitment and overall perception of their work environment should exceed the global index in Eletive. The index for 2023 was 3.9 on a scale from 1 to 5, and Resurs Bank's score was 4.0. The response rate was 68 per cent (71). In 2023 we saw a consistently high level of parameters measuring meaningfulness and participation, leadership and relationships with other colleagues at the bank. At the same time, we noticed a steady downward trend in employee turnover. It is confirmation for us when we can see that the efforts we make create the synergies and effects we intend to achieve.

The target for attendance is at least 96 per cent. Attendance was 96 per cent (95) during the year. Rehabilitation measures are put in place in cases where an employee has reduced work capacity or returns after a long period of sick leave. The employee should receive help and support to regain their ability to work with the aim of being able to return to work fully or partially, through early and coordinated rehabilitation measures.

## TARGET

To be an attractive employer where a healthy work environment and inclusive culture of diversity allow for creativity, innovation and professional growth.

## RESULTS AND ACTIVITIES 2023

- Attendance: 96%
- 48% of Resurs's employees are women
- 90% of Resurs's active employees had at least one of two performance reviews
- 25% of advertised positions were filled by internal resources at Resurs
- Employees' commitment and overall perception of their work environment should exceed the global index in Eletive. The index for 2023 was 3.9 on a scale from 1 to 5, and Resurs Bank's score was 4.0
- Career Company of the Year for the fifth year in a row
- Launch of tech training programme



### **CONTINUOUS TRAINING THROUGH DIGITAL CHANNELS**

Professional development at Resurs is based on the digital portal Resurs Academy Online Training, which features everything from mandatory courses on the Code of Conduct, anti-corruption, money laundering and the environment to courses in banking regulations. There are also digital courses related to leadership in areas such as occupational health and safety and crisis management, seminars and discussion forums for the development and training of our managers and employees.

The portal also provides managers, the People & Culture department and course owners with statistics to ensure that employees take part in the mandatory training courses. In 2023 an average of 644 courses/month were completed on the portal. This high number is due to a large flow of consultants who must also complete the mandatory training courses.

### **INTERNAL MOBILITY BUILDS CULTURE**

Resurs provides all of its employees with opportunities for

professional growth and encourages them to actively apply for new positions in the Group. This is also an effective way to build a strong shared culture. A 25 per cent (18) increase in internal recruitment compared to the previous year was seen in 2023.

Resurs was listed as one of 100 Career Companies of the Year for the fifth year in a row. Career Companies is a distinction for employers that offer unique career opportunities and opportunities for professional growth.

In 2023 we continued work on the Resurs mentorship programme called PEP: Personal Empowerment Program. The mentorship programme is available to all employees, regardless of whether they have just joined Resurs or are managers who want to focus on their personal development. The mentees are matched with a senior mentor from the organisation who provides support and makes their journey of development possible. We also initiated a tech trainee programme with a focus on integrating junior talent into established teams. The programme comprises a structured range of training, mentoring and practical work.

### **DIVERSITY AND EQUALITY CREATE CUSTOMER BENEFIT**

Employees with diverse backgrounds, genders and experiences enrich the business in many ways, making Resurs a more creative, profitable and efficient organisation. If the diversity of society is reflected in the make-up of the workforce, additional valuable customer benefit can be created. Resurs's target is an equal gender balance, which is set in a range between 40 and 60 per cent women versus men among both employees and managers. This target was achieved in both groups in 2023.

Resurs has zero tolerance for discrimination and sexual harassment. Supporting an inclusive workplace must be a given. A salary survey is carried out every year to ensure that salaries are determined on objective grounds. The survey did not show any non-objective salary differences between men and women in comparable professional groups in 2023.





## AGE

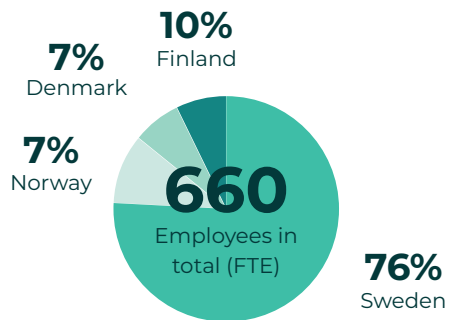
	Employees in total	CEO and Group Management	Board members
<30	33%	0%	0%
30-50	55%	67%	14%
>50	12%	33%	86%

The average age at Resurs Bank was 36.

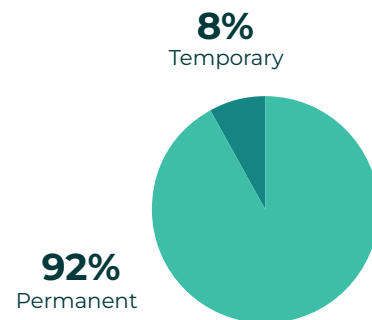
## GENDER

	Employees in total	CEO and Group Management	Managers	Board members
Women	48%	17%	48%	43%
Men	52%	83%	52%	57%

## COUNTRY



## EMPLOYMENT TYPE



# 48%

Of managers are women

# 48%

Of employees are women

# 96%

Attendance

# Environmental responsibility in our own operations

As part of its efforts to be climate-neutral in the future, we work both on active measures and on influencing employees and customers to make climate-smart choices, for example through collaborations with various partners.

Even if the direct environmental impact of the operations is limited, the environment and climate are a priority issue for Resurs. The climate impact of the operation is to be reduced by 50 per cent by 2030. We have offset the operation's expected climate impact since 2022, thus ensuring that this part of the operation is climate-neutral.

## MINIMISE ENVIRONMENTAL AND CLIMATE IMPACT

Resurs's objective is to minimise its environmental impact by continually improving its environmental efforts. This is to be achieved through measures including high resource efficiency, recycling and taking the environmental impact of purchasing and travel into account.

One example is Resurs's guidelines for cars, which make it clear that a company car that is not an EV may only be chosen in exceptional cases, in which case the alternative is a plug-in hybrid. Our fossil fuel-driven cars are now being phased out as employees replace them.

This also applies to the operation's pool cars.

Renewable electricity is used if available, for both offices and charging stations. Heating that is purchased comes from district heating. Accordingly, the climate impact varies based on the content of households' waste, but choosing recycled energy such as district heating is a resource-efficient way of making use of residual waste that arises in society.



## RESURSKOLLEN FOR A BALANCED LIFE AND WALLET

Today, more and more people are concerned about high energy costs. During the year Resurs launched Resurskollen, a service for analysing energy consumption in the home, to help people balance their lives and their budgets. Resurskollen is a service through Resurs's partnership with Hemma that enables the customer to analyse energy consumption in their existing home, and to see what investments can be made for a more sustainable home and a green investment. The customer also receives direct suggestions for measures to make their household more energy-efficient by using Resurs's green loans.

## TARGET

Reduce the operation's climate impact by 50 per cent by 2030.

## RESULTS AND ACTIVITIES 2023

- Reduced climate impact by 8 per cent compared with 2020 (base year) according to Resurs's climate calculation
- Share of digital mailings: 76%
- Climate compensation for all measured emissions during 2023
- 119.5 tonnes of CO2e savings from recycled hardware
- Launch of Resurskollen
- Updated risk framework concerning environmental and climate-related risks
- Continued implementation of the Climate Policy in the operation



# Resurs's climate impact and climate report 2023

In order to analyse the indirect effects that the operations give rise to, in 2023 Resurs carried out its fourth climate calculation under the GHG Protocol (base year 2020). An operational control approach was applied to the calculations and Scope 2 was calculated using the market-based method. Biogenic emissions were excluded from the calculations.

The climate calculation for 2023 shows an 8% reduction in climate impact compared to 2020 (base year) and a 26% increase in climate impact compared to 2022, mainly due to an increase in business travel, commuting and purchased goods and services.

# -8%

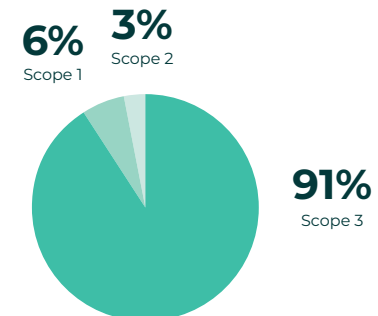
REDUCTION IN EMISSIONS (COMPARED WITH 2020)

## RESURS BANK 2023 (TCO2E)

	2023	2022	2021	2020	Difference 2023/2022
<b>SCOPE 1</b>	<b>82</b>	<b>83</b>	<b>91</b>	<b>113</b>	<b>-1%</b>
Vehicles	82	83	91	113	-1%
Coolant leakage	-	0	0	0	-
<b>SCOPE 2</b>	<b>54</b>	<b>37</b>	<b>97</b>	<b>94</b>	<b>46%</b>
Purchased district heating	29	31	81	79	-8%
Purchased electricity	26	6	16	15	327%
<b>SCOPE 3</b>	<b>1,005</b>	<b>786</b>	<b>729</b>	<b>1,034</b>	<b>28%</b>
Business travel	188	87	49	155	116%
Private vehicles	12	18	5	21	-33%
Waste management	2	8	6	6	-75%
Purchased goods and services	413	290	222	358	42%
Digital mailings	6	0.02	0.05	0.04	29,900%
Postal service	31	35	100	94	-11%
Commuting	326	320	306	385	2%
Fuel and energy-related emissions not found in Scope 1 or 2	27	28	41	15.2	-4%
<b>TOTAL</b>	<b>1,141</b>	<b>906</b>	<b>917</b>	<b>1,241</b>	<b>26%</b>

The figures for 2022, 2021 and 2020 were adjusted due to more specific data; read more on page 142.

## BREAKDOWN BY SCOPE 2023





## CLIMATE COMPENSATION

Resurs continually strives to minimise the emissions generated by its operations. Climate compensation is seen as complementary, and we will reduce our own carbon footprint and offset unavoidable emissions to support the transition to a sustainable, low-carbon future through awareness of the choices we make and their impact on the environment. Resurs fully offset the emissions totalling 1,141 tonnes of CO2 that could not be reduced in 2023.<sup>1</sup> We choose quality-certified climate compensation projects that contribute with measurable effects to sustainable development. The emissions were offset through three different projects via Zero Mission, all of which are certified by Plan Vivo or Gold Standard.

## RECYCLING IN OUR OFFICES

Resurs continually strives to increase reuse and recycling. In 2023, we converted our offices in Denmark and Finland into activity-based offices. The company was able to reuse office equipment as part of the conversion, and some furniture was recycled by giving it to associations. The new furniture purchased for all of the projects is Nordic and carefully chosen from an environmental standpoint. Resurs also attaches great importance to educating its employees and facilitating environmentally conscious choices in their daily work. Therefore Resurs Academy Online Training includes a mandatory environmental course. A total of 99 per cent (99) of employees took the environmental course in 2023.

## DIGITISED MARKETING AND CUSTOMER COMMUNICATION

An additional example of continually taking steps to reduce environmental impact is customer communication, which is gradually becoming more digitised. In 2023, a total of 76 per cent (73) of Resurs Bank Norden's notifications made from the bank's account system were digital.<sup>2</sup> No commercial marketing to our customers has been sent by post since 2022. Today all marketing is carried out exclusively through digital channels, which has contributed to lower emissions and greater customer satisfaction.

<sup>1</sup> Climate calculation according to the GHG protocol (base year 2020).

<sup>2</sup> The post from Resurs Bank Norden includes all notifications sent from the bank's accounting system.

## CIRCULAR IT SERVICES

In 2023, Resurs continued its partnership with Inrego, which focuses on circular IT services and offers both recycling of old IT equipment and the ability to purchase reconditioned hardware. In 2023 we primarily used Inrego to recycle old hardware, but we also launched a new initiative for 2024 where we are exploring the possibility of offering our employees reconditioned hardware. This option is not mandatory, but it will be promoted as an environmentally conscious choice. 80 per cent of total emissions from electronics come from production, and by drawing attention to reconditioned hardware instead, we have the opportunity to make a greater positive impact on our emissions.

YEAR	NUMBER OF RECYCLED DEVICES*	CO2 SAVINGS
2022	574	107.5 tonnes
2023	706	119.5 tonnes

\* Devices includes monitors, mobile phones, laptops and desktops.



# Social responsibility

Through partnership and social commitment, Resurs benefits society and offers the opportunity to have healthy personal finances, with a particular focus on supporting young people and new entrants to the labour market.

Resurs uses responsible and sustainable credit lending to contribute to financial inclusion and to help more people realise their dreams and make life investments without going beyond what their finances will allow. Resurs's social commitment is expressed primarily through organisations and initiatives that aim to help people take control over their lives and their futures.

## TOOLS, KNOWLEDGE AND INSPIRATION FOR OUR CUSTOMERS

During the year, Resurs became a member of Gilladin-ekonomi.se, which is run by the Swedish National Network on Financial Education. The network consists of more than 100 different authorities, organisations and companies in Sweden that collaborate on issues concerning popular education on personal finances. This membership is a further step in Resurs's efforts to constantly add tools, knowledge and inspiration for our customers in the area of everyday finances. It is a complementary tool to Resurs's own MyEconomy financial training, which was also launched in Denmark, Norway and Finland in 2023.

Resurs has been a partner of Alektum Group's Shoppa Lagom initiative since 2020; this initiative aims to spread awareness that helps more people in society keep their private finances healthy. Resurs also supports Pengapeppen, an initiative for parents who want to talk to their children about money.

## BLI SVÅRLURAD – AN ANTI-FRAUD INITIATIVE BY SWEDISH BANKS

Phone, SMS, email and door-to-door scams are on the rise,

with scammers often changing tactics and pretending to be governmental authorities. Resurs wants to give people the right tools to protect themselves, and as well as comprehensible information for everyone. Therefore Resurs is actively participating in the nationwide campaign Bli Svårlurad! together with the Swedish Bankers' Association and Sweden's other banks, in order to raise awareness about being more vigilant against fraud

## HELP WITH DIGITAL EVERYDAY FINANCES

Resurs supports Betalningshjälpen, an educational initiative that aims to enable more people to participate in digital everyday finances. Betalningshjälpen is a collaboration between Mastercard, SPF and banks in Sweden, with the aim of contributing to the positive development of society and helping to reduce the digital divide. Everyone should be included in the digital economy regardless of their age and circumstances, and they should be able to take advantage of the opportunities offered by digital payments.

## VOLUNTEER WORK

Resurs's employees have the opportunity to devote eight work hours per year to local volunteer work. The work should primarily emphasise supporting young people and new entrants to the labour market, through measures such as mentoring and tutoring young people. A total of 17 employees (22) chose to volunteer.

## TARGET

To be an inclusive member of society through partnership and social commitment that actively benefits society and makes healthy personal finances possible.

## RESULTS AND ACTIVITIES 2023

- MyEconomy, an online training course for learning how to balance your personal finances, is launched in Norway, Denmark and Finland
- Resurs supports Betalningshjälpen – a collaboration between Mastercard, SPF and banks in Sweden
- Resurs Friends sponsored 19 local associations and organisations in Sweden, Denmark, Norway and Finland
- A total of 17 employees (22) in the Nordic region chose to volunteer
- Nordic collection for Christmas presents and food for families in need via Rädde Barnen, Prosit, BUFF, Kirkens Bymisjon, Hyvä joulumieli -keräys and Julehjælpen.dk
- Resurs participates in the nationwide campaign Bli Svårlurad!





## RESURS FRIENDS – OUR INTERNAL SPONSORSHIP FUND

Resurs Friends is Resurs's internal sponsorship fund. Since 2019, the fund has enabled employees to apply for sponsorship of local clubs or organisations that they or their children belong to. In 2023 19 associations and organisations in Sweden, Denmark, Norway and Finland received support through the fund.



Resurs Friends enabled EVS F08 to bring 24 young female volleyball players to Odense, Denmark, where they played on three U15 teams. They won bronze in the A class and silver in the B class.



In May 2023, Resurs served on the jury during the UF Swedish championship and named "Service of the Year". The winners were EcoNet, who developed a measurement tool with unique precision to calculate companies' emissions caused by their websites.

## INNOVATIONS FOR A SUSTAINABLE FUTURE

Being entrepreneurial and learning from the experience is fully in line with what we believe. Resurs has had partnerships with Ung Företagsverksamhet (UF) in Sweden, Norway and Denmark since 2021. UF helps young people learn to start and run companies. Through the partnership, Resurs's employees have the opportunity to serve as advisors and coaches to upper secondary students starting up companies.

## PLAYING AN IMPORTANT ROLE IN SOCIETY AS A SPONSOR AND PARTNER

Resurs's presence in local communities is also expressed through conscious long-term sponsorships. Resurs continues to be the main partner of the annual "A Sustainable Tomorrow" conference on sustainability and the future, where people from the business community, the public sector, civil society and academia gather at the national level to accelerate the pace of sustainability efforts regionally. September saw the tenth edition of A Sustainable Tomorrow, which has grown into the largest digital sustainability conference in the Nordic region. As many as 20,000 people attended this year's event, and speakers at the conference included Fredrik Reinfeldt, Johan Rockström and Resurs Nordic Sustainability Manager Henrik Linder. Resurs is also a member of Techella, a regional network that encourages female talent in IT and technology.



Left to right: Henrik Linder (Resurs Nordic Sustainability Manager), Christofer Laurell, Linnéa Claeson, Katarina Blomkvist, Sara Nilsson Lööv, Catarina Rolfsdotter-Jansson, Noura Berrouba, Märtha Rehnberg, Matilda Machacek and Fredrik Reinfeldt. Photographer: Photo87.se



# Ethical and responsible business

Resurs's commitments on issues concerning accessibility, responsibility for the supply chain and customer communication, as well as customer privacy and anti-corruption are all gathered under the area of Ethical and responsible business. All of our activities and our relationships with customers, suppliers and partners should be characterised by proper business ethics and high ethical standards.

Taking responsibility for the supply chain in a bank is largely a matter of ensuring suppliers' quality of supply and continuity, cost efficiency, risk control, regulatory compliance and information security.

In 2023 Resurs continued to improve and clarify its purchasing process in relation to all of these purposes, as well as continuing to ensure support throughout the organisation. The number of Codes of Conduct signed by suppliers continued to increase during the year.

## THE CODE OF CONDUCT PROVIDES FUNDAMENTAL GUIDELINES

Resurs's CEO and other executive management bear overall responsibility for preventive efforts and for ensuring that resources, processes and control systems are in place. Resurs's position is laid down in its Code of Conduct, which applies to all employees and Board members. All employees have access via the intranet to the Code of Conduct, which is available in English, and its associated policies and guidelines. Resurs uses the three lines of defence principle to manage the risk of money laundering and other corruption risks and ensure that the Group is doing business and entering into business relationships based on ethically proper grounds. For more information on applicable control levels, see page 63.

## PRINCIPLES FOR RESPONSIBLE BANKING (PRB)

In 2022 Resurs became a signatory of the UN Principles for Responsible Banking (PRB). The Principles are the leading framework for ensuring that banks' strategies and practices conform to society's vision of the future according to the UN Sustainable Development Goals and the Paris Agreement on climate change. By signing the PRB, Resurs commits to adapt its business strategy to contribute to the Sustainable Development Goals, and to evaluate its ability to contribute to the 1.5°C target of the Paris Agreement. We will publish our first Principles for Responsible Banking report in the first half of 2024.

## TARGET

Create a proactive and safe company culture where regulatory compliance, responsibility and customer security are the top priority.

## RESULTS AND ACTIVITIES 2023

- 98% have completed training on GDPR
- 92% have completed training on the Code of Conduct
- 98% have completed training on anti-money laundering and financing of terrorism
- During the year, three cases reported through Resurs' whistle-blowing channels were deemed to be whistle-blowing cases
- 2% of all customer complaints made to Resurs in 2023 were related to the protection of personal data
- Sustainability training for the Board of Directors and Group Management
- Nasdaq ESG Transparency Partner
- Updated Sustainability Risk Framework (see page 128)



## **CORPORATE SUSTAINABILITY REPORTING DIRECTIVE (CSRD)**

The new EU Corporate Sustainability Reporting Directive (CSRD) will increase the requirements for companies to report on the results of their sustainability efforts. Resurs will be subject to the CSRD during the 2024 financial year, and will report in 2025. This means that we will report according to the European Sustainability Reporting Standards (ESRS). We are closely monitoring developments and preparing for the expanded reporting requirements. During the year, we also conducted an initial CSDD (Corporate Sustainability Due Diligence) process with a focus on human rights, which resulted in a report under the Norwegian Transparency Act.

## **PROCESSING OF PERSONAL DATA**

Large amounts of personal data, such as agreements for various bank products and customer transactions, are processed every day. This requires Resurs to maintain strong protection for its customers, from the standpoint of both security and privacy. Resurs continually works on security issues, risk assessments, training and instructions, as well as monitoring and reviewing personal data processing. A major focus for 2023 and beyond has been to set requirements and monitor to ensure that the new core banking platform is secure and meets all data protection requirements. This change partly entails new ways of working, and in many respects requires renewed risk assessments.

## **DISSEMINATION OF INFORMATION SECURITY KNOWLEDGE**

Cyber Security Weeks were arranged in autumn 2023. Many interesting and instructive sessions were held to disseminate knowledge about information security. Several specialists, both internal and external, contributed to Resurs's annual knowledge boost in general information security, protection of personal data and how the threat landscape has recently changed.

## **RISK MINIMISATION AND INCIDENT MANAGEMENT**

Resurs engages in proactive risk and incident management in order to ensure the proper level of protection of information and personal data throughout the operation.

Resurs also employs comprehensive control systems that flag abnormal transactions and cash flows, along with internal authorisation levels for managing information and performing services. In 2023 Resurs also carried out important work in continuing to systematically integrate our identified sustainability risks into our operations. (See the full risk framework on page 128–132.)

## **ZERO TOLERANCE FOR ALL FORMS OF CORRUPTION**

Corruption undermines democracy, warps competition, makes a level playing field for business more difficult and benefits organised crime. Corruption results in serious legal and reputational risks. Like the industry as a whole, Resurs's operation is exposed to corruption through fraud, money laundering and financing of terrorism as well as bribery. The risks in the four countries are similar in nature. Therefore Resurs has a long-term systematic prevention programme to combat all forms of corruption. The bank has a special unit, Financial Crime Prevention, which is intended to strengthen AML and combat financial crime. For Resurs, proper conduct from a business ethics standpoint throughout the operation is also required to deserve continued trust.

## **MONITORING TRENDS AND PATTERNS**

Trends are continually monitored to prevent exploitation of the business for ends such as money laundering and financing of terrorism. The bank performs risk assessments and monitors transactions and risky behaviour in Resurs's systems. There are clear reporting procedures in the event that suspicious patterns and transactions are detected. The external business world is also monitored in cooperation with groups such as the Swedish Bankers' Association, the Swedish Police Authority and credit card issuers in order to share experience and knowledge about money laundering and fraud in the banking sector.

## **WHISTLE-BLOWING**

Employees and other people who are otherwise in a work-related situation at Resurs can report on serious irregularities via Resurs's whistle-blower channels, on both Resurs's website and its intranet. Informants may choose to remain anonymous and can never be traced. After an initial

assessment as to whether the case meets the criteria for a whistle-blower case or not, the case is investigated. In 2023 three cases reported through the bank's whistle-blowing channels were deemed to be whistle-blowing cases. These cases were handled in accordance with the bank's process for whistle-blowing cases.

## **KNOWLEDGE IS CRITICAL IN THE FIGHT AGAINST CORRUPTION**

It is critical for employees to have knowledge and awareness of exposure to the risk of money laundering and other forms of corruption, and of reporting procedures. Several online courses are available at Resurs Academy Online Training to provide support and guidance in combating corruption and perceiving warning signs. Several of these courses are mandatory for all employees.

## **MANDATORY ANNUAL TRAINING**

- Resurs's Code of Conduct (part of the onboarding for new employees). 92 per cent of employees completed the training, which is mandatory and repeated on an annual basis, in 2023.
- Measures to counter money laundering and financing of terrorism. 98 per cent of employees completed the training in 2023.
- GDPR training must be held at least every other year. 98 per cent of active employees completed the training in 2023.

In addition, trainings on whistle-blowing and combating bribery are held annually. These are supplemented with targeted training efforts to meet specific needs. All Resurs employees undergo basic training in banking regulations.

# Sustainability Report according to the Annual Accounts Act

This is the Resurs Group's seventh Sustainability Report. The Board of Directors is responsible for sustainability topics and for ensuring that this Sustainability Report has been prepared in accordance with the requirements of the Annual Accounts Act. The contents of this Sustainability Report are based on the materiality assessment performed in 2022, which guides the selection of the Group's most material sustainability topics.

The Sustainability Report also forms part of Resurs's Communication On Progress (COP) reporting to the UN Global Compact; reporting in accordance with the EU Taxonomy Regulation; sustainability reporting in accordance with Chapter 6, Section 11 of the Swedish Annual Accounts Act; and information on how Resurs contributes to Agenda 2030 and UN Sustainable Development Goals. This Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) standards.

The Sustainability Report is included as part of the Group's Annual Report. The auditor's review of the formal sustainability reporting is attached and is limited to a statement that the Sustainability Report has been prepared, which appears on page 142.

Position Green is Resurs's primary system for reporting sustainability data. It entails systematic management that ensures high data quality, traceability and follow-up over time.

## STAKEHOLDER DIALOGUE

Resurs continuously engages in dialogue with various stakeholder groups with the aim of gaining insight into the expectations of stakeholders and the external environment for the operations. This dialogue provides important guidance for the Group's priorities and activities relating to various sustainability topics. The stakeholders considered to be the most concerned by the operations are partners, customers, employees and owners. Dialogue takes place through a large number of channels and more or less frequently depending on the topic and stakeholder group.





STAKEHOLDERS	EXAMPLES OF DIALOGUES AND SOURCES OF INFORMATION	KEY TOPICS FOR STAKEHOLDERS	RESURS BANK'S MANAGEMENT OF KEY TOPICS
<b>CUSTOMERS</b>	<ul style="list-style-type: none"> <li>• Materiality assessment</li> <li>• Website, social media</li> <li>• Customer and market research</li> <li>• In-person and digital customer meetings</li> <li>• Customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• Invoicing and fee issues</li> <li>• Website and app usability</li> <li>• Customer privacy and data security</li> <li>• Responsible credit lending</li> <li>• Anti-corruption</li> <li>• Operation's environmental impact</li> <li>• Occupational health and safety</li> </ul>	<ul style="list-style-type: none"> <li>• Development of new services that give customers greater ability to manage their banking themselves</li> <li>• Open and clear communication</li> <li>• Transition from paper mailings to digital information, for example, through Kivra</li> <li>• Consolidation of systems for better and faster customer service</li> <li>• Identification via mobile BankID in stores and via telephone</li> <li>• Digital services, such as e-invoices, bank app, omni-solution and online bank</li> </ul>
<b>EMPLOYEES</b>	<ul style="list-style-type: none"> <li>• Materiality assessment</li> <li>• Performance reviews</li> <li>• Department meetings</li> <li>• Intranet</li> <li>• Employee surveys</li> <li>• Meetings with trade union representatives</li> </ul>	<ul style="list-style-type: none"> <li>• Work environment, occupational health and safety</li> <li>• Career and development opportunities</li> <li>• Customer satisfaction</li> <li>• Diversity, equality and equal treatment</li> <li>• Anti-corruption</li> <li>• Operation's environmental impact</li> </ul>	<ul style="list-style-type: none"> <li>• Internal and external training</li> <li>• Training on the Code of Conduct</li> <li>• Induction training for new employees</li> <li>• Management training</li> <li>• Sustainability committee</li> <li>• Guidelines/policy for diversity and equal treatment and plan for active measures to combat discrimination</li> <li>• Health-promoting measures</li> <li>• Opportunity to change jobs and grow/develop internally</li> </ul>
<b>PARTNERS</b> Partners (For example retail and e-commerce stores)	<ul style="list-style-type: none"> <li>• Materiality assessment</li> <li>• Resurs partner support</li> <li>• Customer meetings with account managers</li> <li>• Merchant Portal</li> </ul>	<ul style="list-style-type: none"> <li>• Anti-corruption</li> <li>• Payment and financing solutions</li> <li>• Service level</li> <li>• Customer satisfaction</li> <li>• Digital services</li> <li>• Customer privacy and data security</li> <li>• Occupational health and safety</li> <li>• Diversity, equality and equal treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Further development of existing products and services, with a particular focus on digitisation and automation</li> <li>• Authentication and signing using electronic ID</li> <li>• Adjustments to and evaluation of effects and opportunities linked to new regulations</li> <li>• Development of new services that give customers greater ability to manage their banking themselves</li> <li>• User-friendly systems with secure login</li> </ul>
<b>OWNERS</b> Shareholders, investors and analysts	<ul style="list-style-type: none"> <li>• Annual Report</li> <li>• Materiality assessment</li> <li>• Investor meetings</li> <li>• Annual General Meeting</li> <li>• Interim reports</li> <li>• Composition of the Board</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable growth and return</li> <li>• Risk management and financial stability</li> <li>• Anti-corruption</li> <li>• Sustainability work</li> <li>• Occupational health and safety</li> <li>• Diversity, equality and equal treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Work on clear and open communication to enhance understanding among investors</li> </ul>

# Materiality assessment

The materiality assessment helps Resurs understand the sustainability topics that are of greatest importance to stakeholders and their expectations for the company. In addition, the assessment provides information about the impact of operations on the economy, society, people and the environment.

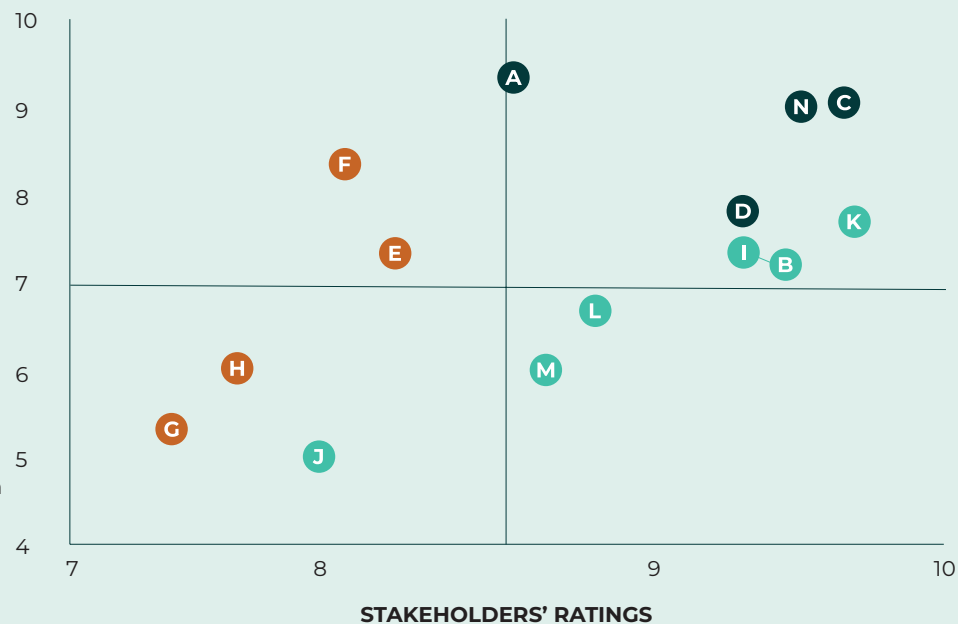
A new materiality assessment was performed in 2022, in order to update the analysis of the most important sustainability topics for Resurs. The most recent materiality assessment began by defining the most important sustainability topics in the banking and finance industry. The topics were selected based on GRI's list of sustainability topics, as well as from a business strategy perspective. Guided by the results of this process, 14 sustainability topics were selected for consideration by nearly 600 stakeholders divided into customers, employees, partners and owners.

The results were analysed together with a validation based on Resurs's overall business strategy perspective. The analysis also took into account the importance of sustainability topics in a global context, as well as the ability of Resurs's operations to directly or indirectly influence these topics.

## COMMENTS ON THE MATERIALITY ASSESSMENT

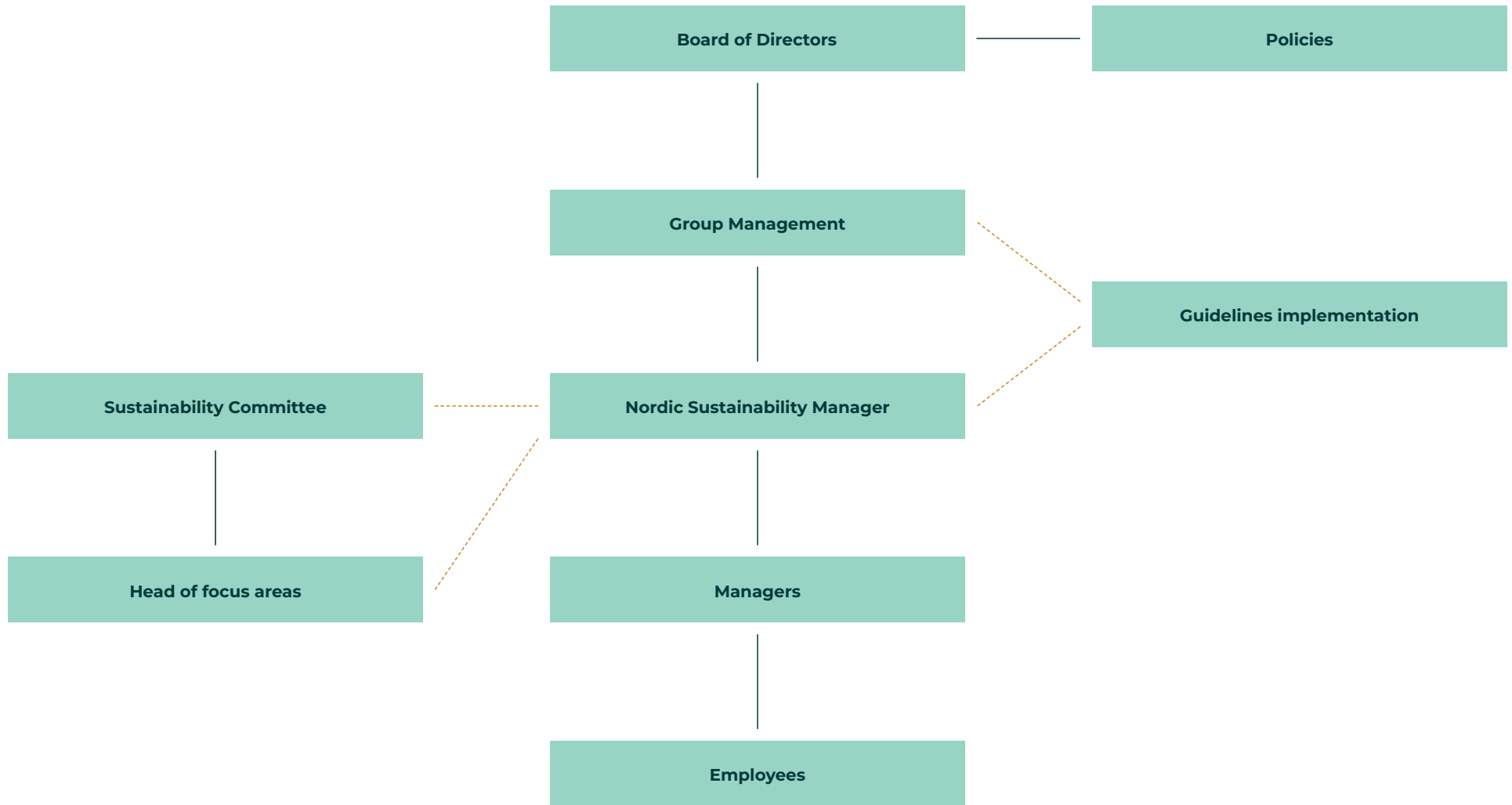
The results of the materiality assessment demonstrated a clear consensus between what the Group and its key stakeholders consider to be the most important topics. Customer privacy, Anti-corruption and Occupational health and safety were assigned the greatest importance, closely followed by the areas of Responsible credit lending, Customer satisfaction and Equality and diversity. These prioritised areas will be the basis for continued development of strategic and operational work in sustainability, in the short and long terms.

- A** A sustainable financial position for the bank
- B** Customer satisfaction\*
- C** Anti-corruption
- D** Responsible credit lending
- E** Environmentally beneficial financing solutions
- F** Climate-smart operations and value chain
- G** Materials
- H** Environmentally sustainable procurement
- I** Equality and diversity
- J** Social commitment
- K** Occupational health and safety
- L** Employees' opportunities for professional growth
- M** Socially sustainable procurement
- N** Customer privacy



\*Note that B is in the same spot as I in the matrix.

# Organisational structure





# Governance of Resurs's sustainability efforts

Resurs's banking operations pose demands for conduct according to business ethics, as well as the assumption of responsibility for the operation's impact on people, society and the environment.

The Group's approach is based on following the laws and regulations of each country where it operates, such as environmental regulations, regulations against money laundering and financing of terrorism, labour market regulations and collective agreements that affect the operation.

Resurs respects international conventions on human rights, which guide its own business. The Group's sustainability policy and guidelines, along with underlying policies, determine the framework and direction of its sustainability efforts.

Resurs is a workplace that is constantly on the move, with our drivers as important guides. They are part of our daily work life, and guide us in how we treat one another and how we perform our jobs. Our shared corporate culture is based on Resurs's drivers – RESPONSIBLE, EASY, PERSONAL AND INNOVATIVE – which have support throughout the Group.

**RESPONSIBLE**  
**EASY**  
**PERSONAL**  
**INNOVATIVE**

## MANAGEMENT APPROACH AND RESPONSIBILITY

The overall strategic direction of Resurs's sustainability efforts is determined by Group Management. Resurs's CEO is ultimately responsible for sustainability topics.

The Nordic Sustainability Manager develops Resurs's strategic business-driven sustainability agenda and ensures that a sustainability perspective is integrated and incorporated into all areas and processes of the operations.

Resurs Group's sustainability committee is convened and led by the Nordic Sustainability Manager. It prepares issues on focus areas, direction and activities in order to reach approved sustainability targets before they are considered and decided upon by Group Management. The committee is made up of representatives of Resurs's focus areas and stakeholders in the Group's various business lines and functions.

## THE CODE OF CONDUCT – RESURS'S OVERALL MANAGEMENT TOOL

Resurs has been a member of the UN corporate sustainability initiative, the Global Compact, since 2018. This means that Resurs is both in favour of the initiative and supports and furthers its ten principles.

Resurs's Code of Conduct is a framework that describes the rules that employees are to follow and expectations for their conduct. Resurs's Code of Conduct clarifies issues including the Group's views on business ethics, working conditions, diversity, equality and equal opportunity. Resurs's Code of Conduct encompasses the entire Group and all of its employees. It is intended to guide how all employees, regardless of their function and role within the Group, act according to business ethics and in a way that inspires trust on the part of partners, customers, authorities and other stakeholders. The Code of Conduct is part of Resurs's set of Group-wide rules and has been adopted by the Board of Directors.

The Code of Conduct is available on the intranet, as well as on Resurs's external websites, so that partners, customers and investors can read about the fundamental guidelines according to which the Group operates. There is also a code of conduct for Resurs's suppliers – the Code of Conduct Suppliers.

#### **MANAGEMENT APPROACH: ANTI-CORRUPTION**

Resurs uses the three lines of defence model to counteract money laundering and financing of terrorism and manage other corruption risks in the operation 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.

The second body consists of the Group's Compliance, Information Security and Risk Control functions, which continually and independently control the operations.

The third control body is the internal audit function, which independently examines the Group's operations and evaluates how the other control functions manage and assess risks.

#### **MANAGEMENT APPROACH: CUSTOMER PRIVACY**

Resurs has a Data Protection Officer who verifies compliance with data protection legislation and reports to the CEO and Board Of Directors. This area also overlaps with other control functions in the second and third lines of defence.

The company also has a specially appointed Data Protection Specialist, who primarily works in the operational part of the business. This position reports to the General Legal Counsel, but works closely with the Data Protection Officer. Customer privacy is also assigned to the company's Governance department.

#### **MANAGEMENT APPROACH: SUSTAINABLE CREDIT LENDING**

The limits for credit lending operations are based on the overall policy set by the Board. This policy defines the credit strategy to be followed by the Group and is based on the Group's products and business segments, laws and regulations, and the long-term sustainable level of credit risks that the business is prepared to accept.

The strategy is implemented in operational activities by being translated into the credit process, which is based on credit rules and scoring models. This is then followed up and checked by several bodies.

Reports are made to the Board, Group Management and the credit and risk committees, and the results of the control functions' examinations are also reported to the Board. Monthly sampling checks are used 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.

#### **MANAGEMENT APPROACH: ENVIRONMENT**

Resurs's Environment and climate policy serves as the foundation for the Group's environmental agenda. It is adopted by the Board of Directors on an annual basis. Resurs's Nordic Sustainability Manager is responsible for coordinating sustainability topics and developing policies and guidelines. The heads of the focus areas drive and follow up on the work and targets, and report sustainability data in Position Green.

The Nordic Sustainability Manager bears overall responsibility for defining relevant and clear sustainability targets connected to the needs of the operation and stakeholders, with activities and KPIs to be considered and decided upon by Group Management, as well as following up on the above. The heads of the functions and business lines are responsible for their respective units' environmental efforts.

#### **MANAGEMENT APPROACH: EMPLOYEES, DIVERSITY AND EQUAL OPPORTUNITY**

The Head of People & Culture is responsible for strategic and operational HR work, as well as for compliance with laws and regulations concerning labour law and collective agreements. The People & Culture department runs, develops and follows up on work relating to the work environment, health, diversity and equal treatment. Its work is based on HR policy documents such as personnel, equality and salary policies and Resurs's Code of Conduct.

The Group furthermore has an HR Tech & Compensation Manager who manages compensation and benefits. 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.

#### **MANAGEMENT APPROACH: SOCIAL RESPONSIBILITY**

Resurs's sustainability committee prepares issues on focus areas, direction and activities in order to reach approved sustainability targets before they are considered and decided upon by Group Management. This includes working with continuous development and broadening the scope of the Group's social responsibility as well as forging new partnerships and networks in relevant areas. The Committee's work is driven by the Nordic Sustainability Manager.

# Selection of policies and guidelines:

- Guidelines for diversity and equal treatment
- Guidelines against offensive treatment and discrimination
- Physical security guidelines
- Salary guidelines
- Environment and climate policy
- Travel guidelines
- Occupational health and safety guidelines
- Sustainability policy
- Sustainability reporting guidelines
- Policy for risk governance, management and control
- Information security policy
- Credit policy
- Whistle-blower policy
- Anti-bribery policy
- Policy on anti-money laundering and financing of terrorism
- Policy on managing conflicts of interest
- Data protection policy
- Competition policy
- Policy on trade sanctions
- Complaint management policy
- Remuneration policy
- Insider policy
- Code of Conduct for Suppliers
- Code of Conduct
- Guidelines for the purchasing process
- Company car guidelines

## Sustainability risks

Sustainability risk refers to the risk of loss or lower future income due to sustainability-related events. This includes events in the three categories E, S and G: (E) environment – climate; (S) social – employees, social conditions and human rights; (G) governance – financial crime and corruption, or circumstances that may have an impact on other risk categories in the operations.

Sustainability risks are not defined as separate risks within Resurs, and are managed in accordance with Resurs's ongoing risk management process, i.e. identification, measurement and evaluation, management, follow-up and reporting. Resurs's ambition is for sustainability risks to be managed using a risk-based approach and to be integrated into daily operations. These efforts are guided by national and external regulations and guidelines, particularly those issued by the EU.

Resurs's most material sustainability risks are described in the sections for each material sustainability topic in this Sustainability Report. These risks relate to sustainable and responsible credit lending, the environment and climate, social conditions and human rights, personal data processing and anti-money laundering and terrorist financing.





RISK AREA	RISK DESCRIPTION	POTENTIAL RISK IMPACT ON RESURS	RISK MANAGEMENT MEASURES
<b>ANTI-CORRUPTION</b>	<ul style="list-style-type: none"> <li>• Financial crime and corruption.</li> <li>• Suspected money laundering, financing of terrorism, fraud, bribery, tax evasion and other serious financial crime.</li> </ul>	<ul style="list-style-type: none"> <li>• Negative consequences for society at large as well as for the bank.</li> <li>• Financial crime and/or corruption could seriously affect public, shareholder, customer and employee confidence.</li> <li>• Loss of corporate and societal benefits.</li> <li>• Serious legal and reputational risks.</li> <li>• Legal consequences resulting in significant fines, or other sanctions or damages.</li> </ul>	<ul style="list-style-type: none"> <li>• Resurs's three levels of control functions, the three lines of defence, to manage the risk of money laundering and other corruption risks and to ensure that Resurs conducts business and enters into business relationships on an ethical basis.</li> <li>• Special unit, Financial Crime Prevention, whose purpose is to enhance AML efforts and combat financial crime.</li> <li>• Continuous monitoring of trends and of financial transactions in Resurs's systems.</li> <li>• Mandatory training to raise awareness among employees.</li> <li>• Whistleblower function.</li> </ul>
<b>ETHICAL AND RESPONSIBLE BUSINESS</b>	<ul style="list-style-type: none"> <li>• Operational information risks and IT system failures.</li> <li>• Deficiencies in the management of personal and corporate information in terms of availability, accuracy, confidentiality and/or traceability.</li> </ul>	<ul style="list-style-type: none"> <li>• Financial consequences resulting from fines or other sanctions or damages.</li> <li>• A deterioration of the company's reputation and customer satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• Information security policies and guidelines in line with comprehensive industry requirements and technical security solutions.</li> <li>• Securing of data in accordance with GDPR legislation.</li> <li>• Employees' ability to report via the Group's proactive risk database.</li> <li>• Continual follow-up of events that occur both inside and outside the business.</li> <li>• Training of employees and customers to increase awareness of information security threats and risks.</li> </ul>
<b>SUSTAINABLE AND RESPONSIBLE CREDIT LENDING</b>	<ul style="list-style-type: none"> <li>• Customer has insufficient repayment capacity.</li> </ul>	<ul style="list-style-type: none"> <li>• The customer's case is transferred to an external debt collection company.</li> <li>• Over-indebtedness and any non-payment records could have negative consequences for the customer, difficulties in entering into contracts, mental illness, etc.</li> <li>• Lost income.</li> <li>• Damage to Resurs's brand.</li> </ul>	<ul style="list-style-type: none"> <li>• Well-documented and well-tested credit assessment models, where we use credit reports, information from the customer and internal data to make systematic assessments of our customers' repayment capacity.</li> <li>• Use of scoring models to calculate and ensure the customer's current and future repayment capacity.</li> <li>• Dedicated debt collection teams tasked with preventing a case from being transferred to debt collection companies at an early stage.</li> <li>• Policies and instructions for responsible credit lending.</li> </ul>

RISK AREA	RISK DESCRIPTION	POTENTIAL RISK IMPACT ON RESURS	RISK MANAGEMENT MEASURES
<b>CLIMATE</b>	<p>In the event of climate change</p> <ul style="list-style-type: none"> <li>• <b>Transition risk</b> related to factors such as changes in legislation, changed demand for products and services, changed customer behaviour or other structural changes that take place to transition to a climate-neutral economy.</li> <li>• <b>Physical climate risk</b> such as property damage or damage to and decrease in value of assets and collateral.</li> </ul>	<ul style="list-style-type: none"> <li>• Lost income, a smaller customer base, tarnished reputation and potentially higher credit losses.</li> <li>• The risk of higher damages to and decline in value of assets and sureties as a result of climate change.</li> <li>• The operation is exposed to transition risks if Resurs does not succeed in adapting the operation to the sustainable economy of the future, which imposes higher environmental and climate requirements. This also applies to the demand for Resurs's products and services.</li> <li>• Non-compliance with regulations that could lead to legal consequences in the form of fines or other sanctions.</li> </ul>	<ul style="list-style-type: none"> <li>• Risk Committees identify, monitor and proactively address potential risks and follow up on previously identified risks and approved actions.</li> <li>• Develop and improve the bank's ability to identify, measure, manage and report risks associated with both physical climate risks and transition risks</li> <li>• Ongoing stakeholder dialogue and inspiration for customers to make sustainable choices.</li> <li>• Policies and instructions for responsible credit lending.</li> </ul>

RISK AREA	RISK DESCRIPTION	POTENTIAL RISK IMPACT ON RESURS	RISK MANAGEMENT MEASURES
<b>ENVIRONMENT</b>	<p>Environmental risks are associated with Resurs's operations and suppliers, as well as the companies Resurs invests in and loans to. These risks may relate to direct environmental incidents, pollution or other negative impacts on the environment and ecosystems. Indirect, such as business relationships with companies whose activities are not in line with the transition to an environmentally sustainable economy or who are deficient in managing environmental issues in their operations.</p>	<ul style="list-style-type: none"> <li>• Lost income, a smaller customer base, tarnished reputation and potentially higher credit losses.</li> <li>• Damage to Resurs's brand and trustworthiness as an employer and a bank unless the company reduces greenhouse gas emissions that contribute to climate change.</li> <li>• The climate as a whole through Resurs's products and services that contribute to consumption in society.</li> <li>• Non-compliance with regulations that could lead to legal consequences in the form of fines or other sanctions.</li> </ul>	<ul style="list-style-type: none"> <li>• Target to reduce the direct climate impact of the operation by 50 per cent by 2030.</li> <li>• Sustainability policy, and guidelines in the following areas: <ul style="list-style-type: none"> <li>– Business travel: separate travel policy, follow-up of CO2.</li> <li>– Code of conduct for suppliers.</li> <li>– Electricity consumption: Choosing renewable electricity wherever possible.</li> </ul> </li> <li>• Mapping of commuting habits at Resurs via survey.</li> <li>• Climate calculation according to the GHG protocol.</li> <li>• Risk Committees identify, monitor and proactively address potential risks and follow up on previously identified risks and approved actions.</li> <li>• Ongoing stakeholder dialogue.</li> <li>• Policies and instructions for responsible credit lending.</li> </ul>

RISK AREA	RISK DESCRIPTION	POTENTIAL RISK IMPACT ON RESURS	RISK MANAGEMENT MEASURES
<b>SOCIAL CONDITIONS AND HUMAN RIGHTS</b>	<ul style="list-style-type: none"> <li>• As an employer: risks related to social conditions, primarily working conditions, i.e. health and safety, workload, trade union rights, remuneration and benefits, equal treatment and equality, and occurrence of harassment and victimisation.</li> <li>• Difficulty in recruiting and retaining competent employees.</li> <li>• As a lender and investor and when purchasing goods and services, risks related to social conditions and human rights.</li> </ul>	<ul style="list-style-type: none"> <li>• Non-compliance with regulations that could lead to legal consequences in the form of fines or other sanctions.</li> <li>• Employee commitment and desire to progress.</li> <li>• Failure to recruit, develop and retain competent employees with the necessary skills could affect Resurs's ability to develop new or fast-growing operational areas and thereby deliver on strategy and objectives.</li> <li>• Skills gaps, efficiency losses and lack of continuity.</li> <li>• Resurs's work environment.</li> <li>• Resurs's brand and trustworthiness as an employer and a bank.</li> <li>• Customer relationships and the trustworthiness of the offering.</li> </ul>	<ul style="list-style-type: none"> <li>• Equality targets.</li> <li>• Salary survey.</li> <li>• Whistle-blower function.</li> <li>• Employee surveys.</li> <li>• Development opportunities.</li> <li>• Strengthening the brand/employer branding.</li> <li>• Continual improvements and follow-up of the employee survey.</li> <li>• Performance and talent management processes in to develop and retain critical skills and talent for the future.</li> <li>• Skills-based recruitment process.</li> <li>• Mandatory training for employees and managers.</li> <li>• Code of conduct for suppliers.</li> <li>• Supplier review, revision and reinforcement of related processes linked to Resurs's operations, product and service offering.</li> <li>• Policies and instructions for responsible credit lending.</li> </ul>



# Report in accordance with EU taxonomy 2023

## **BACKGROUND/INTRODUCTION TO THE TAXONOMY**

The Taxonomy Regulation<sup>1</sup> (the “Taxonomy”) is an EU regulation that came into effect on 1 January 2022 and entails a reporting obligation for companies subject to sustainability reporting under the EU Non-Financial Reporting Directive<sup>2</sup> (“NFRD”).

The Taxonomy is a classification system that defines criteria for which economic activities can be considered environmentally sustainable (“green”). The aim of the Taxonomy is to standardise and increase comparability. For credit institutions, the reporting requirement under the Taxonomy is that disclosures are to be provided about the green asset ratio (GAR) for the stock of loans, debt securities and equity holdings and the flow for new lending. Taxonomy-eligible assets means that the counterparty or the underlying assets are included in the Taxonomy and can be assessed based on the Taxonomy criteria.

## **REPORTING FOR RESURS HOLDING AB**

As a listed company in a large group, Resurs Holding must provide disclosures under the Taxonomy. According to the European Commission’s guidance<sup>3</sup>, reporting for credit institutions is to be based on the consolidated situation in accordance with CRR.<sup>4</sup> Since the operations conducted in the Group comprise credit operations, the Group provides disclosures based on the consolidated situation, which means that the reporting does not encompass information for Resurs Förvaltning AB which is outside the consolidated situation.

The format for Taxonomy reporting follows the guidelines and the recommendations set by the European Commission.<sup>5</sup> The outcome of Resurs’s Taxonomy reporting is that most of the Group’s assets are either not evaluated under the Taxonomy (for example, assets that are not included in the definition of “stock of loans, debt securities and equity holdings and the flow for new lending”) or cannot be evaluated due to a lack of reliable data (meaning assets for which an assessment of whether or not they are Taxonomy-eligible cannot be made without some degree of estimate).

<sup>1</sup>Regulation (EU) 2020/852 of the European Parliament and of the Council.

<sup>2</sup>Directive 2014/95/EU of the European Parliament and of the Council.

<sup>3</sup>Frequently asked questions: How should financial and non-financial undertakings report Taxonomy-eligible economic activities and assets in accordance with the Taxonomy Regulation Article 8 Disclosures Delegated Act?  
[https://ec.europa.eu/info/sites/default/files/business\\_economy\\_euro/banking\\_and\\_finance/documents/sustainable-finance-taxonomy-article-8-report-eligible-activities-assets-faq\\_en.pdf](https://ec.europa.eu/info/sites/default/files/business_economy_euro/banking_and_finance/documents/sustainable-finance-taxonomy-article-8-report-eligible-activities-assets-faq_en.pdf)

<sup>4</sup>Directive 2013/36/EU of the European Parliament and of the Council.

<sup>5</sup>Sustainable finance package 2023 – European Commission (europa.eu)

# Reporting template

Refer to pages 135–141

The Taxonomy reporting is based on assets in the balance sheet for the consolidated situation. Detailed information for reporting that is not available in Resurs's accounting system was primarily taken from the operation's databases, which include aggregated information from banking systems. The assessment of whether exposure exists to undertakings that are not subject to the NFRD (public-interest entities with more than 500 employees) is based on information that the bank possesses about its counterparties and information obtained from counterparties' websites. If an economic activity is not included in the technical screening criteria, the activity cannot be assessed under the EU Taxonomy and thus is not eligible under the regulations. Resurs is defined as an NFRD company and falls under the requirements applied to credit institutions. Resurs's Taxonomy reporting has been based on Resurs's interpretation of the reporting requirements and we continuously monitor Taxonomy developments.

Since Resurs's assessment found no assets or exposure in 2023 that refers to any environmental objective other than Climate Mitigation, we have actively decided not to include environmental objectives 3–6 in our reporting template to make it easier for the reader. We have also actively decided not to report the template for GAR KPIs Flow since the data would have been identical to GAR KPIs Stock given that we were unable to identify any past Taxonomy data for the NFRD companies assessed by us in our analysis.

## ASSUMPTIONS, INTERPRETATIONS AND COMMENTS

According to the European Commission's guidance, data that is reported in the mandatory disclosures is to be based on actual information reported from underlying companies. It is not permitted to use estimates if no such data is available. Since Resurs's exposure to NFRD companies is very low, this also reflects the Taxonomy alignment in 2023, for which Taxonomy alignment for Resurs, according to our interpretation, is close to zero for both turnover and CapEx.

The exposure to Taxonomy-eligible activities that Resurs can nevertheless demonstrate is exposure to certain covered mortgage bonds. For its exposure to mortgage bonds, Resurs applied a look-through approach, which means that an evaluation has been made of the extent to which underlying loans are mortgages and these have been considered to be Taxonomy-eligible. However, it is currently difficult to find counterparty data that demonstrates Taxonomy alignment in bonds. In addition to bonds, lending to private individuals is also subject to exposure to vehicle loans, mortgages and energy improvement loans for homes. According to the European Commission's guidance<sup>6</sup>, mortgages qualify as Taxonomy-eligible since there is a property that is collateral for the loan and properties are Taxonomy-eligible. It is not possible to assess the Taxonomy alignment of the mortgage portion since energy classes have not been achieved and due to the lack of necessary data.

Resurs believes that energy investment loans for private individuals are Taxonomy-eligible as regards climate mitigation, but they cannot yet be considered to be Taxonomy aligned, whereas vehicles loans do not currently comply with the data requirements necessary for being considered to be Taxonomy eligible.

Given the structure of Resurs's operations and the combination of data availability from counterparties, Taxonomy alignment is only 0.01 per cent for 2023. In some cases, Resurs Holding's balance sheet has several categories that are Taxonomy-eligible for reporting. In these cases, an assessment has been made of the information that is most valuable to the reader and based on this the item has been placed in the category considered suitable. Going forward, Resurs will review both its strategies and targets in this area and the aim is to increase the degree of Taxonomy alignment for the company's operations. The bank believes that this is possible from both a business strategic perspective and also since the quality of counterparty data is increasing every year. During the process of preparing the Taxonomy data for 2023, we also identified scope for improvements in future reporting in terms of both data collection and processes internally and with counterparties. At the current time, the lack of counterparty data is critical, but it is still clear that moving forward Taxonomy reporting will be important and central to the transition that is needed, and we support this positive development

<sup>6</sup>Draft Commission notice on the interpretation of certain legal provisions of the Disclosures Delegated Act under Article 8 of EU Taxonomy Regulation on the reporting of eligible economic activities and assets. [https://ec.europa.eu/info/sites/default/files/business\\_economy\\_euro/banking\\_and\\_finance/documents/sustainable-finance-taxonomy-article-8-report-eligible-activities-assets-faq-part-2\\_en.pdf](https://ec.europa.eu/info/sites/default/files/business_economy_euro/banking_and_finance/documents/sustainable-finance-taxonomy-article-8-report-eligible-activities-assets-faq-part-2_en.pdf)

**0. Summary of KPIs to be disclosed by credit institutions under Article 8 Taxonomy Regulation**

		Total environmentally sustainable assets	KPI****	KPI*****	% coverage (over total assets)***	% of assets excluded from the numerator of the GAR (Article 7(2) and (3) and Section 1.1.2. of Annex V)	% of assets excluded from the denominator of the GAR (Article 7(1) and Section 1.2.4 of Annex V)
Main KPI	Green asset ratio (GAR) stock	2.570.224 kr	0,00514%	0,00927%	0,92%	12,00%	21,79%

		Total environmentally sustainable activities	KPI	KPI	% coverage (over total assets)	% of assets excluded from the numerator of the GAR (Article 7(2) and (3) and Section 1.1.2. of Annex V)	% of assets excluded from the denominator of the GAR (Article 7(1) and Section 1.2.4 of Annex V)
Additional KPIs	GAR (flow)	2.570.224 kr	0,00514%	0,00927%	0,92%	12,00%	21,79%
	Trading book*						
	Financial guarantees						
	Assets under management						
	Fees and commissions income**						

\* For credit institutions that do not meet the conditions of Article 94(1) of the CRR or the conditions set out in Article 325a(1) of the CRR

\*\*Fees and commissions income from services other than lending and AuM

Institutions shall disclose forwardlooking information for this KPIs, including information in terms of targets, together with relevant explanations on the methodology applied.

\*\*\* % of assets covered by the KPI over banks' total assets

\*\*\*\*based on the Turnover KPI of the counterparty

\*\*\*\*\*based on the CapEx KPI of the counterparty, except for lending activities where for general lending Turnover KPI is used

**Note 1: Across the reporting templates: cells shaded in black should not be reported.**

**Note 2: Fees and Commissions (sheet 6) and Trading Book (sheet 7) KPIs shall only apply starting 2026. SMEs' inclusion in these KPI will only apply subject to a positive result of an impact assessment.**

1.Assets for the calculation of GAR (Turnover)

SEK	2023	a	b	c	d	e	f	g	h	i	j	ab	ac	ad	ae	af								
																	Climate Change Mitigation (CCM)			Climate Change Adaptation (CCA)		TOTAL (CCM + CCA + WTR + CE + PPC + BIO)		
																	Of which towards taxonomy relevant sectors (Taxonomy-eligible)			Of which towards taxonomy relevant sectors (Taxonomy-eligible)		Of which towards taxonomy relevant sectors (Taxonomy-eligible)		
																	Of which environmentally sustainable (Taxonomy-aligned)			Of which environmentally sustainable (Taxonomy-aligned)		Of which environmentally sustainable (Taxonomy-aligned)		
Of which Use of Proceeds	Of which transitional	Of which enabling	Of which Use of Proceeds	Of which enabling	Of which Use of Proceeds	Of which transitional	Of which enabling																	
<b>GAR - Covered assets in both numerator and denominator</b>																								
1	Loans and advances, debt securities and equity instruments not HT eligible for GAR calculation																							
2	Financial undertakings	711 271 000 kr	212 486 973 kr										212 486 973 kr											
3	Credit institutions	710 509 000 kr	212 486 973 kr										212 486 973 kr											
4	Loans and advances																							
5	Debt securities, including UoP	710 509 000 kr	212 486 973 kr										212 486 973 kr											
6	Equity instruments																							
7	Other financial corporations	762 000 kr																						
8	of which investment firms																							
9	Loans and advances																							
10	Debt securities, including UoP																							
11	Equity instruments																							
12	of which management companies																							
13	Loans and advances																							
14	Debt securities, including UoP																							
15	Equity instruments																							
16	of which insurance undertakings																							
17	Loans and advances																							
18	Debt securities, including UoP																							
19	Equity instruments																							
20	Non-financial undertakings	46 128 950 kr	6 041 941 kr	2 570 224 kr									6 041 941 kr	2 570 224 kr										
21	Loans and advances	34 965 950 kr	6 041 941 kr	2 570 224 kr									6 041 941 kr	2 570 224 kr										
22	Debt securities, including UoP																							
23	Equity instruments	11 163 000 kr																						
24	Households	43 262 458 000 kr	240 454 922 kr										240 454 922 kr											
25	of which loans collateralised by residential immovable property	210 281 922 kr	210 281 922 kr										210 281 922 kr											
26	of which building renovation loans																							
27	of which motor vehicle loans	#																						
28	Local governments financing																							
29	Housing financing																							
30	Other local government financing																							
31	Collateral obtained by taking possession: residential and commercial immovable properties																							
32	Assets excluded from the numerator for GAR calculation (covered in the denominator)																							
33	Financial and Non-financial undertakings	595 694 050 kr																						
34	SMEs and NFCs (other than SMEs) not subject to NFRD disclosure obligations	108 694 050 kr																						
35	Loans and advances																							
36	of which loans collateralised by commercial immovable property																							
37	of which building renovation loans																							
38	Debt securities																							
39	Equity instruments																							
40	Non-EU country counterparties not subject to NFRD disclosure obligations	487 000 000 kr																						
41	Loans and advances																							
42	Debt securities																							
43	Equity instruments																							
44	Derivatives	6 648 000 kr																						
45	On demand interbank loans	2 475 580 000 kr																						
46	Cash and cash-related assets																							
47	Other categories of assets (e.g. Goodwill, commodities)	2 924 819 000 kr																						
48	Total GAR assets	50 043 569 000 kr	458 983 836 kr	2 570 224 kr									458 983 836 kr	2 570 224 kr										
49	Assets not covered for GAR calculation	5 452 658 000 kr																						
50	Central governments and Supranational Issuers	1 871 644 000 kr																						
51	Central banks exposure	3 581 014 000 kr																						
52	Trading book																							
53	Total assets	55 496 227 000 kr																						
<b>Off-balance sheet exposures - Undertakings subject to NFRD disclosure obligations</b>																								
54	Financial guarantees																							
55	Assets under management																							
56	Of which debt securities																							
57	Of which equity instruments																							

1. This template shall include information for loans and advances, debt securities and equity instruments in the banking book, towards financial corporations, non-financial corporations (NFC), including SMEs, households (including residential real estate, house renovation loans and motor vehicle loans only) and local governments/municipalities (house financing).

2. The following accounting categories of financial assets should be considered: Financial assets at amortised cost, financial assets at fair value through other comprehensive income, investments in subsidiaries, joint venture and associates, financial assets designated at fair value through profit or loss and non-trading financial assets mandatorily at fair value through profit or loss, and real estate sublierals obtained by credit institutions by taking possession in exchange in of cancellation of debts.

3. Banks with non-EU subsidiary should provide this information separately for exposures towards non-EU counterparties. For non-EU exposures, while there are additional challenges in terms of absence of common disclosure requirements and methodology, as the EU taxonomy and the NFRD apply only at EU level, given the relevance of these exposures for those credit institutions with non-EU subsidiaries, these institutions should disclose a separate GAR for non-EU exposures, on a best effort basis, in the form of estimates and ranges, using proxies, and explaining the assumptions, caveats and limitations.

4. For motor vehicle loans, institutions shall only include those exposures generated after the date of application of the disclosure.



1. Assets for the calculation of GAR (Capex)		a	b	c	d	e	f	g	h	i	j	ab	ac	ad	ae	af	
		2023															
		Climate Change Mitigation (CCM)						Climate Change Adaptation (CCA)			TOTAL (CCM + CCA + WTR + CE + PPC + BIO)						
		Of which towards taxonomy relevant sectors (Taxonomy-eligible)						Of which towards taxonomy relevant sectors (Taxonomy-eligible)			Of which towards taxonomy relevant sectors (Taxonomy-eligible)						
		Of which environmentally sustainable (Taxonomy-aligned)						Of which environmentally sustainable (Taxonomy-aligned)			Of which environmentally sustainable (Taxonomy-aligned)						
				Of which Use of Proceeds		Of which transitional	Of which enabling			Of which Use of Proceeds		Of which enabling			Of which Use of Proceeds	Of which transitional	Of which enabling
SEK		Total (gross) carrying amount															
GAR - Covered assets in both numerator and denominator																	
Loans and advances, debt securities and equity instruments not held in the banking book																	
1																	
2	Financial undertakings	711 271 000	212 486 973										212 486 973				
3	Credit institutions	710 509 000	212 486 973														
4	Loans and advances																
5	Debt securities, including UoP	710 509 000	212 486 973										212 486 973				
6	Equity instruments																
7	Other financial corporations	762 000															
8	of which investment firms																
9	Loans and advances																
10	Debt securities, including UoP																
11	Equity instruments																
12	of which management companies																
13	Loans and advances																
14	Debt securities, including UoP																
15	Equity instruments																
16	of which insurance undertakings																
17	Loans and advances																
18	Debt securities, including UoP																
19	Equity instruments																
20	Non-financial undertakings	46 128 950	13 766 594	4 637 430									13 766 594	4 637 430			
21	Loans and advances	34 965 950	13 766 594	4 637 430									13 766 594	4 637 430			
22	Debt securities, including UoP																
23	Equity instruments	11 163 000															
24	Households	43 282 428 000	240 454 922										240 454 922				
25	of which loans collateralised by residential immovable property	210 281 922	210 281 922										210 281 922				
26	of which building renovation loans																
27	of which motor vehicle loans	1 362 456 000															
28	Local governments financing																
29	Housing financing																
30	Other local government financing																
31	Collateral obtained by taking possession: residential and commercial immovable properties																
32	Assets excluded from the numerator for GAR calculation (covered in the denominator)																
33	Financial and Non-financial undertakings	595 694 050															
34	SMEs and NFCs (other than SMEs) not subject to NFRD disclosure obligations	108 694 050															
35	Loans and advances																
36	of which loans collateralised by commercial immovable property																
37	of which building renovation loans																
38	Debt securities																
39	Equity instruments																
40	Non-EU country counterparties not subject to NFRD disclosure obligations	487 000 000															
41	Loans and advances																
42	Debt securities																
43	Equity instruments																
44	Derivatives	6 648 000															
45	On demand interbank loans	2 476 580 000															
46	Cash and cash-related assets																
47	Other categories of assets (e.g. Goodwill, commodities etc.)	2 924 819 000															
48	Total GAR assets	50 043 569 000	466 708 489	4 637 430									466 708 489	4 637 430			
49	Assets not covered for GAR calculation	5 452 658 000															
50	Central governments and Supranational issuers	1 871 644 000															
51	Central banks exposure	3 581 014 000															
52	Trading book																
53	Total assets	55 496 227 000															
Off-balance sheet exposures - Undertakings subject to NFRD disclosure obligations																	
54	Financial guarantees																
55	Assets under management																
56	Of which debt securities																
57	Of which equity instruments																

1. This template shall include information for loans and advances, debt securities and equity instruments in the banking book, towards financial corporations, non-financial corporates (NFC), including SMEs, households (including residential real estate, house renovation loans and motor vehicle loans only) and local governments/municipalities (house financing).

2. The following accounting categories of financial assets should be considered: Financial assets at amortised cost, financial assets at fair value through other comprehensive income, investments in subsidiaries, joint ventures and associates, financial assets designated at fair value through profit or loss and non-trading financial assets mandatorily at fair value through profit or loss, and real estate collateralised by credit institutions by taking possession in exchange in of cancellation of debts.

3. Banks with non-EU subsidiary should provide this information separately for exposures towards non-EU counterparties. For non-EU exposures, while there are additional challenges in terms of absence of common disclosure requirements and methodology, as the EU taxonomy and the NFRD apply only at EU level, given the relevance of these exposures for those credit institutions with non-EU subsidiaries, these institutions should disclose a separate GAR for non-EU exposures, on a best effort basis, in the form of estimates and ranges, using proxies, and explaining the assumptions, caveats and limitations.

4. For motor vehicle loans, institutions shall only include those exposures generated after the date of application of the disclosure.

**3. GAR KPI stock (Turnover)**

1. Institution shall disclose in this template the GAR KPIs on stock of loans calculated based on the data disclosed in template 1, on covered assets, and by applying the formulas proposed in this template
2. Information on the GAR (green asset ratio of 'eligible' activities) shall be accompanied with information on the proportion of total assets covered by the GAR
3. Credit institutions can, in addition to the information included in this template, show the proportion of assets funding taxonomy relevant sectors that are environmentally sustainable (Taxonomy-aligned). This information would enrich the information on the KPI on environmentally sustainable assets compared to total covered assets
4. Credit institutions shall duplicate this template for revenue based and CapEx based disclosures

		a	b	c	d	e	f	g	h	i	aa	ab	ac	ad	ae	af	
		2023															
		Climate Change Mitigation (CCM)					Climate Change Adaptation (CCA)					TOTAL (CCM + CCA + WTR + CE + PPC + BIO)					
% (compared to total covered assets in the denominator)		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)					Proportion of total assets covered
		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)					
		Of which Use of Proceeds		Of which transitional		Of which enabling	Of which Use of Proceeds		Of which transitional		Of which enabling	Of which Use of Proceeds		Of which transitional		Of which enabling	
<b>GAR - Covered assets in both numerator and denominator</b>																	
1	Loans and advances, debt securities and equity instruments not HFT eligible for GAR calculation																
2	<b>Financial undertakings</b>	<b>0,42%</b>										<b>0,42%</b>				<b>1,42%</b>	
3	Credit institutions	0,42%										0,42%				1,42%	
4	Loans and advances																
5	Debt securities, including UoP	0,42%										0,42%				1,42%	
6	Equity instruments																
7	Other financial corporations																
8	of which investment firms																
9	Loans and advances																
10	Debt securities, including UoP																
11	Equity instruments																
12	of which management companies																
13	Loans and advances																
14	Debt securities, including UoP																
15	Equity instruments																
16	of which insurance undertakings																
17	Loans and advances																
18	Debt securities, including UoP																
19	Equity instruments																
20	<b>Non-financial undertakings</b>	<b>0,01%</b>	<b>0,01%</b>									<b>0,01%</b>	<b>0,01%</b>			<b>0,09%</b>	
21	Loans and advances	0,01%	0,01%									0,01%	0,01%			0,07%	
22	Debt securities, including UoP																
23	Equity instruments															0,02%	
24	<b>Households</b>	<b>0,48%</b>										<b>0,48%</b>				<b>86,49%</b>	
25	of which loans collateralised by residential immovable property	0,42%										0,42%				0,42%	
26	of which building renovation loans																
27	of which motor vehicle loans																
28	<b>Local governments financing</b>																
29	Housing financing																
30	Other local government financing																
31	<b>Collateral obtained by taking possession: residential and commercial immovable properties</b>																
32	<b>Total GAR assets</b>	<b>0,92%</b>	<b>0,01%</b>									<b>0,92%</b>	<b>0,01%</b>				

**3. GAR KPI stock (Capex)**

1. Institution shall disclose in this template the GAR KPIs on stock of loans calculated based on the data disclosed in template 1, on covered assets, and by applying the formulas proposed in this template
2. Information on the GAR (green asset ratio of 'eligible' activities) shall be accompanied with information on the proportion of total assets covered by the GAR
3. Credit institutions can, in addition to the information included in this template, show the proportion of assets funding taxonomy relevant sectors that are environmentally sustainable (Taxonomy-aligned). This information would enrich the information on the KPI on environmentally sustainable assets compared to total covered assets
4. Credit institutions shall duplicate this template for revenue based and CapEx based disclosures

		a	b	c	d	e	f	g	h	i	aa	ab	ac	ad	ae	af
		2023														
		Climate Change Mitigation (CCM)				Climate Change Adaptation (CCA)				TOTAL (CCM + CCA + WTR + CE + PPC + BIO)						
% (compared to total covered assets in the denominator)		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)				Proportion of total assets covered	
		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)					
		Of which Use of Proceeds	Of which transitional	Of which enabling	Of which Use of Proceeds	Of which enabling	Of which Use of Proceeds	Of which enabling	Of which Use of Proceeds	Of which transitional	Of which enabling					
<b>GAR - Covered assets in both numerator and denominator</b>																
1	Loans and advances, debt securities and equity instruments not HFT eligible for GAR calculation															
2	<b>Financial undertakings</b>	<b>0,42%</b>														<b>1,42%</b>
3	Credit institutions	0,42%														1,42%
4	Loans and advances															
5	Debt securities, including UoP	0,42%														1,42%
6	Equity instruments															
7	Other financial corporations															
8	of which investment firms															
9	Loans and advances															
10	Debt securities, including UoP															
11	Equity instruments															
12	of which management companies															
13	Loans and advances															
14	Debt securities, including UoP															
15	Equity instruments															
16	of which insurance undertakings															
17	Loans and advances															
18	Debt securities, including UoP															
19	Equity instruments															
20	<b>Non-financial undertakings</b>	<b>0,03%</b>	<b>0,01%</b>													<b>0,09%</b>
21	Loans and advances	0,03%	0,01%													0,07%
22	Debt securities, including UoP															
23	Equity instruments															0,02%
24	<b>Households</b>	<b>0,48%</b>														<b>86,49%</b>
25	of which loans collateralised by residential immovable property	0,42%														0,42%
26	of which building renovation loans															
27	of which motor vehicle loans															
28	<b>Local governments financing</b>															
29	Housing financing															
30	Other local government financing															
31	<b>Collateral obtained by taking possession: residential and commercial immovable properties</b>															
32	<b>Total GAR assets</b>	<b>0,93%</b>	<b>0,01%</b>													

2. GAR sector information 2023 (Turnover)

Breakdown by sector - NACE 4 digits level (code and label)	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate Change Mitigation (CCM)				Climate Change Adaptation (CCA)				TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			
	Non-Financial corporates (Subject to)		SMEs and other NFC not subject to		Non-Financial corporates (Subject to)		SMEs and other NFC not subject to		Non-Financial corporates (Subject to)		SMEs and other NFC not subject to	
	[Gross] carrying amount		[Gross] carrying amount		[Gross] carrying amount		[Gross] carrying amount		[Gross] carrying amount		[Gross] carrying amount	
SEK	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCA)	Mn EUR	Of which environmentally sustainable (CCA)	SEK	Of which environmentally sustainable (CCM + CCA)	SEK	Of which environmentally sustainable (CCM + CCA)	
1	7112 - Engineering activities and related technical consultancy	4 581 193 kr	2 190 333 kr					4 581 193 kr	2 190 333 kr			
2	4322 - Plumbing, heat and air-conditioning installation	1 458 379 kr	15 431 kr					1 458 379 kr	15 431 kr			
3	4941 - Freight transport by road	673 206 kr	78 476 kr					673 206 kr	78 476 kr			
4	4399 - Other specialised construction activities	556 712 kr	46 764 kr					556 712 kr	46 764 kr			
5	1623 - Manufacture of other builders' carpentry and joinery	531 320 kr	7 438 kr					531 320 kr	7 438 kr			
6	4676 - Wholesale of other intermediate products	517 434 kr	2 070 kr					517 434 kr	2 070 kr			
7	4120 - Construction of residential and non-residential buildings	463 455 kr	9 269 kr					463 455 kr	9 269 kr			
8	4220 - Construction of utility projects	327 923 kr	9 083 kr					327 923 kr	9 083 kr			
9	1712 - Manufacture of paper and paperboard	227 250 kr	14 771 kr					227 250 kr	14 771 kr			
10	3312 - Repair of machinery	646 132 kr	1 292 kr					646 132 kr	1 292 kr			
11	4222 - Construction of utility projects for electricity and telecommunications	596 820 kr	177 256 kr					596 820 kr	177 256 kr			
12	4673 - Wholesale of wood, construction materials and sanitary equipment	76 750 kr	768 kr					76 750 kr	768 kr			
13	4764 - Retail sale of sporting equipment in specialised stores	45 619 kr	10 492 kr					45 619 kr	10 492 kr			
14	4674 - Wholesale of hardware, plumbing and heating equipment and supplies	43 699 kr	3 933 kr					43 699 kr	3 933 kr			
15	2363 - Manufacture of ready-mixed concrete	31 135 kr	2 615 kr					31 135 kr	2 615 kr			
16	2822 - Manufacture of lifting and handling equipment	23 151 kr	232 kr					23 151 kr	232 kr			

1. Credit institutions shall disclose in this template information on exposures in the banking book towards those sectors covered by the Taxonomy (NACE sectors 4 levels of detail), using the relevant NACE Codes on the basis of the principal activity of the counterparty

2. The counterparty NACE sector allocation shall be based exclusively on the nature of the immediate counterparty. The classification of the exposures incurred jointly by more than one obligor shall be done on the basis of the characteristics of the obligor that was the more relevant, or determinant, for the institution to grant the exposure.

The distribution of jointly incurred exposures by NACE codes shall be driven by the characteristics of the more relevant or determinant obligor. Institutions shall disclose information by NACE codes with the level of disaggregation required in the template.



2. GAR sector information 2023 (Capex)

Breakdown by sector - NACE 4 digits level (code and label)	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate Change Mitigation (CCM)				Climate Change Adaptation (CCA)				TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			
	Non-Financial corporates (Subject to)		SMEs and other NFC not subject to		Non-Financial corporates (Subject to)		SMEs and other NFC not subject to		Non-Financial corporates (Subject to)		SMEs and other NFC not subject to	
	[Gross] carrying amount		[Gross] carrying amount		[Gross] carrying amount		[Gross] carrying amount		[Gross] carrying amount		[Gross] carrying amount	
SEK	Of which environmentally sustainable (CCM)	SEK	Of which environmentally sustainable (CCM)	SEK	Of which environmentally sustainable (CCA)	SMEs and other NFC not subject to NFRD	Of which environmentally sustainable (CCA)	SEK	Of which environmentally sustainable (CCM + CCA + WTR + CE + PPC + BIO)	Mn EUR	Of which environmentally sustainable (CCM + CCA + WTR + CE + PPC + BIO)	
1	7112 - Engineering activities and related technical consultancy	4 581 193 kr	3 945 746 kr					4 581 193 kr	3 945 746 kr			
2	4322 - Plumbing, heat and air-conditioning installation	1 458 379 kr	174 825 kr					1 458 379 kr	174 825 kr			
3	4941 - Freight transport by road	673 206 kr	206 351 kr					673 206 kr	206 351 kr			
4	4399 - Other specialised construction activities	556 712 kr	78 496 kr					556 712 kr	78 496 kr			
5	1623 - Manufacture of other builders' carpentry and joinery	531 320 kr	3 188 kr					531 320 kr	3 188 kr			
6	4676 - Wholesale of other intermediate products	517 434 kr	517 kr					517 434 kr	517 kr			
7	4120 - Construction of residential and non-residential buildings	463 455 kr	- kr					463 455 kr	- kr			
8	4220 - Construction of utility projects	327 923 kr	3 279 kr					327 923 kr	3 279 kr			
9	1712 - Manufacture of paper and paperboard	227 250 kr	13 635 kr					227 250 kr	13 635 kr			
10	3312 - Repair of machinery	646 132 kr	- kr					646 132 kr	- kr			
11	4222 - Construction of utility projects for electricity and telecommunications	596 820 kr	183 821 kr					596 820 kr	183 821 kr			
12	4673 - Wholesale of wood, construction materials and sanitary equipment	76 750 kr	14 276 kr					76 750 kr	14 276 kr			
13	4764 - Retail sale of sporting equipment in specialised stores	45 619 kr	8 211 kr					45 619 kr	8 211 kr			
14	4674 - Wholesale of hardware, plumbing and heating equipment and supplies	43 699 kr	- kr					43 699 kr	- kr			
15	2363 - Manufacture of ready-mixed concrete	31 135 kr	4 390 kr					31 135 kr	4 390 kr			
16	2822 - Manufacture of lifting and handling equipment	23 151 kr	695 kr					23 151 kr	695 kr			

1. Credit institutions shall disclose in this template information on exposures in the banking book towards those sectors covered by the Taxonomy (NACE sectors 4 levels of detail), using the relevant NACE Codes on the basis of the principal activity of the counterparty

2. The counterparty NACE sector allocation shall be based exclusively on the nature of the immediate counterparty. The classification of the exposures incurred jointly by more than one obligor shall be done on the basis of the characteristics of the obligor that was the more relevant, or determinant, for the institution to grant the exposure.

The distribution of jointly incurred exposures by NACE codes shall be driven by the characteristics of the more relevant or determinant obligor. Institutions shall disclose information by NACE codes with the level of disaggregation required in the template.

## Table Total emissions per scope and category, 2023

This table shows total emissions per scope. Scope 3 emissions for each stage are also listed. The calculations have been performed according to the Greenhouse Gas Protocol using an operational control approach. Biogenic emissions were excluded from the calculations. Due to more specific data and updated emission factors in 2023 for, among other things, purchased goods and services, waste management and mailing, as well as a new method for calculating server operation, the figures have been adjusted for 2022, 2021 and 2020. The increased climate impact by 26% compared to 2022 is mainly due to an increase in business travel, commuting and purchased goods and services.

The "market-based" method was applied in Scope 2. If the "location-based" method is applied, the result is Scope 2 emissions of 106 tCO<sub>2</sub>e. Sources for emissions factors in Scope 1 come from the Swedish Transport Administration and Network for transport measures (NTM); in Scope 2 from Swedenergy's heating committee (VMK), Vattenfall, the Swedish Environmental Institute (IVL) and the Danish Energy Agency; and in Scope 3 primarily from AIB, Defra, the Swedish Food Agency, Återvinningsindustrierna, NTM, the National Agency for Public Procurement and IVL.

DETAILED EMISSIONS BREAKDOWN PER SCOPE (TONNES OF CO <sub>2</sub> e)	2023	PERCENTAGE 2023
<b>SCOPE 1</b>	<b>82</b>	<b>6%</b>
<b>SCOPE 2</b>	<b>54</b>	<b>3%</b>
<b>SCOPE 3 (SEE STAGE BELOW)</b>	<b>1,005</b>	<b>91%</b>
3.1 Purchased goods and services	309	19%
3.2 Capital goods	141	9%
3.3 Energy and fuel-related emissions	27	2%
3.4 Upstream transportation and distribution	-	0%
3.5 Waste	2	0%
3.6 Business travel	200	12%
3.7 Commuting	326	50%
3.8 Leased assets	-	0%
3.9 Downstream transportation	-	0%
3.10 Processing of sold products	-	0%
3.11 Use of sold products	-	0%
3.12 End-of-life treatment of sold products	-	0%
3.13 Downstream leased assets	-	0%
3.14 Franchises	-	0%
3.15 Investments	-	0%

## 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 2023 on pages 121-142 and that it has been prepared in accordance with the Annual Accounts Act.

### FOCUS AND SCOPE OF THE EXAMINATION

Our examination has been conducted in accordance with FAR's auditing standard RevR 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.

### OPINION

A statutory sustainability statement has been prepared.

Stockholm 20 March 2024  
Öhrlings PricewaterhouseCoopers AB

Peter Nilsson  
Authorised Public Accountant  
Auditor in Charge

Frida Main  
Authorised Public Accountant

# GRI Content Index

Resurs applies the voluntary Global Reporting Initiative (GRI) Standard for its sustainability reporting. This report complies with Swedish law and in addition to the topics below, it contains information on human rights and anti-corruption. We are aware that GRI has published the GRI Standards 2021, but we have actively chosen to continue to report according to the previous core reporting option, and to instead prioritise preparations for the Corporate Sustainability Reporting Directive (CSRD) and reporting according to the European Sustainability Reporting Standards (ESRS). Resurs is subject to the CSRD during the 2024 financial year, and will report in 2025.

NUMBER IN STANDARD	DESCRIPTION	PAGE REFERENCE	COMMENTS
102-1	Name of the organisation	GRI Content Index	Resurs Holding AB
102-2	Activities, brands, products, and services	3, 14-18	
102-3	Location of headquarters	GRI Content Index	Ekslingan 9, Väla Norra, Helsingborg Sweden
102-4	Location of operations	GRI Content Index	Sweden, Norway, Denmark and Finland
102-5	Ownership and legal form	3, 40, 53	
102-6	Markets served	3	
102-7	Scale of the organisation	3, 30, 42-45, 46-49	
102-8	Information on employees	28-30	
102-9	Supply chain	36, 49	
102-10	Significant changes to the organisation and its supply chain	3, 6-7, 39, 46	
102-11	Precautionary Principle or approach	GRI Content Index	The report has been developed in accordance with the precautionary principle
102-12	External initiatives	21, 23-24	
102-13	Membership of associations	GRI Content Index	Resurs is a member of the Confederation of Swedish Enterprise, the Swedish Bankers' Association, FAR, Finance Norway and the Finnish Commerce Federation.
102-14	Statement from senior decision-maker	6-7, 8-9	
102-15	Key impacts, risks, and opportunities	50-51, 63-64, 82, 128-132	
102-16	Values, principles, standards, and norms of behaviour	21, 23-24, 36-37, 127	

NUMBER IN STANDARD	DESCRIPTION	PAGE REFERENCE	COMMENTS
102-18	Governance structure	24, 54-64, 125-127	
102-40	List of stakeholder groups	121-123	
102-41	Collective bargaining agreements	GRI Content Index	93 per cent of Resurs Bank's employees have collective agreements. All (100 per cent of) employees have the right to decide whether they want to be represented by a trade union.
102-42	Identifying and selecting stakeholders	121-122	
102-43	Approach to stakeholder engagement	121-122	
102-44	Key topics and concerns raised	121-122	
102-45	Entities included in the consolidated financial statements	46-48	
102-46	Defining report content and topic Boundaries	123	
102-47	List of material topics	123	
102-48	Restatements of information	128-132	
102-49	Changes in reporting	128-132	
102-50	Reporting period	GRI Content Index	1/1-31/12 2023
102-51	Date of most recent report	GRI Content Index	2022 Annual and Sustainability Report
102-52	Reporting cycle	GRI Content Index	Calendar year
102-53	Contact point for questions regarding the report	GRI Content Index	Henrik Linder, Nordic Sustainability Manager, Resurs, e-mail: henrik.linder@resurs.se
102-54	Claims of reporting in accordance with the GRI Standards	GRI Content Index	This report has been prepared in accordance with the GRI Standards under the core option.
102-55	GRI Content Index	GRI Content Index	
102-56	External assurance	GRI Content Index	The Group's Sustainability Report has not been externally assured in accordance with GRI.
<b>GRI 103 MANAGEMENT APPROACH (2016) SEE TOPIC-SPECIFIC DISCLOSURES</b>			
<b>GRI 205 ANTI-CORRUPTION (2016)</b>			
103-1	Explanation of the material topic and its Boundaries	36-37, 128-129	

NUMBER IN STANDARD	DESCRIPTION	PAGE REFERENCE	COMMENTS
103-2	The management approach and its components	125-127	
103-3	Evaluation of the management approach	125-127	
205-2	"Communication and training about anti-corruption policies and procedures"	36-37	
<b>GRI 305 EMISSIONS (2016)</b>			Greenhouse gases included in the calculation are carbon dioxide, methane, nitrous oxide, fluorocarbons, perfluorocarbons and sulphur hexafluoride. All greenhouse gases have been converted to carbon dioxide equivalents (CO2e).
103-1	Explanation of the material topic and its Boundaries	31-33, 128, 130-131	
103-2	The management approach and its components	125-127	
103-3	Evaluation of the management approach	125-127	
305-1	Direct emissions of greenhouse gases (Scope 1)	32	
305-2	Indirect emissions of greenhouse gases (Scope 2)	32	
305-3	Other indirect emissions of greenhouse gases (Scope 3)	32	
<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY (2016)</b>			
103-1	Explanation of the material topic and its Boundaries	28-30, 128, 132	
103-2	The management approach and its components	125-127	
103-3	Evaluation of the management approach	125-127	
405-1	Diversity of governance bodies and employees	28, 30	
<b>GRI 418: CUSTOMER PRIVACY (2016)</b>			
103-1	Explanation of the material topic and its Boundaries	36-37, 128-129	
103-2	The management approach and its components	125-127	
103-3	Evaluation of the management approach	125-127	



NUMBER IN STANDARD	DESCRIPTION	PAGE REFERENCE	COMMENTS
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	36	Complete information is not available. Resurs does not presently measure/monitor complaints from a strict privacy perspective.
<b>(OWN DISCLOSURE) RESPONSIBLE CREDIT LENDING</b>			
103-1	Explanation of the material topic and its Boundaries	25-27, 128-132	
103-2	The management approach and its components	125-127	
103-3	Evaluation of the management approach	125-127	
Own	The total percentage of payment arrangements paid by customers	25-26	
<b>(OWN DISCLOSURE) SOCIAL RESPONSIBILITY</b>			
103-1	Explanation of the material topic and its Boundaries	34-35, 128, 132	
103-2	The management approach and its components	125-127	
103-3	Evaluation of the management approach	125-127	
Own	Number of employees wanting to contribute by becoming a volunteer	34	
<b>INDEX FOR THE SUSTAINABILITY REPORT ACCORDING TO CHAPTER 6 SECTION 11 OF THE ANNUAL ACCOUNTS ACT</b>			
Overview	Business model	9-10, 21, 54-64	
Social conditions and personnel	Approach and policies	125-127	
	Risks, management and performance	28-30, 128, 132	
Respect for human rights	Approach and policies	125-127	
	Risks, management and performance	21, 128, 132	
Anti-corruption	Approach and policies	125-127	
	Risks, management and performance	36-37, 128-129	
Environment	Approach and policies	125-127	
	Risks, management and performance	31-33, 128, 130-131, 142	