

Sustainability Report

2022

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Letter from our CEO



Dear shareholders, customers, and partners,

I am proud to present Creditinfo's inaugural sustainability report, which marks an important milestone in our commitment to sustainability. As a leading provider of credit information and risk management solutions operating in more than 30 countries, we recognize our responsibility to promote sustainable practices in all our operations. The core of our success has been our drive to improve access to finance, especially for people who historically have been excluded or underserved.

We are especially excited to announce that our new sustainability platform, Vera, is now live in Iceland and being used by various companies within the financial sector. Vera is a groundbreaking initiative that tracks sustainability data across all registered companies, listed and non-listed. By utilizing the latest technology and data analytics, Vera provides us with real-time insights and helps us make better informed decisions.

One of the most important steps we have taken in recent years is to better understand our carbon footprint. By conducting a thorough analysis of our operations, we now have a clearer picture of our carbon emissions and can identify areas where we can reduce our impact. This information will help us set ambitious sustainability goals and drive us towards achieving them.

At Creditinfo, we believe that sustainability is not just a corporate buzzword but an essential part of our business strategy. We understand that by taking care of our planet and society, we are also creating long-term value for our shareholders and customers.

I want to thank you for your continued support and invite you to explore our inaugural sustainability report to learn more about our progress and plans for the future.

Sincerely,



Paul Randall
CEO

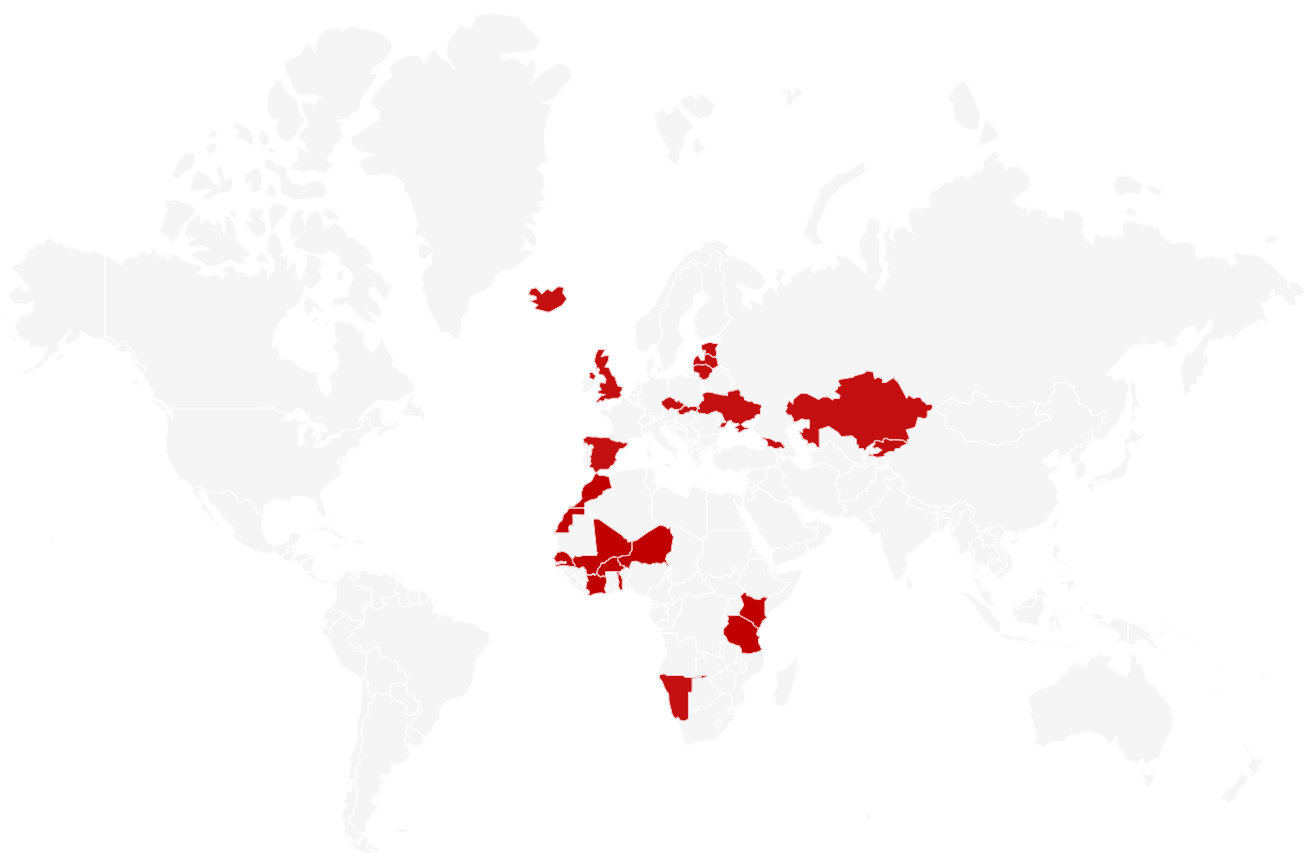
Where we operate

At Creditinfo, we are proud to operate in more than 30 countries around the world, offering our customers unparalleled access to credit and risk management solutions. Our global reach is not only a testament to our commitment to delivering innovative services but also to our ability to cultivate a diverse and talented team of professionals.

Our employees come from different backgrounds, cultures, and experiences, creating a unique and dynamic work environment that allows us to better understand and cater to the diverse needs of our customers.

This strength enables us to provide our clients with tailored solutions that are relevant to their specific markets and industries, while also allowing us to foster a culture of innovation, collaboration, and inclusivity.

As we continue to develop our operations, we remain committed to promoting sustainable business practices, understanding, and eventually reducing our environmental impact, and promoting social responsibility. Our diverse and talented team is at the forefront of these efforts, and we are confident that we will continue to deliver exceptional value to our customers while also making a positive impact on the world around us.



Our Team

Creditinfo is a global company that operates in more than 30 locations worldwide, and our team is just as diverse as the countries in which we work.

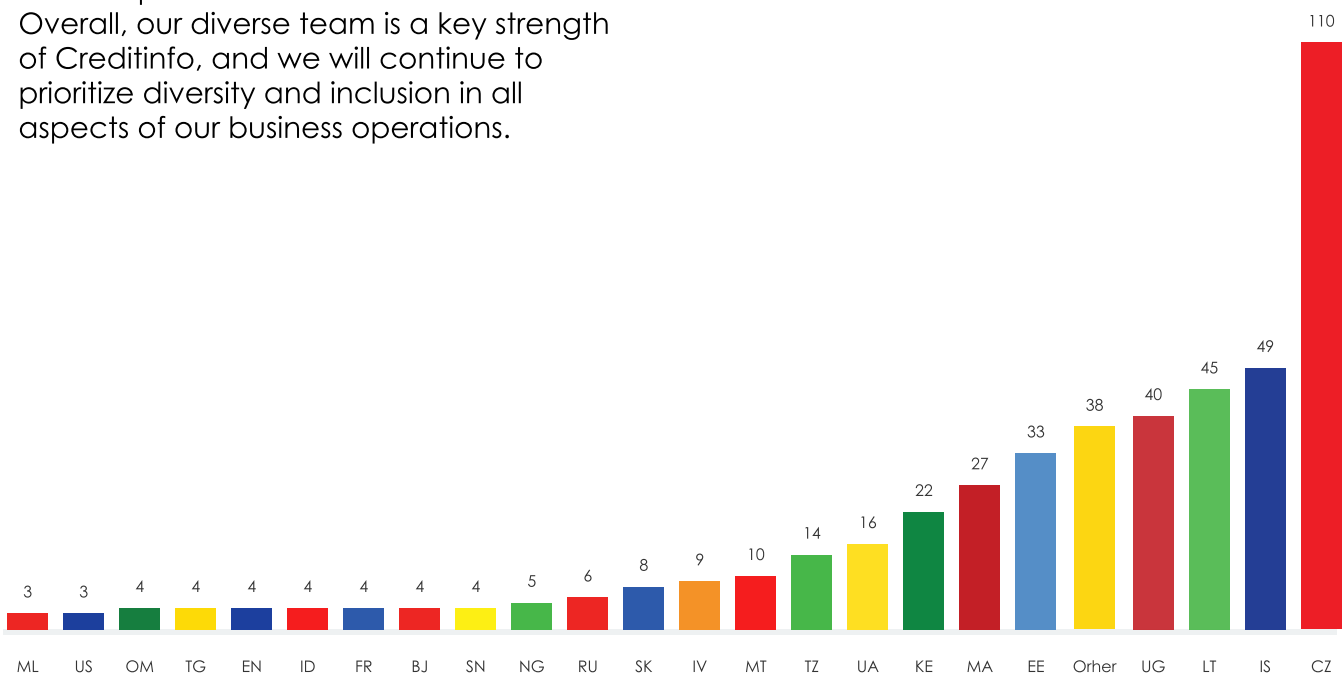
We are proud to have employees from around 50 nationalities, who bring a wealth of different backgrounds, experiences, and perspectives to our organization.

Having such a diverse team is a significant advantage for Creditinfo, as it allows us to better understand and serve the unique needs of the communities and customers we work with.

It also helps us to be more innovative and forward-thinking, as our team members can bring fresh ideas and approaches to problem-solving based on their diverse experiences and cultural perspectives.

Moreover, our commitment to diversity, equity, and inclusion is not just a buzzword at Creditinfo; it is a fundamental part of our corporate values. We strive to create a workplace culture that is inclusive and welcoming to all, regardless of their race, ethnicity, gender, sexual orientation, age, or other personal characteristics. Overall, our diverse team is a key strength of Creditinfo, and we will continue to prioritize diversity and inclusion in all aspects of our business operations.

	2022
Other	38
Malian	3
American	3
Omani	4
Togolese	4
British	4
Indonesian	4
French	4
Beninese	4
Nigerien	5
Slovak	8
Ivorian	9
Maltese	10
Tanzanian	14
Ukranian	16
Kenyan	22
Moroccan	27
Estonian	33
Ugandan	40
Lithuanian	45
Icelandic	49
Czech	110



Sustainability policy

At Creditinfo, we recognize the critical importance of sustainable business practices. Our commitment to sustainability is reflected in our [sustainability policy](#), which covers a range of key, material areas.

First and foremost, we place great emphasis on data security. We recognize that the protection of personal data is a fundamental human right and are committed to ensuring that our data processing activities are carried out in accordance with the highest standards of security and privacy.

In addition to data security, we are committed to promoting diversity and inclusion in our workplace. We believe that a diverse and inclusive workforce is essential to our success and are dedicated to fostering an environment where everyone feels valued and respected.

We also recognize the importance of employee engagement and are committed to providing a safe and supportive work environment that fosters personal and professional development.

Furthermore, we place great importance on integrity, ethics, and compliance. We are committed to conducting our business in a responsible and ethical manner and to complying with all relevant laws and regulations.

We are also dedicated to developing sustainable products and services for the financial sector that promote sustainable practices and contribute to a more sustainable future.

Finally, we recognize the environmental impact of our operations and are committed to understanding and ultimately reducing our carbon footprint and promoting sustainable business practices throughout our organization.

At Creditinfo, we believe that sustainability is a critical component of our long-term success, and we remain committed to promoting sustainable business practices and finding innovative solutions to the complex environmental and social challenges facing our world today.



Data security



Diversity and inclusion



Employee engagement



Integrity, ethics, and compliance



Sustainable products and services



Environmental impact of operations

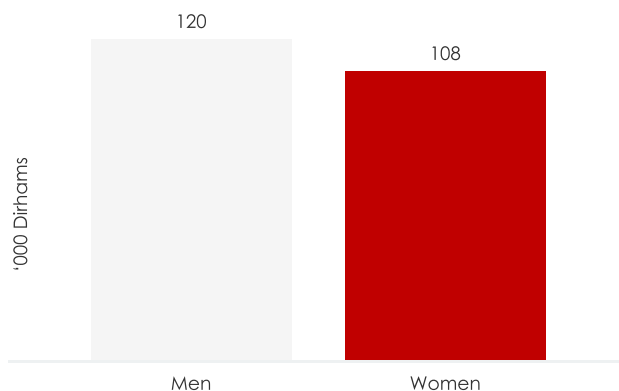


Our impact - Women's Financial Inclusion and Financial Development

According to our data, women in many countries face significant barriers when it comes to accessing finance. For example, in Morocco and Kenya, the proportion of credit extended to women is 32% and 41% respectively, and only 29% and 38% hold active contracts.

These figures clearly indicate that there is a substantial gap in access to finance for women. Despite this difference, women's access to financial services has improved slightly in recent years and once women have access to credit they can benefit from large amounts like men.

The graph below shows the average amount, in Dirhams, of credits in Morocco granted by Gender:



It is interesting to note that our global experience shows that women typically have better payment behavior than men across all credit products. In Morocco, for example the case of Microloans, the probability of being in default once during the first six months of the loan (defined as 30+ days past due) among Women is 6.7%, while Men show a higher failure rate of 9.1%.

The table below shows in detail the default rate by Gender:

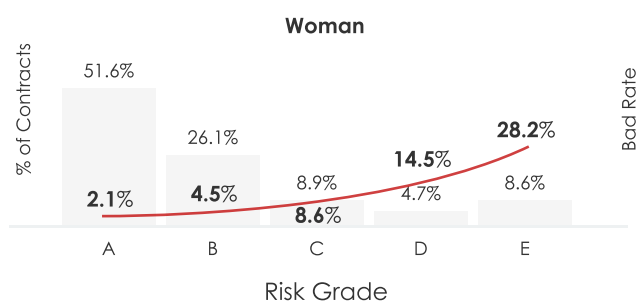
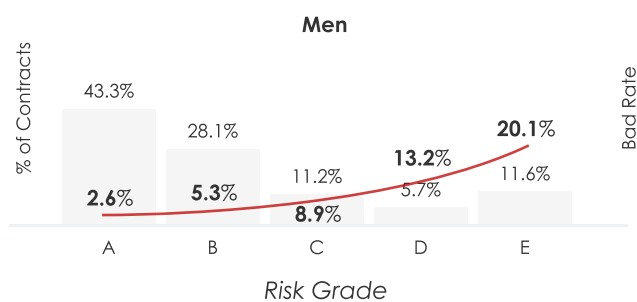
Default rate	Women	Men
DPD30 M3	1.9%	2.7%
DPD30 M6	6.7%	9.1%
DPD60 M12	8.3%	10.7%
DPD60 M12	6.1%	8.0%

The Creditinfo Predictor (CIP) score from the Creditinfo credit bureau has proven to be an effective tool for assessing the creditworthiness of all 2.7% in the markets where we operate. Our advanced models, based on credit bureau data, identify women who are likely to be good borrowers, thus addressing the needs of the underbanked population.

The following graph illustrates the bad rate by CIP risk grade of our model in Morocco for the period of April 2021 to April 2022 (bad is defined as 60+ days past due).

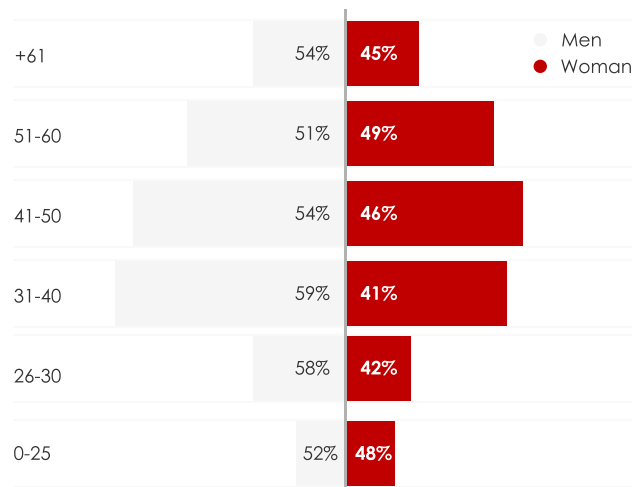


In fact, in the population of women classified A 2.1% defaulted during the first six months.



Leading Microcredit institutions have successfully used our models to expand their loan portfolios and close the gender gap in access to credit. Here is an example of the distribution of loans granted by microcredit institutions in Morocco.

The graph above shows the demographic pyramid where the distribution by gender is indicated for each age group.



Loans between genders in Morocco. Demographic pyramid where gender distribution is shown for each age bucket

In summary, Creditinfo's advanced models have significantly improved women's financial inclusion in underbanked markets. Our data shows that women generally exhibit better payment behavior than men, and our models have helped bridge the gender gap in credit access. Leading microcredit institutions have successfully leveraged our models to expand their lending portfolios. Overall, Creditinfo is proud to have contributed to promoting financial development and women's financial inclusion.

Environmental impact of operations

For the first time, we publish the carbon emissions from our operations. The data is presented in accordance with the Greenhouse gas protocol. The graph on the right demonstrates where in our operations the emissions occur. Scope 1 is direct emissions from our operations such as from the cars we own and operate. Scope 2 is indirect emissions from electricity and heat generation. Scope 3 is indirect emissions occurring in our supply chain because of our operations.

Organizational boundaries

Included in our calculations are businesses which we have operational control over. For this report, we include greenhouse gas emissions for 20 of our bureaus covering most of our generated revenue.

Operational boundaries

Scope 1:

- Mobile combustion

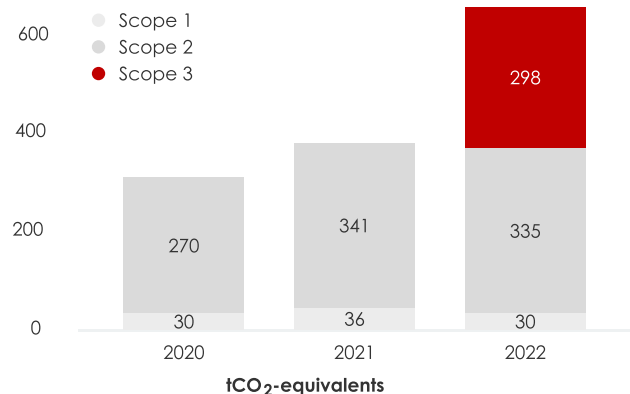
Scope 2

- Location based electricity use

Scope 3:

- Category 6 - Business travel
- Flights
- Hotel
- Trains
- Rental cars
- Fuel and energy related emissions

We intend to expand our scope 3 coverage as we go forward, including emissions from data centers and other IT equipment needed for our operations.



All units are tCO2e	2020	2021	2022
Scope 1 (Total)	30	36	30
Company operated cars	30	36	30
Scope 2 (Total)	270	341	335
Electricity at the Offices	270	341	335
Scope 3 (Total)			298
Flights			267
Hotels			23
Trains			0.03
Cars			0.03
Fuel and energy related emissions			7.8

Scope 3 emissions, except for fuel related emissions, retrieved from TravelPerk from 2022 onwards. We aim to increase our scope 3 coverage to IT equipment and other infrastructure in the future.



Data security and privacy

Creditinfo follows the ISO 27001 standard on information security management, part of which includes risk management. We manage risks in accordance with the mentioned standard by having implemented risk management methodology and performing regular risk assessments to evaluate and mitigate any identified risks related to Creditinfo's operations.

Each identified risk has an assigned owner who is responsible for its management and for implementing necessary measures. This activity is done both on group level and locally by each affiliate.

On top of that we have implemented vulnerability management which helps us identify vulnerabilities in our environments and mitigate any related risks.



Jakub Burian

Chief Security Officer

Measure	Number of data breaches, number of customers affected by data breaches by all bureaus, percentage involving customers' confidential business information or personally identifiable information
Comment	No serious data breaches were recorded in 2021 and 2022. Any breach would be disclosed, and all affected data subjects and clients would be informed immediately. We have recorded 2 data related incidents in 2022 and 1 in 2021 with no impact on data subject's privacy. There were no sanctions against the company related to data security practices, including incident management processes, by any authority.

Diversity, equality & inclusion

At Creditinfo, we believe that a diverse and inclusive workplace is critical to our success. We strive to create an environment where all employees can thrive, regardless of their gender, race, ethnicity, or other personal characteristics.

We are proud to report that we have made progress in improving gender equality within our organization. We have achieved a 65/35 gender ratio in management roles and 60/40 overall. Women have come a long way in the workplace in terms of what roles they are involved in. However, women still make up a small percentage of the IT and Technology sector which is quite a high percentage of the roles in Creditinfo.

We recognize that there is still more work to be done, and we remain committed to promoting diversity, equality, and inclusion across all levels of our organization. We will continue to take proactive steps to ensure that all employees have equal opportunities for career advancement and feel valued and supported in their roles. We firmly believe that our commitment to diversity and inclusion not only benefits our employees but also helps us better serve our customers and communities. We will continue to prioritize this important work as we move forward.

Hrefna Ösp Sigfinnsdóttir

CEO Iceland and head of HR at Creditinfo group



	2022
Total number of employees	377
% of female employees	40%
% of male employees	60%
Employees in management role	84
Employees in professional role	58
Employees in other roles	235
Nbr women in management role	29
Nbr women in professional role	21
Nbr women in other employees' role	102
% women in management role	35%
% women in professional role	36%
% women in other employees' role	43%
Nbr men in management role	55
Nbr men in professional role	37
Nbr men in another employee role	133
% men in management role	65%
% men in professional role	64%
% men in another employee role	57%
Female employees	152
Male employees	225
Nbr of Employee nationalities	42

SASB accounting metrics: SV-PS-330a.1



Employee engagement

Creditinfo recognizes the importance of measuring and improving employee satisfaction as part of our corporate responsibility.

In Iceland and the Czech Republic, we use a leading employee feedback platform, to measure and assess the satisfaction levels of our employees.

We are pleased to report that the results from the surveys show that our employees in Iceland are very satisfied, which we believe is a testament to our commitment to creating a positive and supportive work environment.

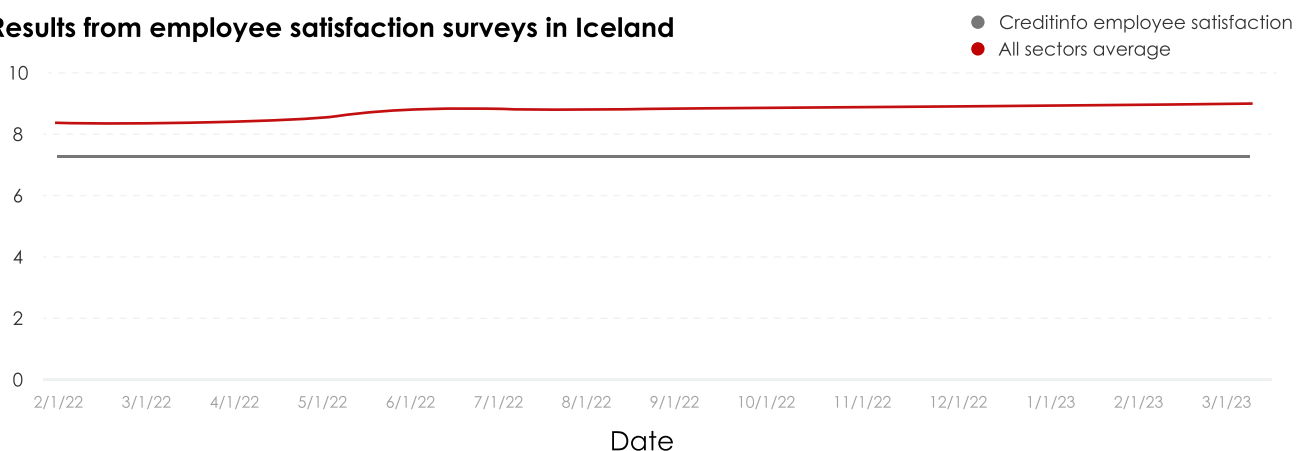
We understand the importance of tracking employee-related matters such as satisfaction, engagement, and retention.

To this end, we are excited to announce that we will be using a cloud-based human resources management system, to track and manage our global employee database. This platform will enable us to collect and analyze data on employee satisfaction across all locations, allowing us to identify areas for improvement and implement strategies to enhance the overall employee experience.

At Creditinfo, we believe that investing in our employees' well-being is an essential component of our long-term success.

	2022
Total turnover rate	13.3%
Involuntary turnover rate	3%
Voluntary turnover rate	10.3%

Results from employee satisfaction surveys in Iceland





Integrity, ethics and compliance

At Creditinfo we understand the immense responsibility we have on our shoulders of caring for consumer and business information and, delivering essential quality services to our customers, which is why, as Creditinfo employees, we strive to meet the highest standards of integrity and keep our purpose and values at the forefront of everything we do.

To achieve that, we aim to keep in line with best practices on information security and data protection and, we take seriously the procedures, controls, and standards we have set for ourselves to help us engrain a culture of compliance into our operations. As a trusted partner in the field of credit risk management, KYC and, ESG solutions, it is vital to continuously improve transparency and accountability.



Elba Manzanilla Zapata

General counsel

Number of new regulatory incidents recorded annually (includes any and all new pending litigation claims or other initiated administrative proceedings of any nature, where likelihood of liability is possible throughout the Creditinfo Group)		Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, or malpractice.
2022	3	0
2021	2	0

SASB accounting metrics: SV-PS-510a.2

Sustainable products and services

As the Managing Director of Sustainability at Creditinfo, I am extremely excited to share our inaugural sustainability report. One of our most significant recent achievements is the launch of our new software platform, Vera. Vera provides the necessary ESG data to help financial institutions comply with the EU's regulatory framework on sustainability reporting and risk management.

Our platform offers a powerful solution for financial institutions seeking to evaluate the sustainability risks and opportunities of their lending and investments. With Vera, financial institutions can easily access and analyze comprehensive ESG data on the companies they invest in, helping them make better informed decisions that align with their sustainability goals and values.

We believe that Vera is a critical step towards promoting sustainable investing practices and improving transparency in the financial sector. It is essential that we work together to address the environmental and social challenges facing our world today, and we are



committed to playing our part in this collective effort.

At Creditinfo, we remain dedicated to developing innovative solutions that will help businesses and investors make informed decisions and drive positive change in our society and the world around us.

Reynir Smári Atlason
Managing director of sustainability

Measure	2021	2022
Number of companies covered by ESG specific products	0	~40,000



Thank you

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- Inspiring Confidence