

Sustainability Ambition and Strategy

2022 – 2024

Sustainability in Kredinor

Kredinor is Norway's largest debt collection company, covering a full range of easy and user-friendly solutions for clients and customers from selling/buying to invoicing and payment.

With this comes a great social responsibility to support and encourage healthy financial conditions and payment habits. As a significant player in the industry, we have the position to take lead and put sustainability on the debt collection agenda. We will also use this position to challenge the industry framework and established practices with regards to commission and kick-backs causing extra costs for the customer.

Financial challenges impacts hardest those who are already struggling. We therefore focus on social aspects of sustainability, as it is within this area we can make the greatest difference and thus contribute to financial stability and a more equal society.

OVERALL OBJECTIVES

Our main sustainability objectives come from our simple but powerful aim, to do good. We must reduce the burden for those who need it the most, while being conscious of our important role in maintaining a stable financial system. We will provide industry leading service-level and payment solutions, and take a holistic approach to help the customer to return to financial health. We will help customers and clients make it.

Our goal is to be considered the most sustainable debt collection agency in the industry. Our promise is to always have the customers best interest in mind.

OUR SUSTAINABILITY AMBITION

Sustainability is integrated into everything we do. Our ambition is that our customers and clients can be confident that we are actively working to reduce our sustainability risks and foot print, become climate neutral, and take social responsibility.



Take the leading position on sustainability within our industry

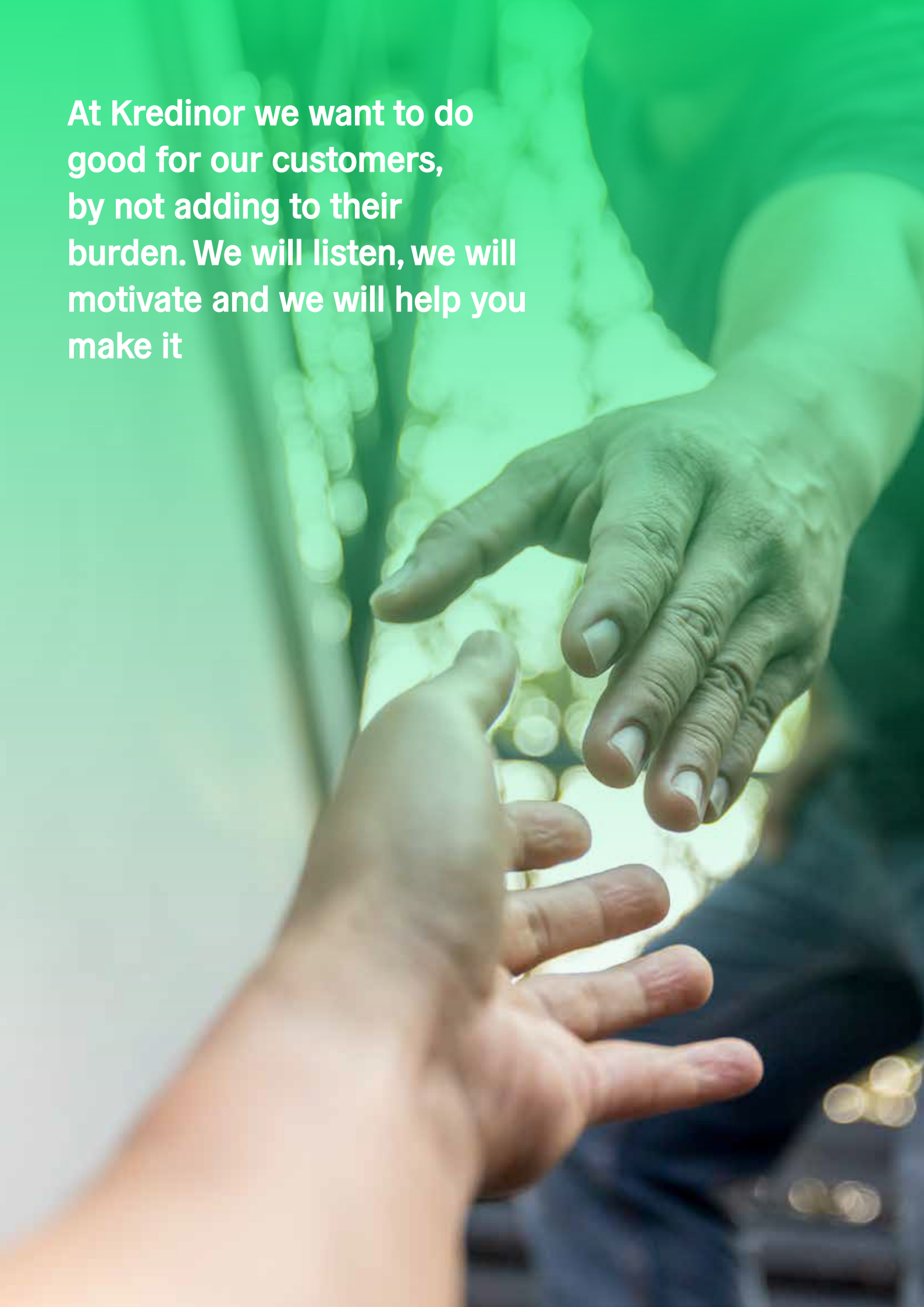


Not add unnecessarily to the burden



Be the company that everyone with financial difficulties turns to

At Kredinor we want to do good for our customers, by not adding to their burden. We will listen, we will motivate and we will help you make it



Our strategy

SUSTAINABLE AND RESPONSIBLE BUSINESS

We believe that good governance ultimately fosters sustainability. We therefore emphasize accountability, transparency, efficiency, and rule of law at all levels. We require documentation for transparency, anti-corruption and sustainability from partners and suppliers. We also have established an internal code of conduct for all employees and integrate sustainability and integrity in everything we do.

Targets:

- Our main suppliers shall document their sustainability status and risk.
- Our employees shall know and abide by our internal code of conduct.

SUSTAINABLE EMPLOYER

Kredinor aims to be the most attractive employer in debt collection and payment servicing, offering competitive benefits. We focus on keeping and developing our employees and recruiting new talents. In Kredinor we have equal opportunities for growth and leadership, diversity, and a good working environment.

Targets:

- Gender equality and balance in all management teams.
- High employee satisfaction.
- Zero tolerance for discrimination.

SUSTAINABLE CLIENT RELATIONS

Helping clients get paid while ensuring customer satisfaction is Kredinor's core business. We will also offer training, guidance and support to our clients' sustainability transformation. We provide dedicated personal assistance, self-service and automated solutions for payment and communication, leading to long-term relationships for all parties and without risking the relationship between clients and customers.

Targets:

- Industry leading service solutions and client satisfaction.
- We will award clients labeled as "Sustainable by Kredinor".

SUSTAINABLE CUSTOMER RELATIONS

Our overall ambition is to return customers to financial health, and our goal is to help them resolve their financial difficulties, not limited to the individual case. By treating our clients' customers with respect and financial advice, we solve cases without adding to the burden. We will collect in an appropriate and sustainable manner, and limit the costs for the customer's who need it the most. We are accessible on the customers preferred platforms and offer expedient payment solutions and fast response. By sharing data with Inkassoregisteret and others we help customers get better insight and oversight and help them make it.

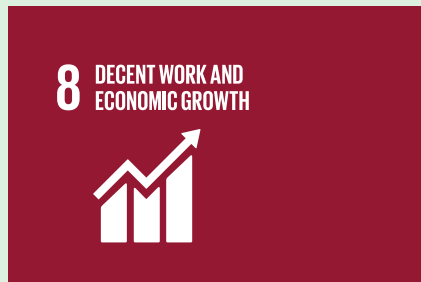
Targets:

- Solve the core of the customers financial problem and not limit our engagement to the individual case.
- We will always try to reach the customer before collection fees are increased.
- High customer satisfaction.



UN Sustainability Goals and our commitments

We have defined and prioritized the following UN sustainability goals which Kreditor can contribute the most to:



- We will ensure that our payment solutions, services and financial advice are accessible for all.
- We will work towards higher levels of economic productivity through technological upgrading and innovation.
- We will deliver our services as efficiently as possible to ensure our clients economic growth.
- We will provide full and productive employment and decent work for all our employees. This includes equal pay for work of equal value.
- We will protect labor rights and promote safe and secure work environments for all our employees.



- We will treat our customers fairly and equally.
- We will ensure equal access to our financial training programs for all.
- We will not add unnecessarily to our customer's burden. In particular those with little or no income/assets.
- We will promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.
- We will ensure equal opportunity for all our employees. This includes ensuring women's full and effective participation and equal opportunities for leadership at all levels.



- We will reduce waste generation through prevention, reduction, recycling and reuse.
- We will be compliant with laws and regulations, adopt sustainable practices and integrate sustainability information into our reporting cycle.
- We will not have suppliers, partners and clients that are not transparent and work on fundamental human rights and decent working conditions.
- We will include environmental risk factors when pricing and purchasing debt portfolios.

