

Nordax

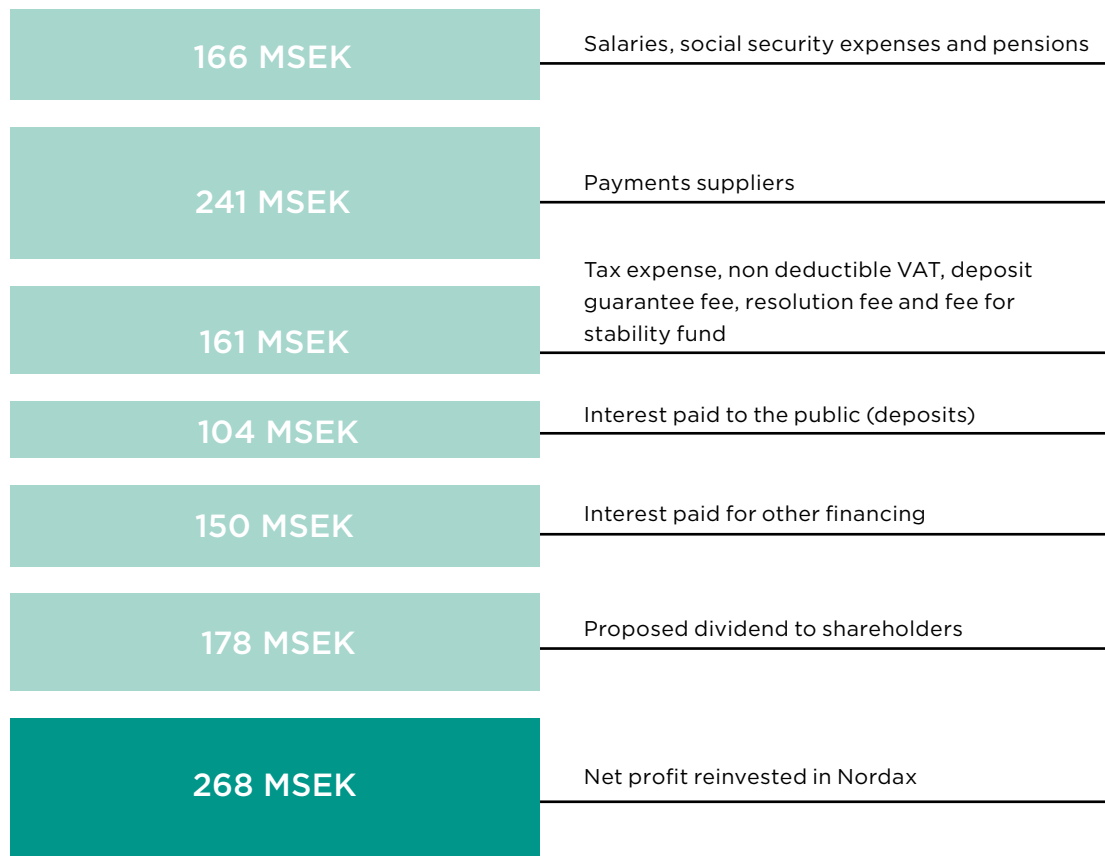
Sustainability focus

Being a responsible business is critical to Nordax's success. We are convinced that it benefits us in the long term while at the same time delivering value to our stakeholders. If Nordax takes responsibility today, we will be better positioned to remain a successful business in the future.

CREATING ECONOMIC VALUE

We have many different stakeholders that we create value for through our operations. As a lender, we are part of an important sector of the national economy that provides people a way to redistribute their spending across their lifetime. Through responsible lending, we want to create value for all our stakeholders. The figure below shows how we generate economic value for our stakeholders.

DISTRIBUTION OF NORDAX TOTAL GENERATED ECONOMIC VALUE 2016, 1 268 MSEK



NORDAX SUSTAINABILITY REPORT

As part of our efforts to be a responsible business, we joined the UN Global Compact in 2016 and present our first sustainability report according to the international guidelines for sustainability present, GRI version G4 level Core, issued by the Global Reporting Initiative. This means that we report according to accepted guidelines that make sustainability reporting comparable to other companies. *For information on GRI G4 indicators, see the index on pages 110-112.*

SUSTAINABLE BUSINESS, MATERIALITY ANALYSIS AND STAKEHOLDER DIALOGUE

We are always seeking to develop our approach to sustainability. To structure our work and identify the most important issues affecting our competitiveness and stakeholders' confidence in us, we performed a materiality analysis in 2015 from an internal perspective. In 2016 our aim was to validate Nordax's internal priorities, as part of which we dialogued with selected stakeholder groups to find out which areas they think we should focus on and their expectations. We then weighed the areas our stakeholders see as most important with those Nordax considers strategically important to ensure the creation of long-term value.

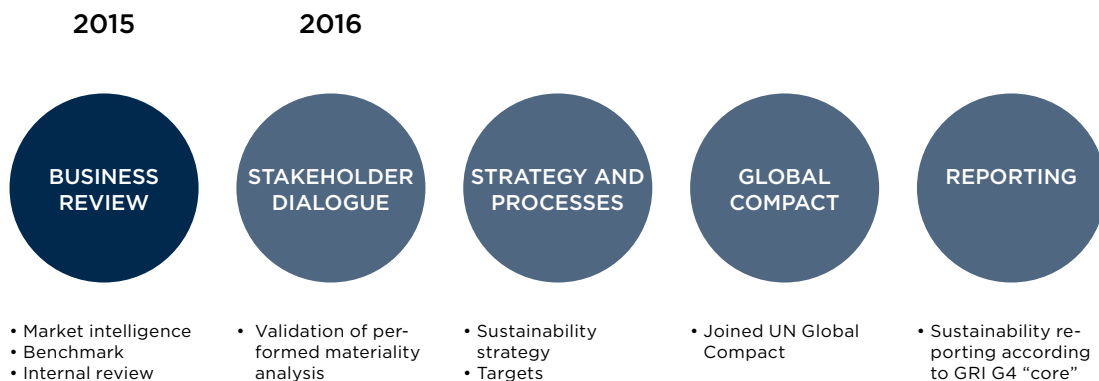
OUR MOST IMPORTANT AREAS - INTERNAL PERSPECTIVE

In 2015 we identified our most important sustainability areas through a materiality analysis that included gathering business intelligence, an industry benchmark survey and several workshops with a select group of key individuals within Nordax. This was done to identify the most important areas affecting our competitiveness and stakeholders' confidence in us.

The most important areas we identified were (in no particular order):

- Employee well-being
- Responsible lending
- Financial results
- Financial education
- Indirect economic impact
- Customer privacy and data security
- Customer satisfaction
- Environmental impact
- Money laundering issues
- Compliance

PROCESS NORDAX SUSTAINABILITY WORK



OUR MOST IMPORTANT ISSUES - EXTERNAL PERSPECTIVE

Nordax has a number of different external and internal stakeholders who affect and are affected by our operations. We have identified the following stakeholder groups: customers, employees, owners, investors, suppliers and partners, decision-makers, supervisory authorities and stakeholder organisations. We are in dialogue with many of our stakeholders on a daily basis. In 2016 we maintained a structured dialog with customers, employees, shareholders and stakeholder organisations to validate our materiality analysis and understand how they see our commitment to sustainability and what they feel we should prioritise going forward. The dialog was conducted through surveys of Swedish and Norwegian lending and savings customers and employees. We have also conducted in-depth interviews with three major shareholders and a stakeholder organisation.

In general, there is a consensus on which aspects are important for Nordax to deliver long-term value to our various stakeholders.

A sample of the feedback from our stakeholders follows:

FEEDBACK FROM OUR CUSTOMERS

The large percentage of customers feel that Nordax's sustainability approach can help greatly to strengthen their loyalty. They also feel that the focus on responsible lending, customer satisfaction and IT security are the most important areas for Nordax in these efforts.

FEEDBACK FROM OUR INVESTORS AND STAKEHOLDER ORGANISATIONS

Nordax's investors and stakeholder organisations feel that the company is genuinely committed, but that the work would benefit from being more strategic and integrated in day-to-day operations.

FEEDBACK FROM OUR EMPLOYEES

The majority of our employees feel that the company's dedication to sustainability is very important for them. They consider responsible lending to be the most important area of Nordax's sustainability efforts.

NORDAX CORE AREAS FOR SUSTAINABLE BUSINESS

Balanced perspective



Responsible lending

In Nordax's business model there is a built-in risk that our customers, due to various circumstances, may incur problems repaying their loan, which is not desirable for the customer, society or us as a lender.

Given the nature of our business, responsible lending is the most critical aspect to creating long-term value. To us, responsible lending means being transparent in our marketing about the terms, pricing and conditions associated with our products. As a customer, you should be able to make well-informed decisions calmly.

We offer loan products only to customers who are financially stable and we always make a robust credit assessment to reduce the risk that they will face future problems. If a customer has a problem repaying a loan, we try to help. We have specially trained employees who contact customers early on to remind them that a payment is late, so that we can together find a solution and if possible offer advice and support.

To make a correct credit assessment, we always do a thorough credit check. The assessment is done in accordance with good lending practice and is always based on the customer's financial situation and is done in accordance with Nordax's credit policy. To ensure that the information on loan applicants is correct, a large share of our customers are contacted by phone. In markets where we have access to less information through credit agencies, we request additional material, e.g., salary statements and tax returns, to ensure that our customers can repay their loans. A prospective customer cannot have a record of non-payment, must have enough of a margin to afford the loan, which we ensure through our "left to live on" calculation, and cannot be over-indebted.

We think it is sound that our customers do not receive their money the second after they apply

for a loan. All our lending is instalment loans and amortising loans. If a customer wants to amortise faster or prepay their entire loan, we do not charge any additional fees.

Our ambition is a net credit loss level of 2% over an economic cycle, a level we have been well below in recent years. In 2016 the credit loss level was further reduced to a total of 1.4%. Our ambition is to continue to grow the loan portfolio, but growth may not come at the price of less thorough credit assessments.

To attract new customers, maintain and develop relationships with existing customers and for the sake of our brand, our customers have to be satisfied with the services we offer. Nordax conducts systematic customer satisfaction surveys. After speaking with customers, we send out random questionnaires asking about their interaction. The questions concern our engagement, knowledge, ability to resolve the issue on first contact and their general satisfaction. The response rate is about 20%. The results are followed up systematically at both a unit and individual level and the target is an overall satisfaction rate of at least 85%, which Nordax achieved on an aggregate level in 2016.

If our customers for any reason are dissatisfied with us, we have clearly defined routines in place to handle complaints, and we are clear and transparent about where they can turn, both to us at Nordax and outside the company.

AMBITIONS 2017 - RESPONSIBLE LENDING

- Continue our responsible lending with focus on maintaining solid credit quality
- Continue to offer advice and support to customers having difficulty repaying their loans in order to help them get back on track
- Analyse how we can expand our offer to promote lending for environmental improvements

Employee well-being

Our employees are our most important asset. Competent and motivated employees who enjoy their work provide better service for our customers. As a result of broad competence and personal responsibility, a corporate culture based on participation and decisiveness has emerged. An unfettered atmosphere, short decision paths and a working environment notable for cooperation, job satisfaction and commitment foster motivation.

DIALOG WITH OUR EMPLOYEES

At Nordax we have the benefit of having all our employees together in a single office, which facilitates a daily dialog and speeds up project implementation. The most important dialog and dissemination of information occurs on a daily basis between managers and their employees, but we also distribute information and share ideas in many other ways. Every month we hold a breakfast meeting for the entire staff where we provide information on current issues and projects. There is also an opportunity for employees to bring up any issues they want to discuss. To ensure a deeper dialog and discussion on performance and future development, employees have an annual performance conversation with their manager. In addition, we focus on continuous feedback.

We have historically conducted a major employee survey every second year, but recently switched to smaller and more frequent employee pulse surveys with the assistance of a cloud-based service. The aim is to facilitate a continuous dialogue with our employees, which helps us to ensure their well-being. The continuous feedback also gives us an opportunity to adapt the questions based on what is happening here and now in the business. In addition to incorporating this tool,

we have introduced an engagement index and an eNPS score, which measures the willingness to recommend Nordax as an employer. The first measurement in December 2016 produced an engagement score of 65 (on a scale of 0-100) and an eNPS score 3.7 (on a scale between -100 to + 100, where 0 is a neutral recommendation). We will continuously follow up and work to improve these numbers.

A LEARNING AND DEVELOPMENTAL ENVIRONMENT

We have to constantly learn from each other and the world around us to develop as individuals and grow the business. We work almost exclusively in cross-functional project groups and see our collective capacity as a success factor. Together, we have to continue to learn from each other and focus on further developing each employee's skills. As part of this, we implemented an organisational change in 2016 for those units that interact with customers, switching from a functional to a country-based structure. The purpose was to give our customers even better service and at the same time increase our employees' competence by giving them a broader mandate to support customers.

In addition to courses outside the company, we invest in effective training methods internally. In the end of 2016 a digital training portal was launched for all employees to partly replace traditional classroom training. The portal offers employees more flexibility and opportunities to build skills.

LEADERSHIP

Leadership at Nordax is a matter of understanding and taking responsibility for our business and driving it forward through the ability to manage and develop others. We place a premium on hands-on leadership where managers sit

together with their staff in an open-plan office to make daily and individual coaching possible. The management team works with annual 360-degree evaluations, an online feedback tool that gives leaders an opportunity to identify strengths and development needs, which are later followed up at individual meetings with an external coach.

SAFE AND SOUND WORKING ENVIRONMENT

Improving and developing our working environment is a natural element in Nordax's development and is strategically important to us. Our working environment is characterised by openness, where every employee is treated equally and with respect.

To ensure that we maintain a positive place to work, we had a team of representatives of employers and employees join together in 2016 to implement new working environment rules. The group drafted an action plan for further improvements, including setting guidelines for managing email. During the year we also conducted a survey to measure work-related stress. The overall results show that our employees are satisfied with leadership and feel they receive strong support from their immediate supervisor and colleagues. Moreover, most feel they have the skills to perform their jobs. The results show that our challenge, like that of many other companies with large customer service units, is to give employees more say in these areas. The reorganisation of customer service units during the year was designed to, among other things, make our employees' jobs more stimulating.

As part of our efforts to create a sound working environment, we regularly monitor sick leave, cooperate with occupational health providers and work actively with various initiatives to reduce illness and prevent sick leave. We also offer ergonomic assessments, annual wellness subsidies and arrange various wellness challenges and activities. In 2016 we adopted new guidelines on rehabilitation, workplace accommodations and sick leave to reduce and prevent absences.

Nordax currently has not signed any collective bargaining agreements. We do, however, adhere to the industry's agreement, which we consider essential in order to stay competitive. We see the low level of union membership in the company

as a sign of our commitment and generosity to our employees. We are concerned about our employees' well-being and are committed to maintaining the strong entrepreneurial spirit and informal codetermination that already exists. We rather spend what it costs to join an employer's association on investments in wellness, social activities and a sound working environment.

GENDER EQUALITY AND DIVERSITY

Gender equality and diversity are important to us. Our view is that everyone should be treated with respect and valued equally. Every employee has the right to be seen, heard and respected on the job, regardless of age, ethnicity, religion, physical limitation, gender or sexual orientation. With respect to ethnic origin, we will continue to broaden our diversity, e.g., by drafting a hiring policy and formalising our core values.

Of our employees, 67% are women and 33% men. Among managers, 57% are women and 43% men. The Senior Management Team consists of an equal number of women and men and on our Board of Directors 5 members are men and 3 are women.

Nordax encourages employees to take parental leave by supplementing their income for up to one year. Various initiatives have been taken to facilitate a work-life balance, including by trying wherever possible to schedule meetings between 9 am and 3 pm.

We conduct annual salary surveys to ensure that there is no gender pay gap. The latest survey from March 2016 showed that women receive 101% of men's salaries. In our industry this is something we can be very proud of. To us, the notion of equal wages for equal work goes without question.

AMBITIONS 2017 - EMPLOYEE WELL-BEING

- Develop our core value work and our communication platform
- Improve and increase interaction and feedback between Nordax's leaders and employees with the help of continuous employee pulse surveys
- Develop a basic company joint training program for Nordax's managers

Solid Business Ethics

Nordax wants to contribute to an ethical business community, not least to create confidence in the financial market. Fair treatment, transparency and taking responsibility are three aspects that describe Nordax's view of what business ethics means.

For Nordax, it is fundamental to act ethically and responsibly, which includes meeting legal requirements and ethical standards as well as maintaining a sound risk culture. Nordax has established a business ethics framework that includes strategies, processes, internal rules and reporting routines to promote sound and ethical behaviour in everything the bank does. High ethical standards apply to the entire company, from the Board of Directors to each individual employee.

Most of the business ethics framework is incorporated in Nordax's policy on ethical standards. Parts of the framework are also in other governing documents. To create a more uniform approach to business ethics, work has begun on establishing a code of conduct.

CONFLICTS OF INTEREST

Conflicts of interest are unavoidable, and identifying and managing them is essential in order to maintain complete confidence. Nordax has routines to continuously identify and manage potential conflicts of interest at every level of the company.

FIGHTING FINANCIAL CRIME

At Nordax, the term financial crime refers to money laundering, terrorist financing, bribes and corruption. Nordax takes a number of measures on a daily basis to prevent and detect financial crime. Fighting it is a matter of course for Nordax, first and foremost to curb crime in general, but also to protect the business and the brand.

WHISTLEBLOWING

Nordax advocates transparency and encourages employees to report suspected irregularities, unethical or unlawful behaviour within Nordax.

Reporting can be done anonymously to closest manager, the Chief Compliance Officer or the Chairman of the Risk Committee through Nordax's risk management system. All reports are investigated immediately and appropriate action is taken. In 2016 there were no reports of irregularities, unethical or unlawful behaviour in Nordax.

OUTSOURCING

For any company in the financial sector, internal governance and control are indispensable. This also covers activities and businesses that are outsourced to suppliers and partners. Nordax has extensive routines to continuously monitor outsourced operations and ensure compliance and effective risk management.

SUPPLY CHAIN

Nordax's procurement organisation is centralised with respect to company-wide purchases and decentralised for function-specific purchases. All employees responsible for procurement are tasked with keeping both sustainability and economic efficiency in mind. By placing demands on our suppliers, we can contribute to sustainability inside Nordax and out.

CUSTOMER RELATIONS

Our customers' needs and demands are the basis of Nordax's business. Ethical treatment of potential and existing customers is fundamental. Nordax tries to give every customer personalised service. Well-informed decisions are essential to having satisfied and profitable customers, which in turn creates the potential for building a sustainable business that creates value.

AMBITIONS 2017 - BUSINESS ETHICS

- Complete, communicate and train staff in Nordax's risk-based code of conduct
- Evaluate how solid business ethics is secured at suppliers and partners
- Identify key indicators to measure Nordax's performance in terms of business ethics

Efficient use of resources

Our business has limited direct impact on the environment. The biggest impact is from our distribution of direct mail to potential customers. We manage the operation from a single office, which reduces the need for travel. At the same time, the environment and climate change are one of the most important issues of our time, and we want to contribute to the UN's global climate goals.

ECO-EFFICIENT CUSTOMER COMMUNICATION

Our goal is to handle more of our communication with customers digitally instead of by post. This simplifies processes for customers, for us, is more cost effective and reduces our impact on the environment. In 2016 we started to offer electronic invoicing in Sweden and started sending general correspondence by text message or email instead. The targets in terms of digital development and simplifying processes to reduce paper consumption are ambitious, and much remains to be done.

In our direct mail we always use the most environmentally friendly paper available. Direct mail is one of our core competencies and will remain an important part of our distribution model, but we are trying to transition as much as possible of our customer flow after that to digital distribution.

WASTE MANAGEMENT

We have a well-functioning waste management solution at our office to maximise recycling. This applies to paper, plastics, electronics and other recyclables. For example, all reusable electronic equipment is given to a partner company that specialises in reuse and lifecycle management of IT products.

OUR ENVIRONMENTAL IMPACT

The environmental impact from our office and travel is limited, but here as well we are trying to reduce it. We established a travel policy in 2016 that all employees have been informed of through company meetings and the intranet. Employees are expected to be eco-conscious and cost-effective travellers. We will try to use more mass transit and travel by train rather than car, taxi or air whenever possible.

Electricity consumed in our office and cooling for our server room is from renewable sources. In 2016, 225,914 kWh were consumed.

AMBITIONS 2017 - EFFICIENT USE OF RESOURCES

- Continue digitalisation and process improvements to reduce paper consumption
- Evaluate how we can expand our offer to promote environmental improvements
- Sign a "green" lease to review and update an action plan to further reduce the office's environmental impact
- Identify key indicators to measure Nordax's resource consumption

Sound risk culture generates sustainable profitability

Nordax's business model is based on a restrictive approach to risk taking, and the bank has a low risk appetite and risk tolerance. This approach to risk pervades every part of operations and has helped Nordax over the years to build a sound risk culture.

Simplifying things, it is only in its lending that Nordax consciously takes risk, in the form of credit risk. Nordax tries to limit other risks as far as possible and reasonable. This approach to risk is one reason why Nordax's business model has been profitable during both financial crises and in good times. Credit risk management is also limited by a conservative credit risk appetite and high demands when it comes to our customers' creditworthiness, which has led to stable credit loss levels that have been below the ambition of 2% over an economic cycle. Nordax's overall risk appetite and risk tolerance is determined by the Board of Directors in the risk and capital policy. Special governing documents are in place as well to manage credit risk, market risk, liquidity risk and operational risks.

THREE LINES OF DEFENCE MODEL

To ensure that it effectively manages risk consistent with the risk culture and that good internal governance and control are in place, Nordax has established the three lines of defence model. The three lines of defence are designed to establish robust risk management with clearly delegated responsibility within operations. The three lines of defence are also an effective way to manage the increasing regulatory requirements Nordax faces in practically every part of its business as well as ensure that internal rules are being followed.

- The first line of defence is the risk management performed daily by operations.
- The second line of defence is by the Risk Control and Compliance functions, which monitor, control and report the company's risks and whether they fall within internal and external rules.
- The third line of defence consists of Internal Audit, which serves on behalf of the Board of Directors and, among other things, regularly reviews the Senior Management Team as well as the company's internal controls, the work of the control functions and the company's risk management.

The most important risks that Nordax is exposed to are:

CREDIT RISK

Credit risk is defined as the risk that Nordax will suffer a loss because a counterparty does not fulfil its contractual obligations.

For Nordax, it is primarily the risk that a customer cannot repay a loan, although credit risk also arises when Nordax invests its liquidity.

Nordax was founded by credit risk analysts, and the low risk tolerance that distinguishes its lending is based on many years of experience maintaining low credit losses and sustainable profitability over time.

Nordax's credit risk policy sets out the basic requirements for those who Nordax wants to lend money to - high creditworthiness and low risk. Within the framework of these basic requirements, loan officers have personal lending limits based on the officer's experience with credit assessments. Decisions on the highest amounts that Nordax offers are made by Nordax's most senior credit officers.

Credit risk also means managing customers who, for various reasons, are unable to pay. Nordax's claims department works proactively to take responsibility for customers at risk of default and to help them.

This combination of high creditworthiness requirements and quick and effective responses when a customer incurs problem is an important reason why Nordax has maintained low credit losses over a long period.

OPERATIONAL RISKS

Operational risks are defined as the risk of losses due to inappropriate or faulty internal processes, human error, system deficiencies and external events, including legal and compliance risks.

Every part of Nordax's operations is exposed to operational risks. The complexity of managing operational risks has risen in pace with the increasingly extensive regulatory requirements on banks and because of the fact that Nordax is growing. To manage and minimise operational risks, we use several different tools and processes such as self-assessments, incident management, continuity and crisis management, control testing and the process to approve new products, services and processes.

In 2016 we identified and documented our significant processes, in part to identify operational risks and the key controls in them. The incident reporting process has been made more efficient and system support is now in place that allows all employees to conveniently report incidents.

LIQUIDITY AND MARKET RISK (INTEREST RATE, PRICE AND CURRENCY RISKS)

Liquidity risk is defined as the risk that Nordax will fail to fulfil payment obligations at maturity without a significant increase in the cost of obtaining means of payment. Market risk is defined as the risk that Nordax's results or equity will decrease due to changes in risk factors in the financial markets. Market risk includes interest rate risk, price risk and currency risk.

Liquidity risk is managed through a well-balanced combination of assets and liabilities and distribution of maturities and currencies. Price risk is limited by investing only in stable counterparties with strong credit ratings and for relatively short terms. Interest rate risk is limited by matching the interest fixing periods for assets and liabilities. The impact of changes in foreign exchange rates is limited by matching assets and

liabilities in the same currency. Nordax maintains open currency positions to protect its capital adequacy ratio against changes in foreign exchange rates.

GLOBAL FACTORS

2016 was a turbulent year globally with political and economic turmoil: Brexit, terrorist attacks, the failed coup in Turkey, the war in Syria and the presidential election in the US, to name just a few. For Sweden, 2016 was distinguished by a continued focus on household debt. In February the Riksbank cut the repo rate by 0.15 basis points to -0.50%, and since then the repo rate has stayed unchanged. In October the Swedish government introduced measures to achieve a more responsible market for consumer credit. These measures take aim at so-called high-cost credit – loans with an effective interest rate of more than 30 percentage points over the Swedish Interest Act's benchmark rate, which is currently 0 – and include an interest rate cap, special marketing disclosure requirements and tighter rules on credit assessments. Nordax is positive to the initiative and welcomes policy initiatives to eliminate rogue operators and strengthen consumer protection.

Despite the relatively eventful year, Nordax has not seen a significant impact on its credit quality, and during the year the credit loss level was stable at 1.4%. Nordax's strong customer base has historically been shown to be resilient to economic slowdowns and increased unemployment. Nordax's diversified funding structure is also a form of built-in resilience to economic slowdowns that facilitates funding even during difficult times.

CAPITAL AND CAPITAL ADEQUACY

Nordax shall at all times be well-capitalised. The Board of Directors has established a capital target to satisfy the minimum regulatory requirement and buffer requirements and to manage risk exposures in situations of financial stress. Nordax conducts stress tests through a continuing capital evaluation process to ensure that it sets aside sufficient capital for unexpected losses. In addition to these reserves, we maintain capital buffers pursuant to the Basel III regulatory framework. At year-end our total capital ratio was 16.0% (14.6), compared to a capital requirement of 13.1% and a capital target of 14.6%. The Common Equity Tier 1 capital ratio was 14.0% (12.6), compared to capital requirement of 9.1% and the capital target of minimum 12%. *For more information on our capital adequacy, see page 18.*

GRI-Index

About the Sustainability Report: Nordax report 2016 for the first time its sustainability work in accordance with reporting standard Global Reporting Initiative (GRI). The Sustainability Report in all essential follow Version 4.0, Core-level. The report will be published annually.

Report Scope and Boundary

The starting point for the report is mainly the activities that have a significant and direct impact from a sustainability point of view, that is, the Group own businesses. The report covers the entire Group in terms of social and economic aspects.

For more information about Nordax sustainability efforts, please contact: Andreas Frid, andreas.frid@nordax.se

| GRI INDICATOR | | PAGE/COMMENTS |
|---|--|--|
| General Standard Disclosures | | |
| Strategy & Analysis | | |
| G4-1 | CEO and Chairman of the board comments | CEO comments page 4 och chairman´s comments page 48 |
| Organizational profile | | |
| G4-3 | Name of the organisation | Frontpage |
| G4-4 | Primary brands, products, and services | Nordax in brief, page 3 |
| G4-5 | Location of the organisation's headquarters | Nordax in brief, page 3 |
| G4-6 | Countries where the organisation operates or names of countries where either the organisation has significant operations | Nordax in brief, page 3 |
| G4-7 | Nature of ownership and legal form | Board of Directors' report page 33 and note 1 page 72 |
| G4-8 | Markets served | Nordax in brief, page 3 |
| G4-9 | Scale of the organisation | Nordax in brief, page 3, Multi-Year Review page 37, KPI page 39 |
| G4-10 | Total number of employees by employment contract and gender | Staff statistics page 113 |
| G4-11 | Percentage of total employees covered by collective bargaining agreements | Sustainability - Employee well-being page 25 |
| G4-12 | Describe the organisation's supply chain | Sustainability - Business ethics page 26 |
| G4-13 | Significant changes during the reporting period regarding the organisation's size, structure, ownership or supply chain | First Sustainability report |
| G4-14 | Explanation of whether and how the precautionary approach is addressed by the organisation | Not relevant for Nordax |
| G4-15 | Subscription to externally developed economic, environmental and social charters or principles | Sustainability, page 21 |
| G4-16 | Memberships of associations (such as industry associations) and national or international advocacy organisations | Member of Global Compact and Swedish Bankers' Association |
| Identified Material Aspects and Boundaries | | |
| G4-17 | Entities included in the organisation's consolidated financial statement | GRI index page 110 |
| G4-18 | Process for defining report content and aspect boundaries | Sustainability, page 21 |
| G4-19 | Material Aspects identified in the process for defining report content | GRI index page 110 Sustainability, page 21 |
| G4-20 | For each material Aspect, report the Aspect Boundary within the organisation | Concerns Nordax Group |
| G4-21 | For each material Aspect, report the Aspect Boundary outside the organisation | Not applicable, does not report anything outside of the organisation |
| G4-22 | Effect of any restatements of information provided in previous reports, and the reasons for such restatements | First Sustainability report |
| G4-23 | Significant changes from previous reporting periods in the Scope and Aspect Boundaries | First Sustainability report |

| Stakeholder Engagement | | |
|---------------------------------|---|--|
| G4-24 | Stakeholder groups engaged by the organisation | Sustainability, page 22 |
| G4-25 | Basis for identification and selection of stakeholders with whom to engage | Sustainability, page 22 |
| G4-26 | Approaches to stakeholder engagement | Sustainability, page 22 |
| G4-27 | Key topics and concerns that have been raised through stakeholder engagement | Sustainability, page 22 |
| Report Profile | | |
| G4-28 | Reporting period for information provided | 1 January - 31 December 2016 |
| G4-29 | Date of most recent previous report | First Sustainability report |
| G4-30 | Reporting cycle | Annually |
| G4-31 | Contact point for questions regarding the report or its contents | andreas.frid@nordax.se |
| G4-32 | The "in accordance" option and GRI content index | G4 core 4.0 |
| G4-33 | Policy and current practice with regard to seeking external assurance for the report | Reports for the first time but will evaluate the external review in the future |
| Governance | | |
| G4-34 | Governance structure of the organisation | Corporate Governance Report page 49 |
| Ethics and Integrity | | |
| G4-56 | The organisation's values, principles, standards and norms of behavior. | Core values page 19 and Business ethics page 26 |
| Specific Standard Disclosures | | |
| ENVIRONMENTAL | | |
| Materials | | |
| G4-DMA | | Sustainability - Resource efficiency page 27 |
| G4-EN1 | Materials used by weight or volume | Ongoing dialogue with suppliers to provide data for 2017 |
| Energy | | |
| G4-DMA | | Sustainability - Resource efficiency page 27 |
| G4-EN3 | Energy consumption within the organisation | Sustainability - Resource efficiency - page 27 |
| SOCIAL | | |
| Labor Practices and Decent Work | | |
| Employment | | |
| G4-DMA | | Sustainability - Employee well-being, pages 24-25 |
| G4-LA1 | Total number of employees and employee turnover by age group, gender and region | Staff statistics, page 113 |
| Occupational Health and Safety | | |
| G4-DMA | | Sustainability - Employee well-being, pages 24-25 |
| G4-LA6 | Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work related fatalities, by region and by gender | 4 work-related illnesses and 3 injuries recorded during in 2016 |
| Training and Education | | |
| G4-DMA | | Sustainability - Employee well-being pages 24-25 |
| G4-LA9 | Average hours of training per year per employee by gender, and by employee category | Not measured in 2016, start of measurement 2017 |
| G4-LA11 | Percentage of employees receiving regular performance and career development reviews | 100% |

| Diversity and Equal Opportunity | | |
|--------------------------------------|---|--|
| G4-DMA | | Sustainability - Employee well-being, pages 24-25 |
| G4-LA12 | Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership | Staff statistics, page 113 |
| Equal Remuneration for Women and Men | | |
| G4-DMA | | Sustainability - Employee well-being pages 24-25 |
| G4-LA13 | Ratio of basis salary and remuneration of women to men by employee category, by significant locations of operation | Sustainability - Employee well-being page 25 |
| Human Rights | | |
| Non-discrimination | | |
| G4-DMA | | Sustainability - Employee well-being, pages 24-25 |
| G4-HR3 | Total number of incidents of discrimination and corrective actions taken | 0 |
| Society | | |
| Anti-Corruption | | |
| G4-DMA | | Sustainability - Business ethics, page 26 |
| G4-SO3 | Total number and percentage of operations assessed for risks related to corruption and the significant risks identified | Evaluation will be carried out in 2017 |
| G4-SO4 | Communication and training on anticorruption policies and procedures | Anti-corruption is part of Nordax Ethical standards, which have been communicated to all employees. Compliance maintains ongoing internal training regarding the content of the ethical standards. |
| Compliance | | |
| G4-DMA | | Sustainability - Business ethics, page 26 |
| G4-SO8 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations | 0 |
| Product Responsibility | | |
| Product and Service Labeling | | |
| G4-DMA | | Sustainability - Responsible lending, page 23 |
| G4-PR5 | Result of surveys measuring customer satisfaction | Sustainability - Responsible lending, page 23 |
| Product Portfolio | | |
| G4-DMA | | Sustainability - Resource efficiency, page 27 |
| G4-FS8 | Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose | Sustainability - Resource efficiency - ambition for 2017, page 27 |

Staff statistics

GROUP

| | 2016 | | | 2015 | | |
|--|------------|--------------|---------------|------------|--------------|---------------|
| | Men | Women | TOTAL | Men | Women | TOTAL |
| Total number of employees | 96 | 164 | 260 | 90 | 160 | 250 |
| | Full-time | Part-time | Hour | Full-time | Part-time | Hour |
| Permanent employees | 206 | 0 | 0 | 217 | 0 | 0 |
| Temporary employees | | 0 | 54 | | 0 | 33 |
| | 2016 | | | 2015 | | |
| | Men | Women | Total | Men | Women | Total |
| Permanent employees | 69 | 137 | 206 | 78 | 139 | 217 |
| Managers | 15 | 20 | 35 | 16 | 17 | 33 |
| Senior Management | 4 | 4 | 8 | 2 | 5 | 7 |
| Board of Directors | 5 | 3 | 8 | 7 | 2 | 9 |
| | | | | | | |
| Staff turnover, number | Men | Women | Total | Men | Women | Total |
| <30 years old | 6 | 4 | 10 | 1 | 4 | 5 |
| 30-50 year | 11 | 13 | 24 | 4 | 5 | 9 |
| >50 years | 2 | 0 | 2 | 0 | 2 | 2 |
| Total | 19 | 17 | 36 | 5 | 11 | 16 |
| Total staff turnover, % | | | 17.1% | | | 6.8% |
| | | | | | | |
| Accidents and illness | | | Number | | | Number |
| Workrelated accidents | | | 0 | | | 0 |
| Workrelated illness | | | 4 | | | 0 |
| Total | | | 4 | | | 0 |
| | | | | | | |
| Sick-leave | | | | | | |
| Sick-leave, % | | | 4.40% | | | 4.30% |
| Long-term healthy, % | | | 68% | | | 65% |
| | | | | | | |
| Number of permanent employees that had appraisals | Men | Women | Total | Men | Women | Total |
| | 69 | 137 | 206 | 78 | 139 | 217 |

GENDER

| | Men | Women |
|-----------------------|-----|-------|
| All employees | 96 | 164 |
| Senior Managment Team | 4 | 4 |
| Board of Directors | 5 | 3 |
| Managers | 15 | 20 |

AGE DISTRIBUTION EMPLOYEES

AGE DISTRIBUTION MANAGERS

