

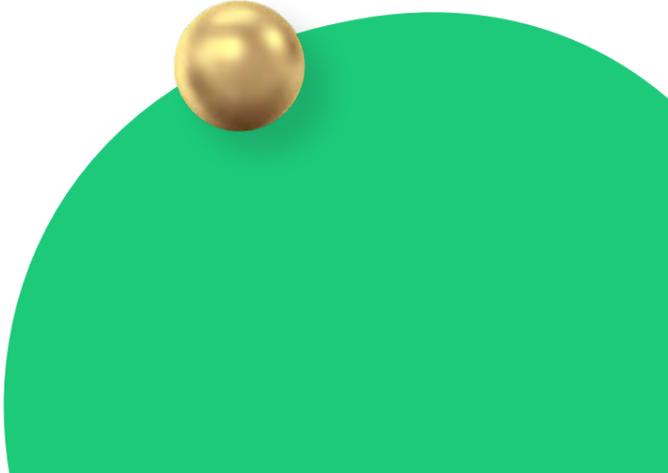


# Sustainability Report 2022

Sustainability is one of the basic pillars of Oma Savings Bank Plc. It is at the heart of our business and an important part of our future operations. We have reported on our sustainability since 2019. With our updated sustainability programme, we aim to deepen and advance our sustainability efforts to proactively meet ever-tightening requirements.

Our sustainability efforts are based on our company's values and Code of Conduct, stakeholder expectations and megatrends that affect our operations. Based on these, we have determined three key sustainability themes for the company: we are local and close to people, we promote collective well-being and we contribute to sustainable development.

This report is a synthesis of our sustainability efforts in 2022. In the report, we examine the impacts of our operations on the environment, people and society, following the principles of due diligence and double materiality. The sustainability programme and report have been prepared in accordance with the GRI standards.





## Sustainability is at the heart of OmaSp



Banks have always played an important role in building Finnish welfare. We contribute to producing essential basic services and providing opportunities for citizens, companies and organisations. Sustainability also means complying with the common practices in the sector, legislation, regulations and sustainable development principles.

OmaSp's sustainability programme is based on our values, Code of Conduct, stakeholder expectations and megatrends in the operating environment. Satisfied customers are at the heart of our strategy. Our goal is to achieve the highest level of customer satisfaction in the sector by being present in our customers' lives. A key to success is the mindset of our enterprising and motivated personnel.

OmaSp is Finnish and Finland's largest Savings Bank. Our history in banking goes back 148 years. We are strongly committed to our customers, personnel and operating environment, contributing to building an economically, socially and environmentally sustainable society. We actively promote and develop the vitality of local

and regional communities by offering jobs outside urban areas and by financing local private and corporate customers. We support a local community spirit and well-being at our branch locations and the surrounding areas by organising events or participating in local events. Our personnel is our most important resource, which is why we want to take care of our employees' satisfaction and physical and mental well-being. Thriving personnel and satisfied customers lay the foundation for our bank's progress and success. A significant part of OmaSp's profit is put back into communities near our customers and for purposes of general interest through the OmaSp foundations and co-operatives that support the well-being, economy and vitality of their catchment areas. They annually distribute grants and subsidies that support, for example, economic education, research, children's sports, youth work, culture and nature conservation.

In the sales of products and services, sustainability shows in taking responsibility for the customer's financial well-being. We do this by, for example, focusing on granting

secured loans to solvent clients, providing tips on prospering or taking care of maintaining a client's solvency in the event of unemployment or illness through loan insurance. Our choices of marketing and trade fair products have been geared towards the use of recycled materials or biomaterials for several years. In 2020, we switched over to green electricity in our office premises. Since the majority of our carbon footprint emissions stem from purchased services, we have set sustainability requirements for our partners.

We promote the well-being and financial literacy of children and adolescents through our involvement in various programmes that teach financial literacy, such as the Oma Onni online learning environment for developing young people's financial literacy or TAT's Yrityskylä learning environment on working life, the economy and society aimed at primary school students.

OmaSp has reported on its sustainability since 2019 and monitored performance against the targets set for the identified sustainability





themes through an annual sustainability report. Since 2019, OmaSp has also supported all of the 17 UN Sustainable Development Goals. Five of these goals – the ones with the most material impact – have been incorporated into our daily management, strategy and operations. In 2020, we expanded the content of our report to also cover the assessment of OmaSp’s environmental impacts through the carbon footprint in accordance with the GHG Protocol standard.

Now the time has come to take our sustainability reporting to the next level. Our updated sustainability programme and report have been prepared in accordance with the principles of the GRI standards. The standards allow us to create consistent principles for how we disclose our material impacts on people, the environment and the economy. In this way, we wish to increase the transparency of our sustainability reporting. Our goal has been to focus on what is essential and we hope the clear structure makes the report easier to read. With our updated sustainability programme, we aim to deepen and advance our sustainability efforts to proactively meet ever-tightening requirements.

OmaSp local and close – in people’s daily lives and dreams

To bring more clarity to our sustainability efforts, we have divided the sustainability aspects into three themes that form the essence of our sustainability efforts now and in the future: we are local and close to people, we promote collective well-being and we contribute to sustainable development. Based

on these themes, we have prepared a roadmap outlining the goals of our sustainability efforts for the coming years. We monitor the implementation of the roadmap annually through the sustainability report. As part of updating our sustainability programme, we have identified ten sustainability aspects that are material to us in the

short term and which form the basis for our sustainability efforts. Although all aspects are important for our work, we have concluded that we must pay particular attention to the following three:

- Supporting customers in personal finance management and development
- Financing sustainable projects and offering sustainable investment products
- Assessing the climate-related risks of investment activities and portfolios



In 2023 we will increase our personnel’s sustainability competence through training, among other means, and adopt a 100 per cent recyclable material for our bank cards. We will also look into different approaches to promote climate action and prepare a carbon neutrality roadmap outlining a specific carbon neutrality goal for us, as well as measures for reaching that goal.

For us at OmaSp, sustainability is, more than anything, about delivering on our promises every day through concrete actions.

**Minna Sillanpää**  
Chief Communications Officer





# Sustainability in 2022

## Key figures and sustainability highlights

We have some  
**160,000**  
customers

**37**  
branches throughout  
Finland



Overall customer  
satisfaction  
**4.3**  
on a scale of 1–5

Customers' satisfaction  
with their own contact  
person  
**4.7**  
on a scale of 1–5



We reached a total of  
**7,000**  
children or adolescents to  
improve their financial literacy

Carbon footprint of  
our operations  
**5,870**  
tCO<sub>2</sub>e

Overall employee  
satisfaction  
**4.5**  
on a scale of 1–5

A substantial part of  
personnel  
**56%**  
are owners

**11.7**  
training days per  
employee in 2022





### Highlights 2022



In addition to expanding our branch network, we have developed our digital services.



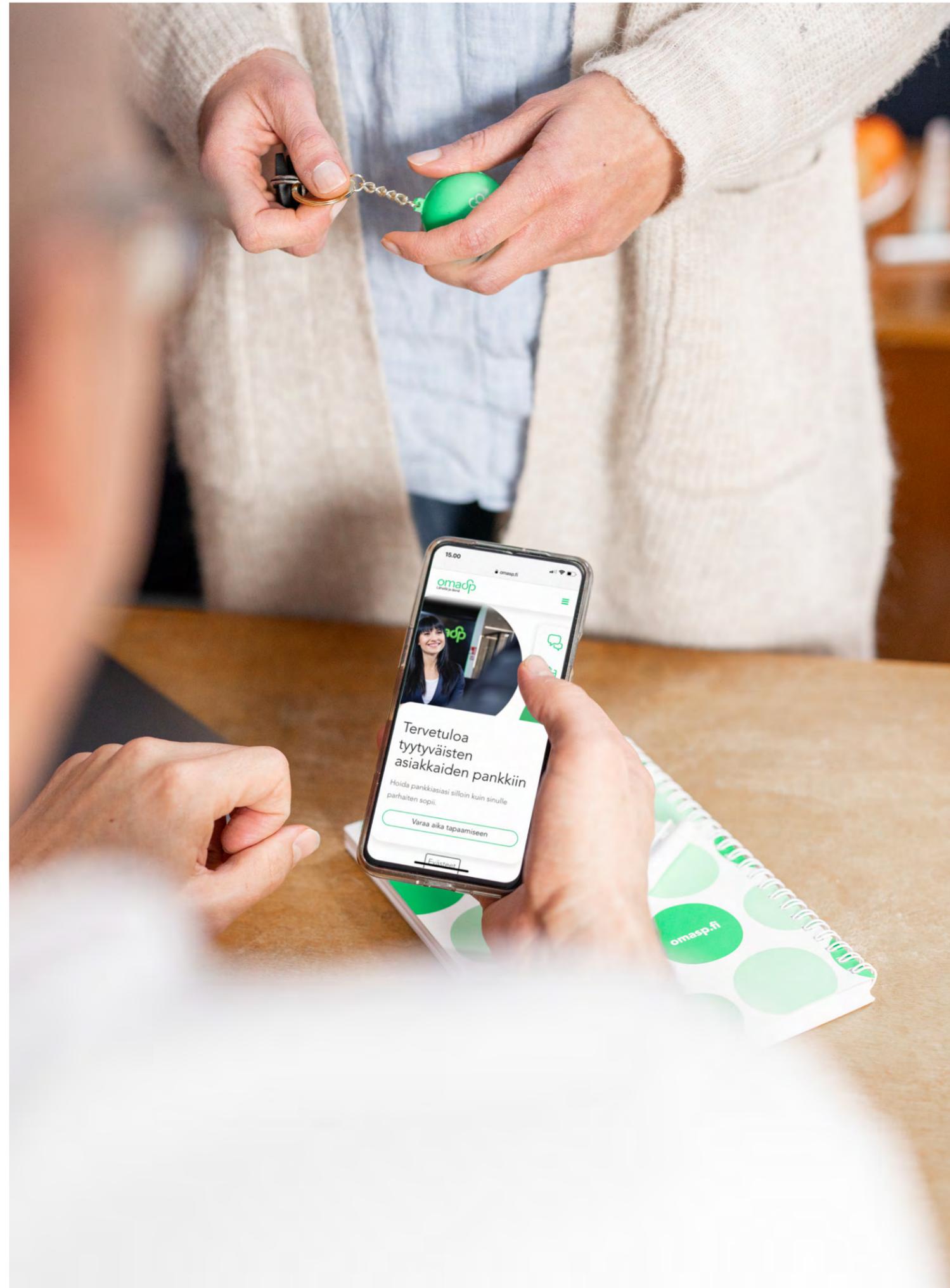
The 'On the road to a winning culture' training programme aimed at the entire personnel continued in 2022. It has helped clarify the company culture and internal operating models, and develop supervisory work further.



Investment advisory services started taking customers' sustainability preferences into account.



Updated sustainability programme and launch of GRI reporting.



# Starting points for sustainability

## Oma Savings Bank Plc in brief

We are Finland's largest independent savings bank, serving our customers in 37 branches and via comprehensive digital channels throughout Finland. Our operations focus on retail banking, and we have some 160,000 customers.

At the heart of our strategy is a satisfied customer, who we aim to reach through a first-rate service experience, sustainable operations and customer orientation, not to mention with our enterprising and motivated personnel. Part of our profit is put back into local communities through our owner foundations and co-operatives, which annually distribute grants and subsidies for non-profit purposes.

Our operations are guided by our values: customer orientation, co-operation, reliability, expertise and results. Our Code of Conduct is based on these values, and they describe the sustainability and ethical foundation of our operations in compliance with regulations and our values.

160,000  
customers

350  
employees

37  
branches throughout  
Finland

## Our Code of Conduct is based on these values



We take care of the customer's interest



We are committed to confidentiality and take care of privacy protection



We communicate openly



We comply insider and trading rules



We avoid conflict of interest situations and identify them in advance



We do not accept or give bribes



We follow good governance

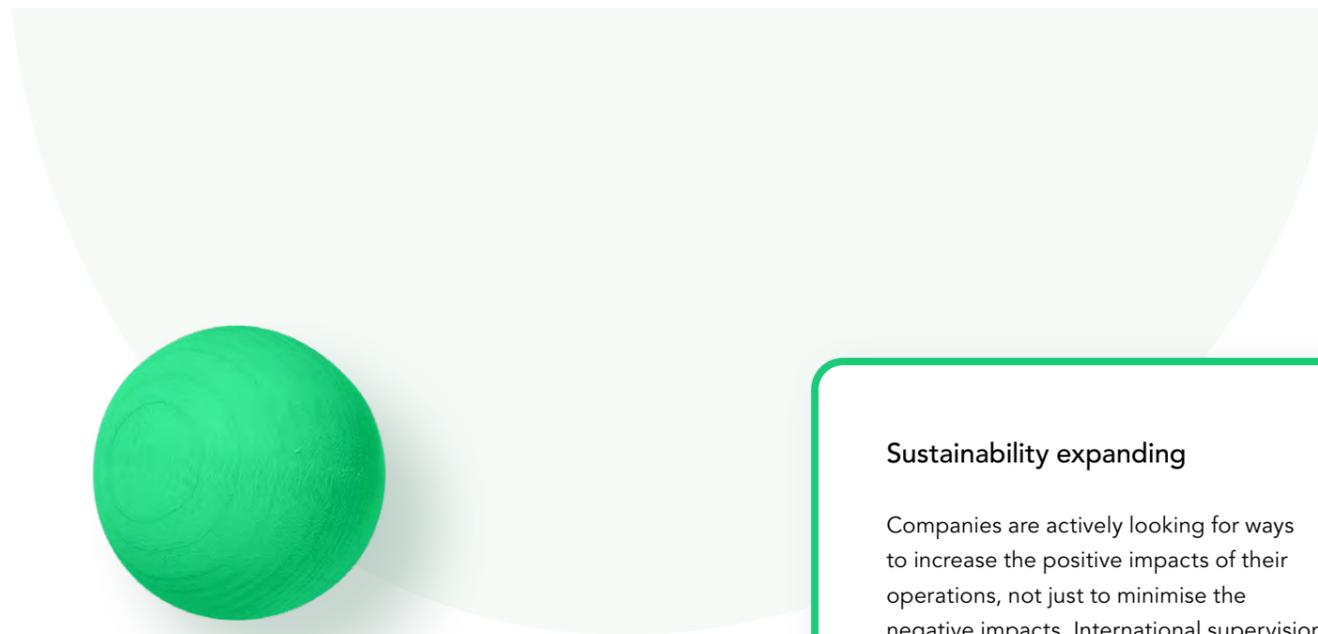


We create a successful working community together



We also demand accountability from our stakeholders





## Global change drivers

In the financial sector, sustainability is more than what is required by laws and regulations. It is about anticipating global change drivers, meeting stakeholder expectations and creating new ways of operating in response to them. The idea is to bear responsibility for economic and social stability, as well as for the climate and the environment.

We have identified and anticipated how tightening regulation and other global change drivers will shape society and, consequently, our operations in the future. The following six global megatrends have a significant impact on our operations. The impacts and opportunities created by these megatrends form the basis for our operations, including our sustainability efforts.

### Climate change and biodiversity

Companies must put more and more effort into responding to climate change and the resulting biodiversity loss. The climate impacts of operations need to be assessed throughout the supply chain and they must also be taken into account in financial solutions and products. Global warming brings business risks and opportunities, to which leaders respond proactively.

### Demographic shift and urbanisation

The financial sector plays a central role in safeguarding well-being in a demographic shift, as general prosperity and the elderly population grow and urbanisation continues. As the elderly population grows and users age, opportunities for personal service must be ensured. It will be increasingly important to offer services outside urban centres, which also enhances the vitality of growth centres.

### Sustainability expanding

Companies are actively looking for ways to increase the positive impacts of their operations, not just to minimise the negative impacts. International supervision and regulation are increasing, and the sector is expected to react quickly, adapt and display international service know-how. As economic thinking evolves and environmental awareness increases, new economic metrics, such as ecosystem accounting and genuine progress indicators, are met with growing interest.

### Labour market transformation

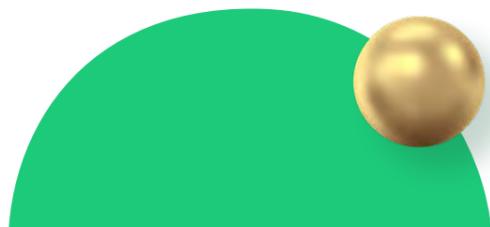
The transformation of the labour market means that working life is in a constant state of change. In working life, workers of different ages and different ways of working must be taken into account. As remote and hybrid work increases, it is possible to rethink the organisation and decentralisation of work. Problems with matching workers with jobs increase when there is no skilled labour available for the jobs on offer. The importance of personal competence development is growing, not to mention the importance of knowing how to stand out as an employer.

### New ways of operating enabled by technology

Operating models are evolving thanks to rapid advances in technology. Automation and decentralisation of operations are all the rage. With advances in technology, the amount of data also increases, which, in addition to technical capabilities, entails a growing need for technological understanding. It is important to remember that our digitalising world is more vulnerable than ever.

### Unexpected situations

Unexpected situations, such as pandemics, political crises and war, affect our operations and the competitive arena. Active monitoring of the political and economic situation and forecasting of situations and risks rise to the forefront. The financial sector must reinforce solvency, the financial structure and liquidity in order to balance the economy.





## UN Sustainable Development Goals

In 2015, UN member countries committed to the Sustainable Development Goals (SDG) programme and goals, which set the agenda for sustainable development for 2016–2023. We are committed to contributing to all of these goals and have identified five goals that are the most material to us and which we can promote through our operations.

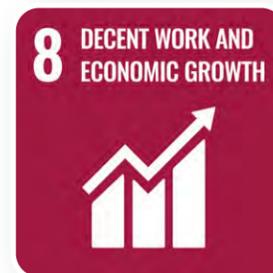
### SUSTAINABLE DEVELOPMENT GOALS



**Goal 3: Ensure healthy lives and promote well-being for all at all ages.** We promote the health and well-being of our customers by ensuring the availability of banking and financial services in an economically sustainable way. In addition to personnel’s physical well-being, we also strive to promote their mental health.



**Goal 4: Guarantee everyone open, equal and quality education, as well as life-long learning opportunities.** We support the career development of our employees through continuous competence development and training. In addition, we promote the well-being and financial literacy of children and adolescents through our involvement in various programmes that teach financial literacy.



**Goal 8: Contribute to sustainable economic growth, full and productive employment and decent work for everyone.** We contribute to sustainable economic growth and productive employment by employing people throughout Finland. We offer training and summer jobs and we participate in, e.g., the Responsible Summer Job campaign.



**Goal 9: Build resilient infrastructure, promote sustainable industrialisation and foster innovation.** We take part in building resilient infrastructure and in promoting sustainable industry and innovation by operating as a partner to various entrepreneurs. We improve the position of small companies as well as their opportunities on the market.



**Goal 17: Revitalise the global partnership for sustainable development.** We take part in reinforcing the implementation of sustainable development by working in co-operation with various actors to achieve a more sustainable Finland. We work with, e.g., Economy and Youth TAT on the Yrityskylä programme, and with the Sedu vocational education and training organisation on Oma Onni.

## Stakeholder co-operation

We know that when it comes to responsible and sustainable operations, taking stakeholders into account brings a considerable competitive advantage. Open dialogue with our stakeholders is thus important to us. Well-functioning stakeholder co-operation increases transparency and the common understanding of our operations and how we develop them. Consequently, it is one of the basic pillars of our sustainability efforts.

Our six key stakeholders are customers, personnel, authorities, co-operation partners and media, and owners and investors. We communicate with these stakeholders on a daily basis and develop our operations based on their insights and wishes.

## Personnel

We employ 350 experts in different parts of Finland. Our personnel expect a stable and attractive workplace where they enjoy working. Our employees are highly enterprising people. Opportunities for personal development and to influence as well as an appreciation of expertise are considered important. Our employees also expect fair and equal treatment.

## Customers

At the heart of our service offering are daily banking services intended for private and corporate customers. Customers expect from us good, continuous and personal service in all our service channels, as well as competitive products. Diverse service channels, good accessibility and confidentiality are considered important.

## Partners and media

We collaborate with different partners, subcontractors and the media. Importance is placed on a safe partnership with shared values. The media, for its part, expects open communication and active dialogue.

## Authorities

We engage in active dialogue with various authorities. The authorities expect us to comply with the legislation and requirements and to react to any changes. Due to tightening requirements, the importance of sustainability reporting is also growing.

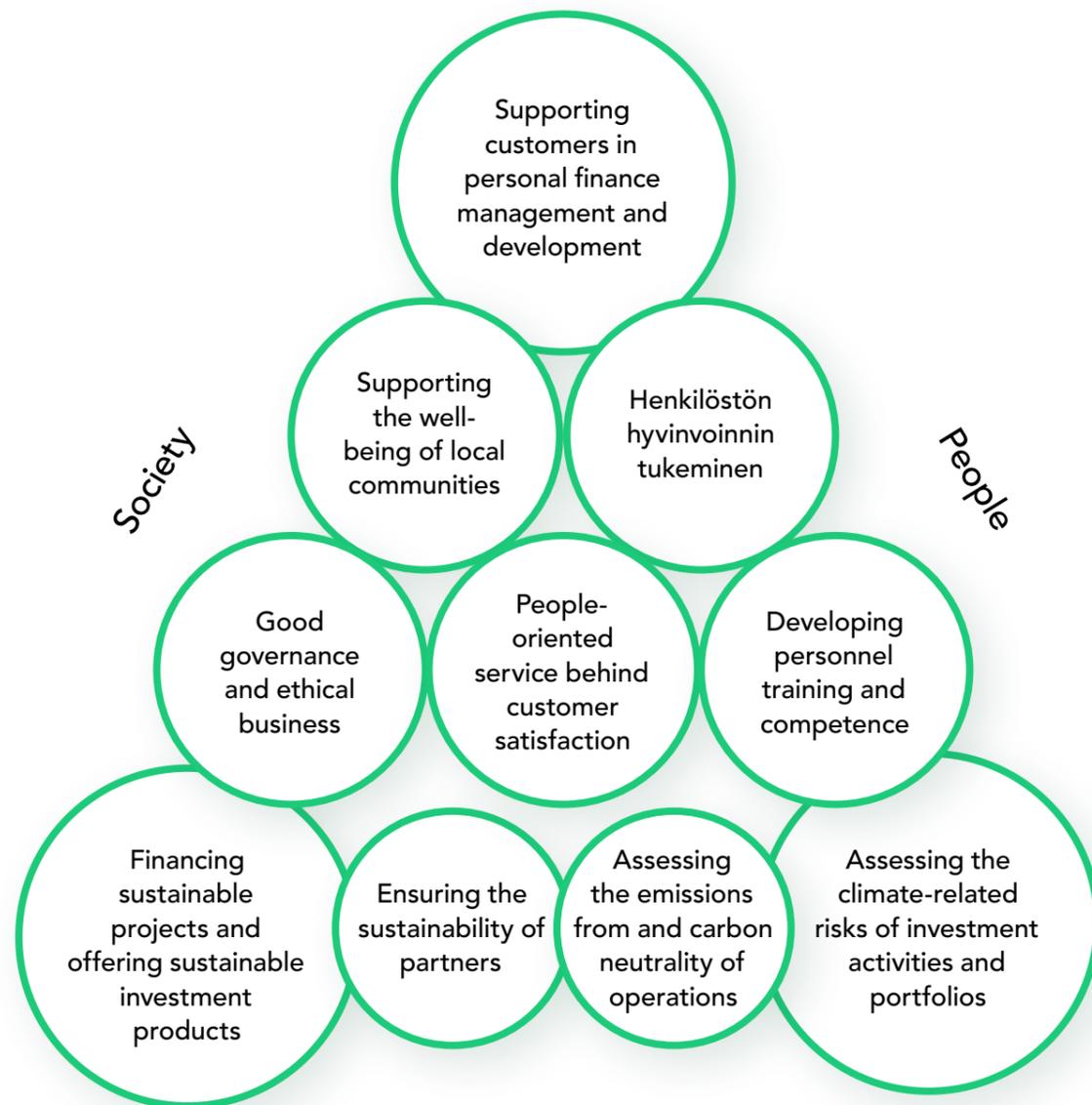
## Owners and investors

Our owners and investors expect our operations to provide good shareholder value and to generate a sufficient return on investments. They also place importance on open and active dialogue, clear communication and end-to-end sustainability. In recent times, owners' expectations of sustainability have tightened and the importance of sustainable financial and investment products is growing. Approximately 75% of Oma Savings Bank's shares belong to non-profit organisations. The largest individual owner is South Karelia's Savings Bank Foundation, with a roughly 30% stake. In 2018, we were listed on the Nasdaq Helsinki Oy stock exchange, thanks to which the bank now has more than 8,000 shareholders.

We also play a major role in the operations of the following associations and organisations:

- TAT Yrityskylä
- Suomen Yrittäjät
- The Finnish Enterprise Agencies

### Main sustainability aspects



Continuous significance



Critical development area



As part of updating our sustainability programme, we have identified the sustainability aspects that are the most significant for us in the short term. These aspects have been identified based on the global change drivers that shape society and thus our operations, and tightening regulation and evolving stakeholder expectations.

We have identified ten material sustainability aspects which form the basis for our sustainability efforts. These sustainability aspects have been identified considering our entire value chain, following the principle of due diligence. We have also assessed

the impacts of our operations under the principle of double materiality; in addition to the negative footprint of our operations, we have identified our handprint, i.e. our positive impact on people, the environment and society.

The continuous development and assessment of these aspects are at the core of our sustainability efforts. All of the identified aspects are important for our work. However, we have further identified the specific aspects we will need to pay particular attention to when it comes to developing our operations going forward.





## Sustainability roadmap

### Sustainability themes

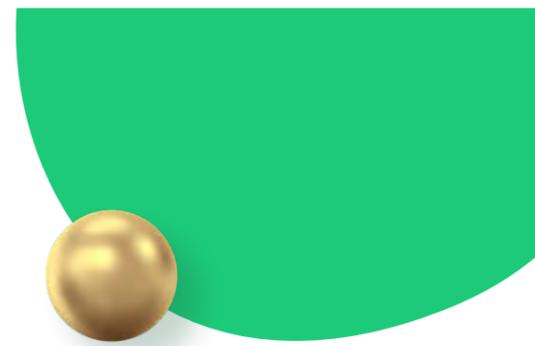
To bring more clarity to our sustainability efforts, we have divided the main sustainability aspects into three themes that form the essence of our sustainability efforts:

**we are local and close to people,**

**we promote collective well-being** and

**we contribute to sustainable development.**

We have prepared a roadmap for these sustainability themes, outlining the goals of our sustainability efforts for the coming years. We monitor the implementation of the roadmap annually through the sustainability report.



We are local and close to people

We want to be local and close to people. **Personal customer service** is our key to customer satisfaction. We regularly monitor customer satisfaction and listen to our customers. We also want to continuously support **all aspects of our personnel's well-being** and enable **the development of our personnel's competence.**

We promote collective well-being

We have an important task to **support customers in the management and development of their personal finances**, in addition to which **we support the well-being of local communities** by employing and financing local players. **We ascertain good governance and ethical business** and also ensure **the sustainability of our partners.**

We contribute to sustainable development

We have the opportunity to positively impact the challenges arising from climate change **by providing sustainable financial and investment solutions** to our customers. **Assessing the climate-related risks of investment activities and portfolios** is important. We also regularly calculate the **emissions from our own operations**, with the goal of reaching carbon neutrality.

## Highlights of our sustainability goals



### Goal: customers satisfied with the service

- Annual overall score in customer survey 4.3/5
- Accessibility 4.3/5
- Satisfaction with the customer's own contact person 4.7/5



### Goal: maintain personnel's well-being and competence

- Personnel satisfaction on a par with the previous years
- Encouraging personnel to seek out training
- Developing sustainability competence



### Goal: offer sustainable financial and investment solutions

- Highlighting sustainability aspects in all new product descriptions
- Process and system changes to create a green aspect
- Roadmap for a green framework in fundraising
- Green-based market financing



### Goal: identify climate-related risks of investment activities and portfolios

- Current situation analysis of framework for collecting sustainability data
- Reporting and communication on climate impacts of investments
- Scenario analysis for climate change risks of investments and financing



### Goal: reach carbon neutrality in our own operations

- Measuring the carbon footprint annually
- Creating a carbon neutrality roadmap
- Committing to the Paris Agreement



### Goal: support the well-being of local communities

- Well-functioning services and sharing of information for entrepreneurs
- Collaboration with foundations and co-operatives



### Goal: support people in managing and developing their finances

- Several webinars and training events for customers annually.
- Annual monitoring of customer satisfaction with financial planning
- Regular collaboration to develop the financial literacy of children and adolescents



### Goal: good governance and ethical business throughout the supply chain

- Partner selection criteria and process for ESG verification
- Avoiding breaches of the Code of Conduct

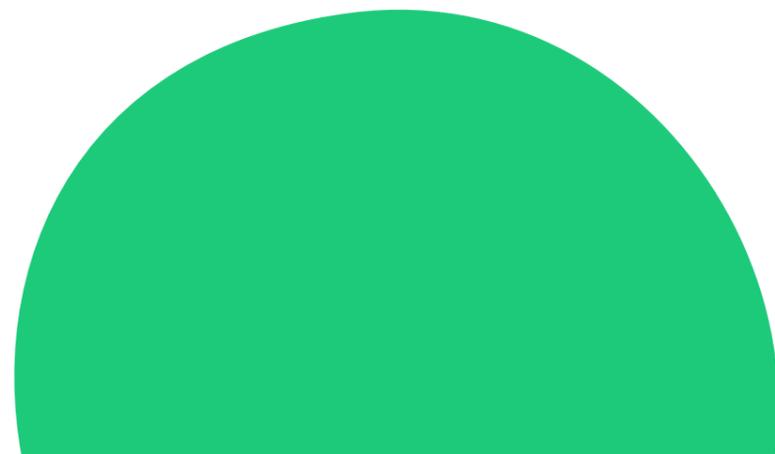


### Sustainability management

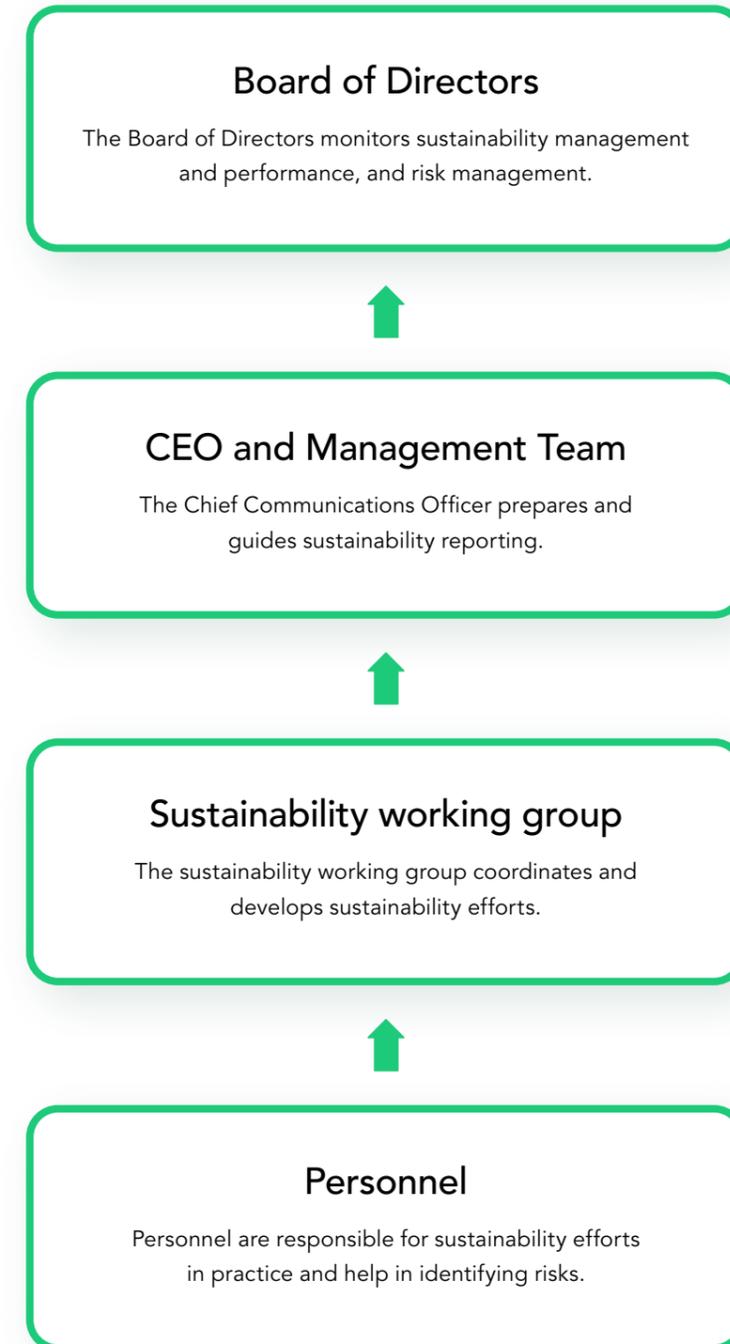
The operational management of sustainability matters is part of our daily business. Our sustainability activities and their management are guided by the sustainability programme for 2023–2025, which was updated in 2023.

The sustainability governance model lays down the structures and obligations in managing our sustainability efforts. Sustainability matters are addressed regularly throughout the organisation.

A more detailed description of Oma Savings Bank Plc’s corporate governance and key management practices can be found on the company’s website [sijoittaminen.omasp.fi/en/corporate-governance](https://sijoittaminen.omasp.fi/en/corporate-governance)



### Sustainability governance model at OmaSp



#### Board of Directors

The Board of Directors monitors sustainability management and performance, and risk management.



#### CEO and Management Team

The Chief Communications Officer prepares and guides sustainability reporting.



#### Sustainability working group

The sustainability working group coordinates and develops sustainability efforts.



#### Personnel

Personnel are responsible for sustainability efforts in practice and help in identifying risks.



The sustainability management practices are based on, in addition to Oma Savings Bank’s strategy, the UN Sustainable Development Goals and supplementing internal guidelines and commitments.

## Management systems and guiding principles and policies

The sustainability roadmap will be communicated and put into practice through multiple channels reaching out to existing and potential customers, employees and the various stakeholders. OmaSp's website will be revamped in 2023, and new contents will be added for different target groups.

Aspect	Definitions and boundaries	Key guiding principles and policies
<p><b>We are local and close to people</b></p> <ul style="list-style-type: none"> <li>People-oriented customer service</li> <li>Personnel's well-being</li> <li>Developing personnel's competence</li> </ul>	<ul style="list-style-type: none"> <li>We monitor customer satisfaction based on a survey</li> <li>We monitor personnel's job satisfaction, sick leave and accidents</li> <li>We monitor personnel's training hours and degrees</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability programme and related goals</li> <li>Principles of good business conduct</li> <li>Processing of customer complaints and feedback</li> <li>Personnel policy</li> <li>Work community development plan</li> <li>Equality and equal opportunity plan</li> <li>Occupational health and safety programme</li> <li>Occupational healthcare action plan</li> <li>Remuneration principles and remuneration policy</li> <li>Reporting of breaches</li> <li>Early support model</li> </ul>
<p><b>We promote collective well-being</b></p> <ul style="list-style-type: none"> <li>Supporting people in managing and developing their personal finances</li> <li>Supporting the well-being of local communities</li> <li>Good governance and ethical business</li> <li>Sustainability of partners</li> </ul>	<ul style="list-style-type: none"> <li>We monitor in the customer satisfaction survey whether customers have been presented with opportunities for prospering and whether their future plans have been discussed</li> <li>We monitor the local events organised by our branches</li> <li>We monitor the implementation of the Code of Conduct and cases of misconduct</li> <li>We monitor our partners' sustainability performance</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability programme and related goals</li> <li>Principles of reliable governance and internal control</li> <li>Principles of good business conduct</li> <li>Conflict management principles</li> <li>Reporting of breaches</li> <li>Insider register</li> <li>Trading guidelines for personnel</li> <li>Compliance function's operating principles and annual plan</li> <li>Risk management function's operating principles and annual plan</li> <li>Principles of preventing money laundering and terrorist financing</li> </ul>
<p><b>We respond to the challenges arising from climate change</b></p> <ul style="list-style-type: none"> <li>Sustainable financial and investment solutions</li> <li>Climate-related risks of investment activities and portfolios</li> <li>Emissions from and carbon neutrality of own operations</li> </ul>	<ul style="list-style-type: none"> <li>We monitor customers' sustainability preferences in investment products.</li> <li>We monitor that the bank's own investment decisions are in line with the bank's other sustainable development goals</li> <li>We monitor the carbon dioxide emissions from our own operations and measures to reduce emissions</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability programme and related goals</li> <li>Survey of opportunities and risks related to climate change</li> <li>Principles for responsible investment</li> <li>UN Sustainable Development Goals</li> </ul>



## We are local and close to people

.....

We want to be local and close to people. Personal customer service, customer satisfaction and personnel's overall well-being are important things to us.



## Our goals for 2023



- We are easily accessible
- We know our customers personally
- We have the highest rating in customer satisfaction in the sector
- We focus on the accessibility of our services and on our service channels
- We achieve the highest rating in job satisfaction in the sector
- We implement annual work well-being plans and related targets
- We continuously develop our personnel's competence and professional skills
- We keep track of the annual hours and days of training
- Over the years, there are no cases of harassment or bullying

## Our goals by 2026

Our goal is for our customers to be satisfied with our services:

- We will review all our services and eliminate any unnecessary ones
- The accessibility of our services is given a score of 4.3/5 in the annual survey
- Satisfaction with the customer's own contact person is given a score of 4.7/5 in the annual survey
- Overall satisfaction with the bank's operations in the customer satisfaction survey is at least 4.3/5

Our goal is to maintain personnel's well-being and competence:

- We maintain benefits that increase well-being at work (company bicycle, culture and sports benefit)
- We ensure every year that the work spaces are practical and that the working conditions and ergonomics are in order
- Annual absences due to illness remain on the level of the previous years
- We monitor the number of recruitments and make sure that new employees receive orientation
- Employees evaluate their satisfaction with their supervisor in an annual survey
- Overall satisfaction with the employer is evaluated in an annual survey
- We monitor personnel's training days and the euro amounts spent on training annually
- We encourage our personnel to participate in training and monitor the number of completed degrees
- We develop our personnel's sustainability competence and organise related training

## Personal customer service

We are present in the day-to-day lives of our customers in our 37 branches around Finland, in addition to which we serve our customers via our digital channels – at any time and anywhere in the world. Our broad network of branches and comprehensive digital services ensure that **services are conveniently and personally accessible** in the form that suits the customer.

Each one of our branches is the bank's flagship in their area. **In recent years, we have strengthened our position in key growth centres in accordance with our strategy.** Thanks to our broad network of branches, we know the local market and our customer base.

To ensure that our customer service is flexibly available, **we also continuously develop our digital channels.** In addition to online banking, we offer OmaMobiili and OmaVahvistus and we enable digital buying and selling of homes and web conferencing. The objective of these services is to ensure that our customers can take care of banking matters together with their dedicated expert, regardless of where they are, by using a smartphone, tablet or computer.

Branches in

**37**

towns and cities  
throughout  
Finland

We have some

**160,000**

customers



**OmaMobiili and  
OmaVahvistus**



**Online bank**



**Customer visits**



**OmaPostilaatikko  
and OmaVara**



**Customer service,  
call center and chat**



In 2022, we opened new branches in Iso Omena, Espoo, and Kruunukeskus in Lielähti, Tampere. In addition, we announced the completion of our largest-ever corporate restructuring with Liedon Savings Bank, which will considerably strengthen our market position and service network in the Turku region and in the whole of Southwest Finland. With the expanding branch network we wish to focus on even better accessibility and expert service throughout Finland.



We place great importance on the quality of our customer services and on ensuring that our services are flexibly available. That is why, in addition to expanding our branch network, we have developed our digital services. In 2022, we introduced the OmaPostilaatikko mailbox to make digital banking even more convenient. The new service allows customers to receive and send banking-related documents securely in digital format.

In spring 2022, we also launched a new feature, OmaVara, for our customers within OmaMobiili. This new feature makes it easy for customers to get an overall picture of their total wealth and monitor their own finances and how they develop.

The comprehensive development of the accessibility of our online services has continued and meets the requirements. As many users as possible are able to use our digital services using assistive technologies. Considering accessibility is part of our daily work and developing our digital services.

### Overall customer satisfaction

# 4.3

on a scale of 1–5

### Satisfaction with the customer's own contact person

# 4.7

on a scale of 1–5



Through national collaboration with the Finnish Enterprise Agencies, we support early-stage entrepreneurs. In 2022, we also started national collaboration with Suomen Yrittäjät. Our objective is long-term goal-driven collaboration to guarantee Finnish

SMEs opportunities and tools for financial success and for promoting their well-being. Through the collaboration, the members of Suomen Yrittäjät enjoy benefits concerning Oma Savings Bank's services.

We offer retail banking services to households, housing companies, SMEs and agricultural and forestry entrepreneurs. We offer each customer a dedicated expert and we also serve our customers in the evenings on weekdays and on Saturdays. The same dedicated expert can serve a customer in their private banking needs and their company's financial matters.

Continuously improving the customer experience is a matter of the heart for us. Our goal every year is to achieve the highest rating in both customer satisfaction and customer service in the sector. According to the Parasta Palvelua (i.e. Best Service) survey conducted at the end of 2022, **we have a very high level of customer satisfaction**. The number of customers participating in the survey grew from the previous year.

Entrepreneurs and their businesses represent a significant part of our growing customer base. We assist our corporate customers in all practical financial matters and financing needs. We also provide tips on establishing a company and drawing up a business plan.

### Personnel's well-being

We employ roughly 350 motivated and enterprising experts in various parts of Finland. A significant proportion of our personnel, 56%, are the bank's shareholders, which contributes to their commitment and work motivation. It is important to us to promote and maintain the diversity of our work community by recruiting experts of all ages. The gender and age distribution of our employees is on a more equal footing than average.

Our personnel is our most important resource in implementing our strategy of ensuring first-rate service and customer satisfaction. **That is why we want to take care of our employees' satisfaction and physical and mental well-being.** Thriving personnel and, as a result, satisfied customers lay the foundation for our bank's progress and success also going forward. In 2022, we invested around EUR 840 per person in occupational health care.

We monitor our employees' well-being, job satisfaction and satisfaction with the employer through annual personnel satisfaction surveys. We also monitor absences and the number of occupational accidents. We continuously work to prevent bullying at the workplace. Our annual goal is to achieve the highest rating in job satisfaction in the sector.

The number of respondents to the employee survey carried out in 2022 was a record-high 302, resulting in a response rate of 90%. The results show our long-term efforts to develop our work community. The overall employee satisfaction reached a record-high level and our supervisory work is at a great level as a whole. Especially the feedback and conversation culture improved further during last year.

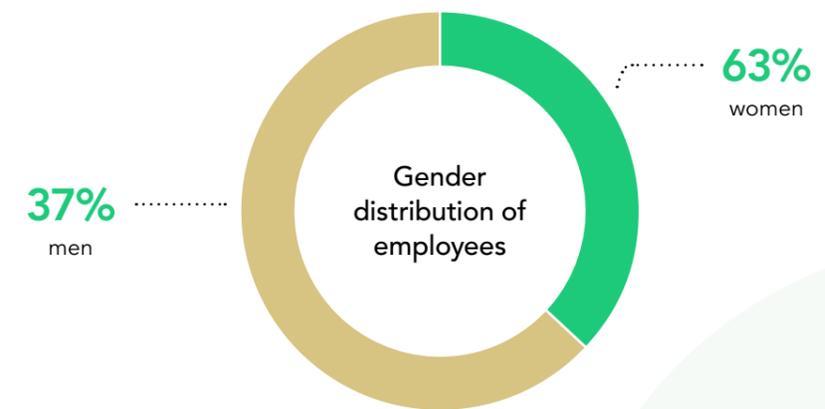
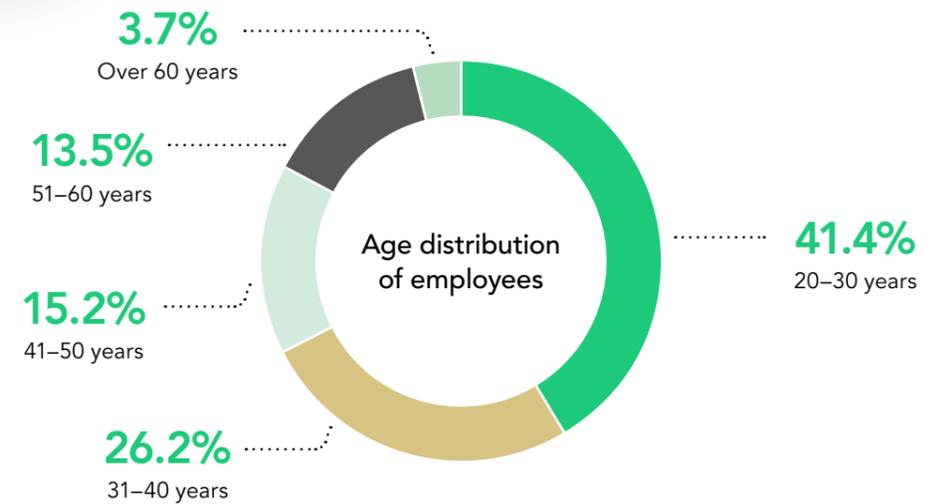
Overall employee satisfaction

**4.5**

on a scale of 1–5

- Training opportunities
- Extensive occupational health care
- Exercise and meal benefits
- Workplace health promotion events and WHP days

### Personnel key figures in 2022



- 36.4** Average age of employees
- 2** Number of occupational accidents
- 6.13** Days of absence per person

## Developing personnel's competence

For our personnel, expertise and diverse competence go hand in hand. Our employees are highly enterprising and skilled people who are committed to the people-oriented service at the heart of the bank's strategy.

Every employee has a clear role in the bank's organisation as well as adequate responsibilities and tasks. **A learning work community where employees can develop themselves in the manner of their choosing is important to us.** The competence of our personnel is also a key competitive factor, therefore, we continuously work to improve it. We have a tailored OmaSp Master training programme, which is implemented in collaboration with the University of Tampere. The programme is intended for the bank's experts and supervisors.

In addition, we organise training weeks targeted at the entire personnel with the aim to develop our personnel's professional skills. In addition to ongoing and regular training, we offer supervisors and experts the opportunity to complete the licensed real estate agent (LKV) qualification, for example. We annually monitor the personnel's training hours.

The training programme 'On the road to a winning culture' launched in 2021 for the entire personnel continued also in 2022. It has helped clarify the company culture and internal operating models, and develop supervisory work further. The development of the job applicant experience has been continued by making better use of the recruitment system in place. The orientation process as a whole has also been improved.

Training days per employee

11.7

in 2022

Company bicycle benefit

88

in use during 2022

Completed LKV qualifications

20

during 2022



"Our OmaSp Master training programme got off to a strong start with the development of supervisory work in 2018. We also recognised the importance of the role of experts, and thus decided to implement the training package for a group that included both experts and supervisors."

**Sarianna Liiri**, OmaSp's Chief Financial and Administrative Officer



We are involved in the Responsible employer campaign. The organisations involved in the campaign are committed to promoting the six principles of the campaign: non-discrimination, flexibility and working life balance, investment in supervisory work, content and meaningfulness of work, remuneration in line with the demands of the job and good applicant experience.



## We promote collective well-being

We support our customers in managing and developing their personal finances. We also support the well-being of local communities and ascertain good governance and ethical business throughout the value chain.

### Our goals for 2023



We continue our efforts to support SMEs operating outside urban centres	We create new jobs within the limits of growth	We report on our tax footprint and on our financial figures
Over the years, there is not a single breach of the Code of Conduct	We continue implementing Yrityskylä and OmaOnni	We maintain communication on financial management aimed at adolescents and children



### Our goals by 2026

Our goal is to support people in managing and developing their personal finances:

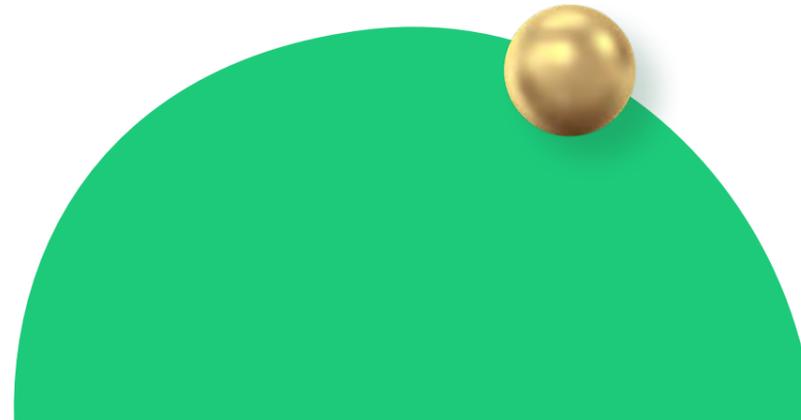
- Every year, we organise several webinars and training events related to personal financial management
- We continue regular collaboration to develop the financial literacy of children and adolescents
- We monitor our customers' satisfaction with financial planning together with their contact person
- We ensure that our experts are interested in supporting the customer financially also in difficult situations

Our goal is to support the well-being of local communities:

- We create opportunities for companies and families by offering well-functioning services and information sharing also to entrepreneurs
- We continue collaborating with foundations and co-operatives to support regional well-being

Our goal is to ensure good governance and ethical business throughout the supply chain:

- We comply with general requirements and regulations
- We commit to implementing the sustainability programme
- We choose our co-operation partners with sustainability aspects in mind
- We avoid breaches of the Code of Conduct in all our operations
- We establish procurement criteria and a process for ESG verification to ascertain the sustainability performance of our partners





## Supporting people in managing and developing their personal finances

Supporting people in managing and developing their personal finances is an important part of our operations. We facilitate personal financial management for people of all ages through various partnerships, webinars, training events and learning environments.

In 2022, we organised numerous open webinars and training days related to, for example, investing, saving and financial management. The events were open for all and free of charge. We also continued close collaboration with educational institutions to promote the financial literacy of children and adolescents.



We continued close collaboration with educational institutions to promote the financial literacy of children and adolescents:

**OmaOnni** is a web-based learning environment for developing young people's financial literacy. During the school year 2022–2023, more than 2,970 students in 28 secondary schools in 13 towns and cities across Finland will study within the Oma Onni programme. Six foundations that own Oma Savings Bank and six providers of upper secondary education are involved.

**pääOma** is an e-learning environment for personal finance management in Sedu's Moodle. Its target group includes students that are entering working life and starting to take more responsibility for their own finances. Content for the learning

environment is produced by Sedu's students and teachers of shared qualification modules (YTO). YTO teachers use the pääOma material in their own teaching. pääOma is being developed together with the Oma Onni programme.

**Yrityskylä** is a learning environment on working life, the economy and society that is aimed at sixth- and ninth-graders. It operates nationwide in ten regions and is based on the Finnish school curriculum. As much as 80% of Finland's sixth-graders participate in Yrityskylä's

activities. We participate in the activities of TAT Southeast Finland, which reached more than 4,000 sixth- and ninth-graders and more than 80 teachers in 2022.

We reached some

**7,000**

children or adolescents to improve their financial literacy

### Training highlights

- **Suomen Asuntoneuvoja organised a webinar** where investment specialist Matti Kotka from the Jyväskylä branch gave tips on personal financial management and building wealth. Piia Hirvonen, the head of the Hyllykallio branch in Seinäjoki spoke about buying the first investment apartment.
- In November, **the Hämeenlinna branch organised a training session on personal financial management** for the first 100 to sign up. Laura Hovila, the Hämeenlinna branch's bank lawyer, shed light on why a continuing power of attorney is needed. In addition, investment specialist Tarja Pennanen addressed the topic of prudent saving.

## Supporting the well-being of local communities

We are committed to working for the well-being of Finnish society. We actively promote and develop the vitality of local and regional communities by offering jobs outside urban areas and by financing local private and SME customers.

We annually organise or are involved in local events aimed at enhancing local community spirit and well-being. In addition, our owner foundations and co-operatives distribute grants and subsidies for non-profit purposes every year. These purposes include, for example, economic education, research, children's sports, youth work, culture and nature conservation.



It is important to us to promote the vitality of local communities in Finland and the success of entrepreneurs living outside urban centres, which is why we are the first bank in Finland to support, together with the European Investment Fund (EIF), micro-entrepreneurs and social enterprises. The objective is to help special groups establish and develop companies and business operations. These groups may include, for example, the unemployed or persons at risk of becoming unemployed or other individuals that struggle to find employment.

We are delighted that the Nordic Investment Bank (NIB) once again chose us as their co-operation partner in 2022 and we were able to sign the third consecutive loan agreement. This agreement provides us with more opportunities to allocate money for improving the competitiveness and success of Finnish SMEs.



### Event highlights 2022

- In June, we organised a Super Saturday at OmaSp Stadium with free activities for families and young people.
- The OmaSp Joroinen branch organised, together with the Joroisten Oma co-operative and the municipality of Joroinen, the Sibelius Upper Secondary School's Christmas Show at Urheilutalo.
- OmaSp was the main partner of the Nordic Business Forum 2022 event and the Valtakunnalliset Yrittäjäpäivät 2022 event.
- In October, the OmaSp branch in the centre of Seinäjoki organised a breakfast event for pensioners with a lecture given by Tapani Kiminkinen.
- Hauho's and Renko's Savings Bank Foundations organised, together with the OmaSp Hämeenlinna branch, a free OmaJoulu Christmas concert.

### Grant and subsidy highlights

- OmaSp supported UNICEF's work to help Ukrainian children through a EUR 100,000 donation.
- South Karelia's Savings Bank Foundation donated EUR 120,000 for the activities of TAT Yrityskylä in Southeast Finland and EUR 90,000 to the lake conservation association Pien-Saimaan Suojeluyhdistys.
- Töysä's Savings Bank Foundation donated EUR 150,000 in subsidies to junior sports teams and a grant of EUR 500,000 to Seinäjoki University of Applied Sciences for the establishment of the Töysän Säästöpankkisäätiö research fund.
- Parkano's Savings Bank Foundation and OmaSp's Tampere branch donated EUR 100,000 to Tampere University Hospital's Paediatric Haematology and Oncology unit as a Christmas present.
- Hauho's Savings Bank Foundation and Renko's Savings Bank Foundation donated EUR 600,000 to Häme University of Applied Sciences and the Kanta-Häme Central Hospital for research work.
- Eurajoki's Savings Bank Foundation started its operations and announced that it would support Vaasa University's and Satakunta University of Applied Sciences' project with EUR 150,000.

## Good governance and ethical business throughout the supply chain

We are committed to promoting sustainable economic growth and productive employment. In addition to actively promoting local and regional vitality, we contribute to society through indirect economic impacts by, for example, paying taxes. These proceeds are used to safeguard the basic functions of society and build well-being. Furthermore, the salaries and social benefits paid to personnel have a positive effect on employees and on the surrounding communities.

Our business is guided by our Code of Conduct. In 2022, there were no reports of breaches of our Code of Conduct.

**Our goal is to monitor even more closely the sustainability performance of our partners.**

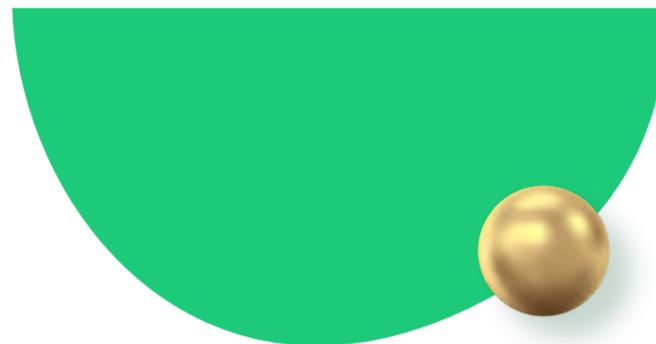


In 2022, we made the list of top climbers on the Helsinki stock exchange. According to the comparison of banks carried out by Kauppalehti in May 2022, we were the best bank with nationwide operations in Finland.

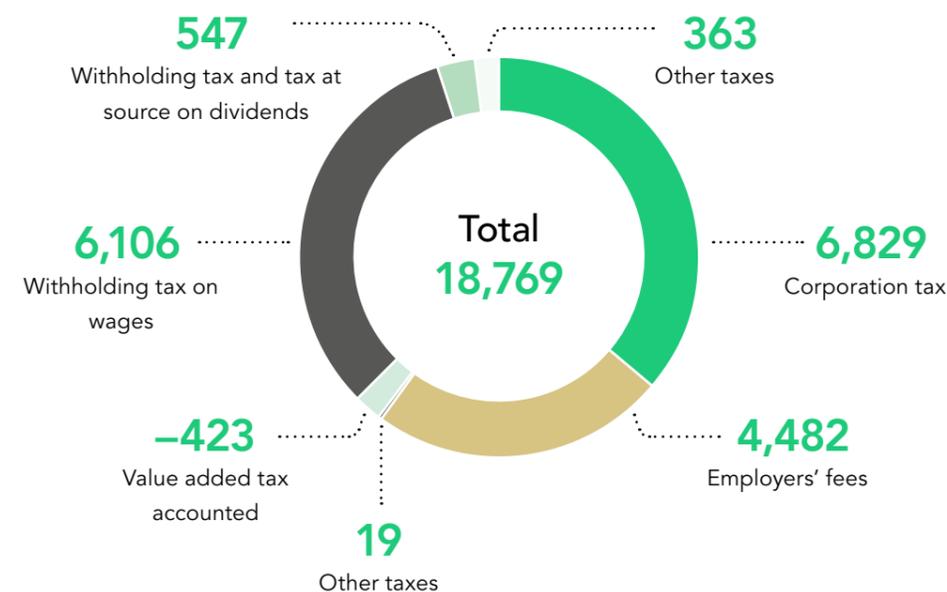


We enjoy collaborating with educational institutions, and we offer several training and thesis opportunities on a range of educational levels. We are involved in the national Responsible Summer Job campaign. We commit to following the campaign's good summer job principles that help make summer jobs a good experience for both the summer worker and the employer.

In 2022, we employed a total of 38 summer workers in a range of positions in our branches and administration. According to summer workers, the best thing about working with us is the good team spirit and co-workers.



Oma Savings Bank's tax footprint 2022 (1,000 euros)



**Taxes payable (1,000 euros)** **OmaSp**

Corporation tax	6,829
Employers' fees	4,482
Other taxes	19

**Taxes to be collected and accounted (1,000 euros)** **OmaSp**

Value added tax accounted	423
Withholding tax on wages	6,106
Withholding tax and tax at source on dividends	547
Others	363
<b>Total</b>	<b>18,769</b>



## We contribute to sustainable development

We positively impact climate change challenges through sustainable financing and investment solutions. We regularly assess the emissions from our own operations.

### Our goals for 2023



We comply with the principles of sustainable financing in all our operations

We improve young people's knowledge of sustainable financial management

We survey our carbon footprint and other environmental impacts

We minimise travel in our internal operations

We devise the necessary process and system changes to assess the energy efficiency of our customers' collaterals



### Our goals by 2026

Our goal is to offer sustainable financial and investment solutions:

- We highlight sustainability aspects in all new product descriptions
- We devise process and system changes to create a green aspect (green bonds/instruments)
- We create a roadmap for OmaSp's green development in fundraising and design an impact assessment for the bank's other operations. The bank seeks green market financing after the completion of the green framework.

Our goal is to identify climate-related risks of investment activities and portfolios:

- We create a current situation analysis on the identified framework for collecting sustainability data and initiate concrete measures
- We monitor and report on the climate impact of investments
- We create a scenario analysis for the climate change risks of investments and financing

Our goal is to reach carbon neutrality in our own operations:

- We measure the carbon footprint of our operations annually
- We create a carbon neutrality roadmap
- We commit to the Paris Agreement

## Sustainable financial and investment solutions

We know that the financial sector plays a major role in promoting sustainable development in society. It is one of the guiding aspects in our financing decisions. We want to help our customers transition towards a climate-resilient economy. For us, it means considering and integrating sustainability aspects in all our investment and financing decisions and allocating funds to where they have the biggest impact on the well-being of the environment, climate and people. Through our financing decisions we can thus promote the development of environmentally sustainable products and services through these companies. We collaborate with, for example, Finnvera and the European Investment Fund on financial solutions aimed at the green transition. In addition, we have a refinancing partnership with the Nordic Investment Bank, in which the projects to be financed must meet the NIB's environmental mandate.

In the suitability assessment of the investment advisory services, we take into account the existing or potential customer's sustainability preferences in choosing the recommended financial instruments. This means surveying and taking into account the EU Taxonomy, the EU disclosure regulation and principal adverse impacts. Before making a product recommendation based on the investment advisory service's suitability assessment, we review the sustainability risks and their likely impact on the return on the financial instruments together with the customer. The suitability assessment means a procedure of collecting information about the customer and assessing the suitability of a specific investment service or financial instrument for the customer. No financial instruments are recommended to customers that are against their sustainability preferences.

**Our goal is to create a green framework roadmap for fundraising. We also want to highlight sustainability aspects in all new product descriptions and devise process and system changes for green bonds and instruments.**

## Sustainable financial and investment solutions

We primarily focus on granting secured loans to solvent customers.

We work to combat the increase in short-term loans and we teach people of all ages personal financial management.

We evaluate whether a project to be funded meets the environmental requirements.

We consider environmental, social and good governance issues (ESG factors) in our investment operations.



Where possible, we aim to increase our customers' awareness of the state of the environment. In 2022, we organised a Baltic Sea evening at the Lahti branch, where Matti Leppäranta, professor emeritus of geophysics from Lahti, presented the current state of the Baltic Sea and his book 'Itämeri ja ihminen'.

We want to contribute to enhancing biodiversity, and our largest owner, South Karelia's Savings Bank Foundation, has been key in supporting the conservation of Lake Saimaa's waters for many years.

Through our owner foundations and cooperatives, we also participate in sizeable projects to promote the well-being of the environment and society. In 2022, Eurajoki's Savings Bank Foundation was involved in Vaasa University's and SAMK's major project establishing a professorship and a Master's programme in energy-related robotics applications. The professorship will strengthen collaboration between Ostrobothnia and Satakunta in research on the green transition and robotics, as well as in the development of the battery cluster.

## Risks and opportunities related to climate change

An essential aspect of promoting sustainable development is the management of risks arising from climate change and the mitigation of climate emissions. Climate change calls for new practices to limit the rise in global average temperature to 2°C in accordance with the Paris Agreement.

We want to participate in efforts to combat climate change, which is why we have identified the risks and opportunities arising from climate change for our operations at the various stages of the value chain. Almost all of the risks affecting the company are transition risks, which arise as economic operators reduce their emissions and decarbonise their operations.



Transition risks also bring with them numerous business opportunities, including the renewal of the product portfolio and increase in digital services. The company's investment strategy can influence how assets are allocated to companies, projects and households in need of financing. Sustainable development is one of the guiding aspects in our financing decisions.

Risk		Description	How do we respond to risks?
<b>Transition risks</b>	Change in markets	Markets change and demand for climate-friendly products increases, which leads to the renewal of product portfolios. Assets are increasingly, and at a lower cost, invested in projects which aim to advance sustainability, and investments with negative impacts are avoided.	<ul style="list-style-type: none"> <li>• We generate value for customers sustainably by continuously developing new services and sustainable solutions (e.g. online housing transactions, changes in payment methods, climate-related credit products or home mortgages, offsetting the carbon footprint in the investment of assets).</li> <li>• We develop our personnel's ways of working and ensure climate-friendly operations by assessing the carbon footprint of OmaSp's operations and creating a roadmap to reduce emissions.</li> <li>• We increase and develop interaction and service and make sure that a personal contact is available in remote services.</li> <li>• We develop customer communications by reporting on, for example, the financing of environmentally sustainable projects together with the European Investment Fund. We provide the OmaOnni and Yrityskylä services with material on climate and sustainability.</li> <li>• We follow Finance Finland's common climate targets. Our goal is to monitor and report on the climate impact of investments following TCFD's reporting recommendations, as applicable. A further goal is to create a scenario analysis for the climate change risks of investments and financing.</li> </ul>
	Changes in policy measures and legislation	Legislation and other regulations tighten, which causes changes in daily work. Companies are expected to establish hands-on targets for climate-change related work.	
	Technological development	Technology changes and the demand for digital services and service channels increases.	
	Reputational risk	Stakeholder demands relating to sustainability change (e.g. green bonds), and more attention is paid to the origin of assets (climate and environmental aspects). Reputational risk arises if the markets do not meet demand as consumer expectations change. The importance of climate change abatement and other sustainability work is also highlighted in communication.	
<b>Physical risks</b>	Extreme weather events and pandemics	Rising temperature, extreme weather events and global pandemics may indirectly interfere with repayment capacity.	

### Climate impacts of our operations

We build a sustainable economy and promote climate change mitigation and adaptation. We continuously develop our services so that they encourage customers to take sustainable and environmentally friendly action. We also aim to design our own operations to be as environmentally friendly as possible.

We have identified the main environmental and climate impacts of our operations and the preliminary measures that help us minimise these impacts. We have assessed our environmental impacts through the carbon footprint since 2020. The carbon footprint measures the environmental impacts of our operations through the climate impact. The calculation is based on the GHG Protocol standard. Read more about our carbon footprint in a separate report.

Tightening stakeholder expectations encourage us to actively reduce our climate emissions. In 2023, our aim is to look into different approaches to promote climate action and prepare a carbon neutrality roadmap outlining a specific carbon neutrality goal for us, as well as measures for reaching that goal.

Our total carbon footprint in 2022 was 5,870 tCO<sub>2</sub>e. The carbon footprint grew from the previous years, which can be explained by the company's strong focus on growth and accessibility. Under 1% of the total emissions consist of direct emissions, i.e. the use of company cars. The bulk of the emissions, 96%, consists of other indirect emissions from the supply chain. We can influence these mainly by setting different requirements on our partners' sustainability performance. This is one of our sustainability goals for the upcoming years.

In 2022

**68%**

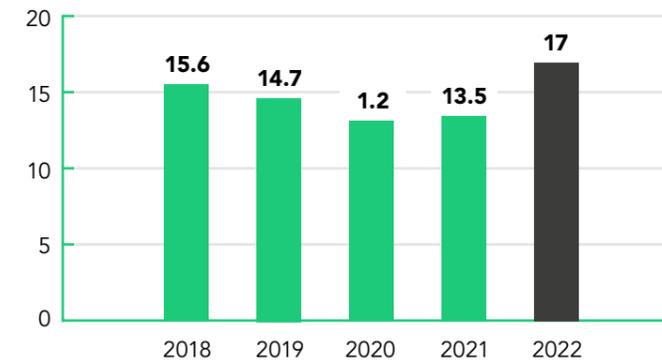
lower emissions intensity per employee (scopes 1 and 2) compared to the sector average

In 2022

**71%**

lower emissions intensity per employee (scopes 1 and 2) compared to 2018

### Emissions intensity (tCO<sub>2</sub>e/employee) in 2018–2022, scopes 1–3



Scope 1: Emissions from company cars  
**1.5 tCO<sub>2</sub>e** (under 1%)



Scope 2: Emissions from energy consumption  
**259 tCO<sub>2</sub>e** (4%)



Scope 3: Other indirect emissions (purchases and work-related travel)  
**5,609 tCO<sub>2</sub>e** (96%)



OmaSp's carbon footprint 2022

## Reporting principles

This Oma Savings Bank Plc's sustainability report describes the company's economic, social and environmental impacts for the accounting period 1 January–31 December 2022. The material sustainability themes and aspects addressed in the report are based on a materiality analysis in line with the GRI standards, which is presented in the new sustainability programme. This report describes the new sustainability programme with its targets and the sustainability measures carried out in 2022. The Sustainability Report including GRI indexes can be found on the company's website [sijoittaminen.omasp.fi/en/corporate-responsibility](https://sijoittaminen.omasp.fi/en/corporate-responsibility)

The report is based on the Global Reporting Initiative Standard. At least one indicator for each material main aspect has been reported. The report also follows the Finnish Government's guidelines on corporate social responsibility reporting and the ISO 26000 social responsibility standard. The previous sustainability report was published in 2021. We will publish sustainability data also going forward.

The report was implemented in co-operation with EcoReal. The report has not been assured. For more information about Oma Savings Bank Plc's sustainability report, please contact [minna.sillanpaa@omasp.fi](mailto:minna.sillanpaa@omasp.fi)

The report focuses on matters controlled by Oma Savings Bank Plc, i.e. it covers sustainability figures that are directly linked to the company's own operations. The data in the report is from 2022 and the comparison years are 2021 and 2020.

## Financial key figures

the key financial figures presented in the sustainability report only cover Oma Savings Bank Plc's operations. The figures are directly linked to the company's own operations are based on accounting and the financial statements. The figures are audited.

## Social key figures

the calculation of personnel key figures follows the general guidelines. The number of personnel means the number of personnel at the end of the accounting period. This report also indicates the average number of personnel during the accounting period.

Personnel training is monitored through average training days, which are converted into average training hours by multiplying them with the daily working hours, 7.5 h. The training days per employee are calculated for the number of personnel at the end of the accounting period.

Sick leave rate means absences caused by an employee's illness or accident. Sick leave includes, in addition to sick leave prescribed by occupational health care, self-reported absences of 1–3 days due to illness. The average sick leave rate is calculated for the number of personnel at the end of the accounting period.

Accidents include accidents leading to at least one day's absence from work.

The job satisfaction level is based on the overall score given in the annual personnel survey on a scale of 1–5. The survey is conducted by an external provider.

Customer satisfaction is tracked on a scale of 1–5 through the annual 'Best Service' customer survey. The survey is conducted by an external provider.

## Environmental key figures

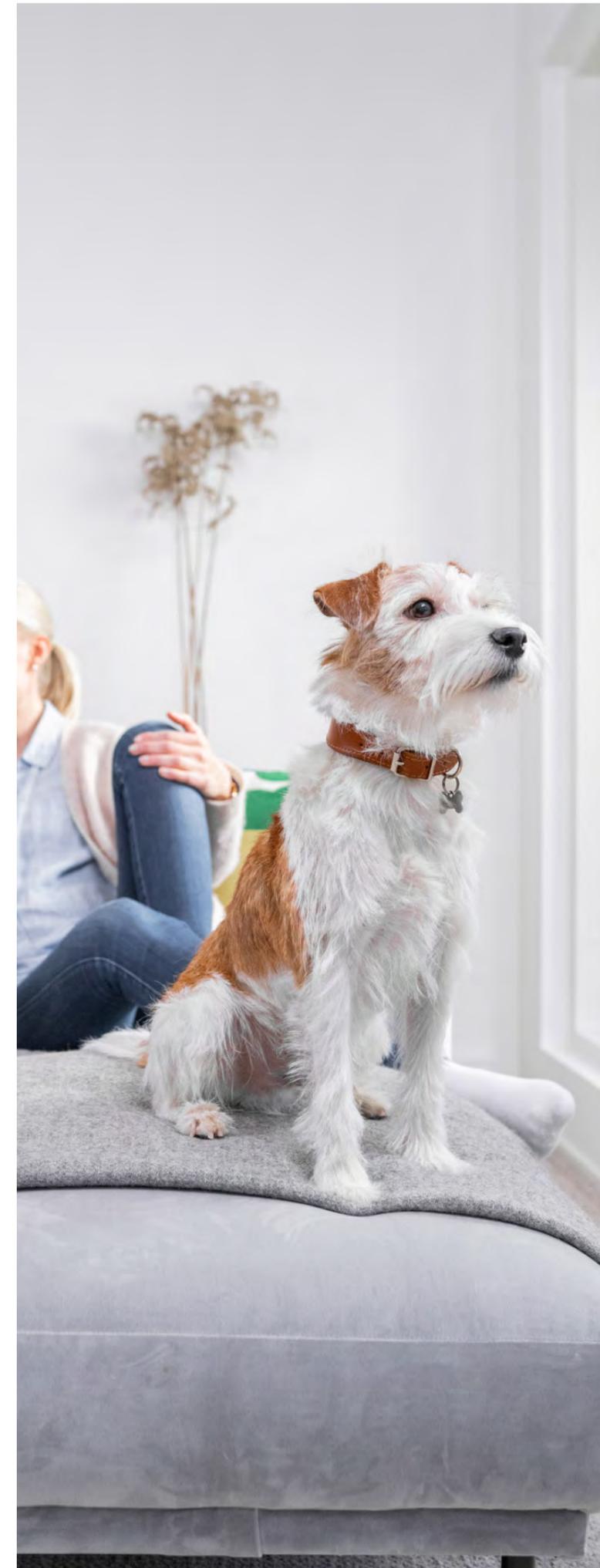
### Energy consumption

The reported nominal consumption of thermal energy is weather-corrected (normalised) with the heating demand factor.

The comparison year is 2021 and comparisons have also been made against 2020 and 2019.

The reported total energy consumption is described, in accordance with the GRI standards' recommendations, divided into direct and indirect energy consumption.

All energy consumption is indirect energy consumption consisting of purchased electricity and district heating.



### Carbon dioxide emissions

The bulk of OmaSp's emissions comes from purchased products and services.

OmaSp's carbon dioxide emissions are calculated in accordance with the GRI standards' recommendations following GHG Protocol's guidelines. In line with the

guidelines, the emissions in the report are divided into direct and indirect emissions (scopes 1–3).

The main input data used in the calculation is indicated in the figure. More information can be found in a separate carbon footprint report.

#### The following input data has been used in the calculation:

**Scope 1 emissions:** The number of kilometres driven with the company's own or leased vehicles based on the paid per-kilometre allowances. Emission factors VTT's Lipasto/Bionova.

**Scope 2 emissions:** For electricity, the consumption figures are based on paid amounts and, where unavailable, an estimate of the average nominal consumption of electricity in office properties. For district heating and cooling, the consumption figures are based on an estimate of the average nominal consumption of district heating in office properties.

**Location-based:** The calculation uses country-specific average emission factors. The emission factors for electricity are based on Statistics Finland's electricity generation data in Finland in 2017–2019, Ecoinvent/Bionova. The emission factors for district heating are based on district heating statistics for 2018–2019, Statistics Finland Ecoinvent 3.3/Bionova. The emission factors for district cooling are based on Statistics Finland's district cooling production data in Finland in 2011, Ecoinvent/Bionova.

**Market-based:** The 2021 figures include purchased green electricity. The 2020 figures include purchased green electricity as of 1 July 2020, the rest is calculated using the residual mix. Electricity emission factors Ecoinvent / Bionova. The emission factors for district heating are based on district heating statistics for 2018–2019, Statistics Finland Ecoinvent 3.3/Bionova. The emission factors for district cooling are based on Statistics Finland's district cooling production data in Finland in 2011, Ecoinvent/Bionova.

**Scope 3 emissions:** Purchased products and services: the input data on purchased goods and services and leased goods was collected in euros using accounting. Emission factors DEFRA/Bionova.

**Work-related travel:** Work-related travel of employees during working hours using public transport based on travel compensation and receipts. Emission factors VTT's Lipasto/Bionova.



## Sustainability in figures

### Data as tables: Economic responsibility

#### Financial key figures

(EUR 1,000)	2022	2021	2020
Net interest income	104,930	80,130	67,819
Total operating income	144,392	156,565	111,073
Total operating expenses	-73,062	-65,294	-51,676
Cost/income ratio (%)	50.7%	41.9%	46.6%
Impairment losses on financial assets, net	-1,747	-7,294	-21,587
Profit before taxes	69,226	83,271	37,707
Profit/loss for the accounting period	55,379	66,252	30,653
Balance sheet total	5,941,766	5,372,633	4,381,999
Equity	364,961	401,294	353,493
Total return on assets, ROA %	1.0%	1.4%	0.8%
Return on equity, ROE %	14.5%	17.6%	9.1%
Earnings per share (EPS), EUR	1.85	2.22	1.04
Equity ratio	6.1%	7.5%	8.1%
Total capital, %	14.9%	15.6%	16.2%

#### Direct economic value generated and distributed

Stakeholders	Cash flows 2022	Cash flows 2021	Cash flows 2020
<b>Direct economic value generated</b>			
a. Total operating income	144,392,000	156,565,000	111,073,000
<b>Economic value distributed</b>			
b. Personnel expenses	24,316,000	20,631,000	16,866,000
c. IT expenses (included in Other operating expenses)			
d. Depreciation and amortisation on tangible and intangible assets	7,543,000	10,267,000	5,213,000
e. Other operating expenses	41,203,000	34,396,000	29,598,000

#### Tax footprint

Summary (EUR 1,000)	2022	2021	2020
Taxes payable for the accounting period	11,330	16,450	10,064
Taxes to be collected and accounted for the accounting period	7,439	4,670	3,974
Total tax footprint	18,769	21,120	14,038
<b>Taxes payable (EUR 1,000)</b>			
Corporation tax	6,829	12,848	6,366
Employers' fees	4,482	3,572	3,297
Other taxes	19	30	401
<b>Taxes to be collected and accounted</b>			
Value added tax accounted	423	404	338
Withholding tax on wages	6,106	3,745	3,530
Withholding tax and tax at source on dividends	547	461	
Other taxes	363	60	106

## Data as tables: Social responsibility



## Number and structure of personnel

	2022	2021	2020
<b>Number of personnel at the end of the accounting period</b>	<b>357</b>	<b>333</b>	<b>291</b>
Men	131	113	94
Women	226	220	197
Other or information missing			
<b>Average number of personnel</b>	<b>350</b>	<b>307</b>	<b>291</b>
Men	129	104	94
Women	221	203	197
Other or information missing			
<b>Number of permanent employment contracts</b>	<b>296</b>	<b>284</b>	<b>252</b>
Men	100	91	78
Women	196	193	174
Other or information missing			
<b>Number of fixed-term employment contracts</b>	<b>61</b>	<b>49</b>	<b>39</b>
Men	31	22	16
Women	30	27	23
Other or information missing			
<b>Number of zero-hour employment contracts</b>			
Men	0	0	0
Women	0	0	0
Other or information missing			

	2022	2021	2020
<b>Number of part-time employees</b>	<b>25</b>	<b>23</b>	<b>19</b>
Men	14	10	8
Women	11	13	11
Other or information missing			
<b>Number of full-time employment contracts</b>	<b>332</b>	<b>310</b>	<b>272</b>
Men	117	103	86
Women	215	207	186
Other or information missing			
<b>Personnel turnover, incoming employees</b>	<b>28.0%</b>	<b>21%</b>	<b>31%</b>
<b>Personnel turnover, outgoing employees</b>	<b>19.3%</b>	<b>20%</b>	<b>27%</b>
<b>Average age of personnel</b>	<b>36.4 y</b>	<b>38 y</b>	<b>38.3 y</b>
<b>Number of retiring employees</b>	<b>4</b>	<b>3</b>	<b>3</b>
<b>Number of terminated employment contracts</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Number of personnel laid off and average duration</b>	<b>0</b>	<b>0</b>	<b>0</b>



## Number of persons employed outside the organisation and employment type

	2022	2021	2020
Persons employed outside the organisation	-	-	-

## Collective bargaining agreements

	2022	2021	2020
Number of employees covered by collective bargaining agreements	96.1%	96.6%	95.5%
Employees not covered by collective bargaining agreements	3.9%	3.4%	4.5%

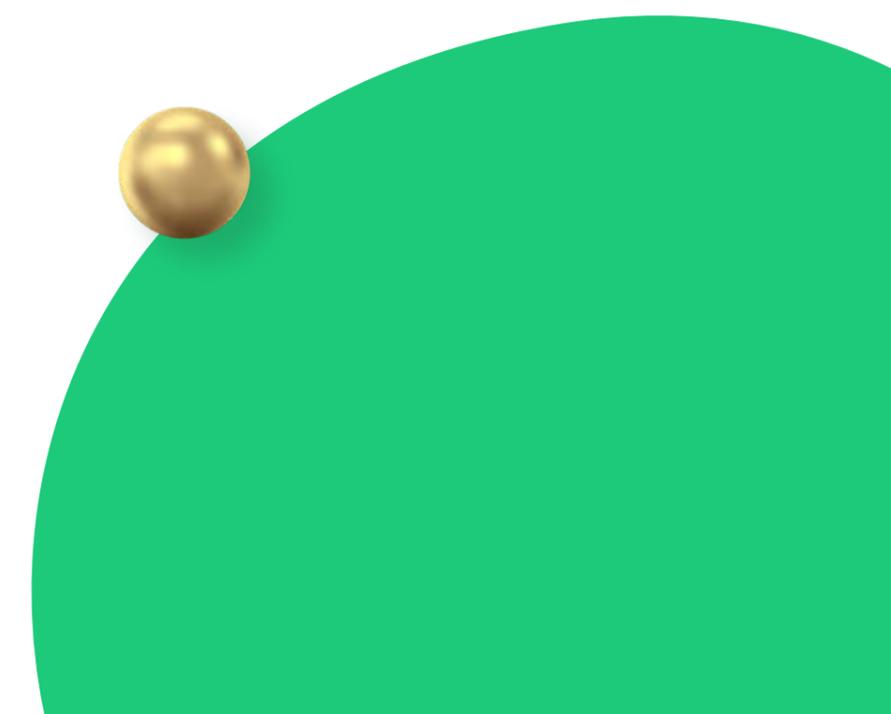
## Gender distribution of personnel and administration

	2022 Men	2022 Women	2021 Men	2021 Women	2020 Men	2020 Women
Board of Directors	5	2	5	3	4	3
Executive management	4	3	4	3	4	3
Managers	27	21	24	22	20	20
Salaried employees	100	202	85	195	70	174
<b>Total</b>	<b>136</b>	<b>228</b>	<b>118</b>	<b>223</b>	<b>98</b>	<b>200</b>



## Employment relationships

	2022	2021	2020
<b>Employment relationships started (persons)</b>			
Women under 30 years	38	24	26
Women 30–50 years	11	11	18
Women over 50 years	0	5	4
Men under 30 years	32	20	24
Men 30–50 years	10	9	13
Men over 50 years	0	1	1
<b>Employment relationships ended (persons)</b>			
Women under 30 years	11	15	21
Women 30–50 years	16	18	21
Women over 50 years	12	10	7
Men under 30 years	13	10	15
Men 30–50 years	11	8	8
Men over 50 years	1	5	3



## Distribution of personnel's education at the end of the accounting period

	2022		2021		2020	
	persons	%	persons	%	persons	%
Higher university degree	75	21	62	19	50	17
Lower university degree	10	3	7	2	5	2
Polytechnic or equivalent	112	31	88	26	87	30
Vocational college or equivalent	103	29	84	25	73	25
Other education	57	16	92	28	73	25

## Education

	2022	2021	2020
Training days (days)	11.7	8.4	2.5
Personnel covered by development discussions (100%)	100%	100%	100%

## Occupational well-being indicators

	2022	2021	2020
Occupational accidents leading to absence	2	1	1
Work-related deaths	0	0	0
<b>Sick days</b>	<b>2,188</b>	<b>1,441</b>	<b>901</b>
of which men	421		
of which women	1,767		
Sick days on average per person	6.13	4.33	3.10
Sick leave rate	2.79	1.97	1.41
Number of harassment and bullying cases	3	2	0
Personnel's job satisfaction	4.5	4.5	4.4

## Annual total compensation ratio

	2022	2021	2020
Annual total compensation paid to the highest-paid individual in the organisation	EUR 1,938,916	EUR 600,460	EUR 649,460
Median annual total compensation paid to the organisation's employees (excluding the highest-paid individual)	EUR 35,743	EUR 33,502	EUR 35,062

## Customer-related key figures

	2022	2021	2020
Number of customers (approx.)	160,000	150,000	140,000
Customers' satisfaction with their own contact person	4.7	4.7	4.7
Overall customer satisfaction	4.3	4.4	4.3

## Data as tables: Environmental responsibility

## Total energy consumption, MWh

	2022	2021	2020
Purchased electricity	1,781	1,244	1,216
Purchased district heating	1,846	1,537	1,611
<b>Total</b>	<b>3,627</b>	<b>2,781</b>	<b>2,827</b>

OmaSp's carbon dioxide emissions, tCO<sub>2</sub>e

	2018	2019	2020	2021	2022
<b>Scope 1. Direct emissions, tCO<sub>2</sub>e</b>					
Category 1: Emissions from company cars	10.4	7.3	2.2	4.2	1.5
<b>Scope 2. Indirect emissions, market-based, tCO<sub>2</sub>e</b>					
Category 1: Purchased electricity	422.7	360.4	177.3	0	0
Category 2: Purchased district heating	248.1	261.2	216.9	208.0	252.6
Category 3: Purchased district cooling	17.9	17.9	17.9	15.0	6.8
<b>Scope 2. Indirect emissions, location-based*, tCO<sub>2</sub>e</b>					
Category 1: Purchased electricity	208.4	232.4	200.0	206.0	161.0
Category 2: Purchased district heating	248.1	261.2	216.9	208.0	252.6
Category 3: Purchased district cooling	17.9	17.9	17.9	15.0	6.8
<b>Scope 3. Other indirect emissions, tCO<sub>2</sub>e</b>					
Category 1: Purchased products/services	3,467.5	3,407.5	3,169.6	3,728.4	5,208.1
Category 2: Leased products	325.9	351.9	365.1	293.0	393.0
Category 3: Work-related travel	13.4	8.4	2.7	2.7	7.7
<b>Total emissions, tCO<sub>2</sub>e</b>	<b>4,506</b>	<b>4,415</b>	<b>3,952</b>	<b>4,251</b>	<b>5,870</b>
<b>Emissions intensity (scopes 1–2), tCO<sub>2</sub>e/employee</b>	<b>2.4</b>	<b>2.2</b>	<b>1.4</b>	<b>0.7</b>	<b>0.7</b>
<b>Emissions intensity (scopes 1–3), tCO<sub>2</sub>e/employee</b>	<b>15.6</b>	<b>14.7</b>	<b>13.2</b>	<b>13.5</b>	<b>16.8</b>

\*Calculated as a reference in accordance with the GHG Protocol guidelines. The total emissions are based on the market-based figure.



## Carbon footprint report 2022

Oma Savings Bank Plc builds sustainable economy and promotes mitigating and adapting to climate change. The company's products and services are developed so that they encourage customers to take sustainable and environmentally friendly action. The company aims to plan its operations to be as low carbon as possible in order to reduce the total carbon footprint.

This report brings together Oma Savings Bank Plc's carbon footprint from year 2022. The calculation has been made at the organisational level identifying the main sources of emissions from the activity. The report deals with the calculation methods used as well as the calculation score.

Date of calculation 27 January 2023  
Calculation and report was made by EcoReal Oy.

## What is a carbon footprint?

The carbon footprint refers to the climate emissions that are generated as a result of human actions and deeds in a certain period. A company's carbon footprint maps the greenhouse gas emissions arising through its activities. Carbon footprint formation depends on the company's actions. That's why a company's carbon footprint is always calculated on a case-by-case basis. In the calculation the emissions are reported as carbon dioxide equivalents, of which the abbreviation CO<sub>2</sub> equivalent (CO<sub>2</sub>e) is used. It reflects different greenhouse gases modified for global warming effect corresponding the effect of carbon dioxide in the atmosphere.

### Calculation is based on GHG Protocol standard

The carbon footprint calculation method used in this work is based on GHG Protocol standard which allows companies to calculate their operations greenhouse gas emissions. According to the instructions the emissions are sorted into three different dimension:

- **Scope 1:** Emissions resulting directly from the company's operations, such as your own energy production.
- **Scope 2:** Indirect emission from the company's operations arising from the production of purchased energy, such as district heating and electricity.
- **Scope 3:** Other emissions resulting indirectly from the company's indirect value chain, such as water consumption, wastewater handling and waste.





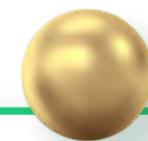
## OmaSp's carbon footprint formation

Oma Savings Bank has identified the main climate impacts of its operations and defined the preliminary measures that will help the company to minimise its climate impacts.

Climate emissions are mainly indirect emissions that we cannot directly influence. These include purchased products and services, business travel and employee business travel. Indirect emissions also include emissions from investments such as finance, funds and investments. Oma Savings Bank's goal is to increase the transparency of responsible investment in its funds and, through this, promote sustainable economy and minimise the carbon footprint of its investments.



Oma Savings Bank's climate emissions can be divided into three different scopes:



### OmaSp's carbon footprint

#### Scope 1: direct emissions

Direct emissions are generated by journeys made with company-owned or leased vehicles, and emissions from refrigeration equipment in some few premises.

#### Scope 2: Indirect purchasing energy emissions

Oma Savings Bank has premises where electricity, district heating and long-distance cold are purchased. The emissions generated by these purchasing energies fall under this scope. OmaSp is able to indirectly influence purchasing energy emissions through its energy choices. In practice, the company has the potential to influence only the purchase of electricity.

#### Scope 3: Indirect value chain emissions

Oma Savings Bank's indirect value chain emissions arise indirectly during the entire chain of operations of the company. The most essential emissions arise from purchased products and services, business travel and commuting, and waste generated. In addition, emissions from investments such as finance, funds and real estate investments fall into this category.

## Baseline data, assumptions and limitations

The calculation of the carbon footprint was included the actual business of the company. After reviewing the operating environment and identifying the greatest climate impacts of the operation, calculation limits were defined to determine the carbon footprint. It was decided to include in the calculation:

- **Scope 1:** Emissions from company-owned or leased car journeys
- **Scope 2:** Emissions from purchasing energy of premises, i.e., electricity, district heating and district cooling
- **Scope 3:** Products and services purchased, leased products and employee business travel

### Assumptions

The area of the real estate portfolio was 17,665m<sup>2</sup> in 2022. The area increased by 17% from 2021 as the number of properties increased. In addition, the area information was refined for the year 2022 and the number of employees for the years 2018–2022.



The calculation applies to 2022. The starting year of the carbon footprint calculation in 2018 and the previous year 2021 have been used as a point of comparison.



Scope 2 emissions have been calculated on the basis of location and procurement according to the guidance of the GHG Protocol standard. The aggregate emissions have taken advantage of procurement-based value.



On 1 July 2020, OmaSp switched to fully renewable truly green electricity.



## Calculation limitations

The following things were excluded from the calculation due to irrelevance or challenging access to data:

- **Scope 1:** emissions from refrigeration equipment located in individual premises
- **Scope 3:** Employees commute between home and workplace, as well as investment emissions i.e., emission from financing, funds, real estate investments, project financing and other investment activities



## Emissions have been calculated using the following input data:

### Scope 1 emissions

Kilometers driven by the company's own or leased vehicles based on paid mileage allowances. It is assumed that all trips are made by gasoline vehicles. Emission factors VTT's Lipasto / Bionova.

### Scope 2 emissions

In the case of electricity, consumption is based on payments figures and, to a lesser extent, an estimate of the average specific consumption of electricity in office buildings. For district heating and cooling, consumption is based on an estimate of the average district heating specific consumption in office properties.

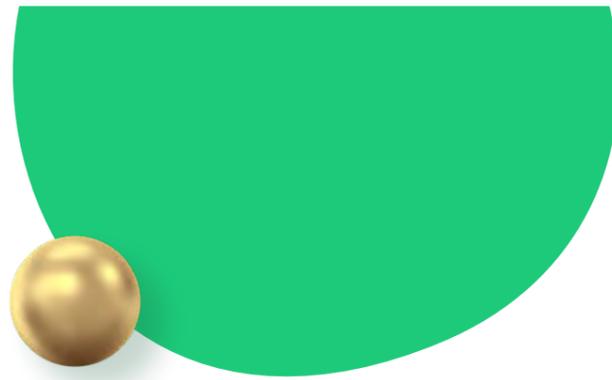
**Location-based:** Country-specific average emission factors are used in the calculation. Electricity emission factors are based on Statistics Finland's electricity production data for 2017–2019, Ecoinvent / Bionova. District heating emission factors are based on district heating statistics for 2018–2019, Statistics Finland Ecoinvent 3.3 / Bionova. District cooling emission factors are based on Statistics Finland's 2011 Finnish district cooling production data, Ecoinvent / Bionova.

**Purchase-based:** For 2021 figures, purchased green electricity has been taken into account. For 2020 figures, purchased green electricity has been taken into account from 1 July 2020, other share is calculated using the residual distribution. Power emission factors Ecoinvent / Bionova. District heating emission factors are based on district heating statistics for 2018–2019, Statistics Finland's Ecoinvent 3.3 / Bionova. District cooling emission factors are based on Statistics Finland's 2011 Finnish district cooling production data.

### Scope 3 emissions

**Purchased products and services:** input data on purchased goods and services and leased goods were collected at the euro level using the accounts. Emission factors DEFRA / Bionova.

**Business Travel:** During employee working hours business trips by public transport were collected using the accounts at a level denominated in euro. Emission factors VTT's Lipasto / Bionova.



## Total carbon footprint

According to the calculation Oma Savings Bank Plc's total carbon footprint was 5,870 tons CO<sub>2</sub>e in 2022. The carbon footprint increased by almost 38% from the previous year, which means about 1,619 tons more emissions compared to 2021. The increase was due to a strong increase in the use of computer programming and professional services, which in turn is the result of OmaSp's investment in growth and accessibility. The number of offices increased by five and the number of employees increased by 11% compared to the year 2021.

Almost all emissions, i.e., almost 96% of CO<sub>2</sub> emissions, consist of purchased or leased products, and services. This is typical for a company that provides services. About 6% of total emissions come from computers and other devices in use, which have been leased. Energy consumption of offices accounts for about 4% of total emissions. Emissions from mobility, i.e., dimensions 1 and 3, account for less than 1% of a company's total emissions. The carbon footprint distributed very similarly the previous year.



In 2022

**1,619**

Tons more emissions due to growth investments compared to 2021

Number of offices

**+5**

in 2022 compared to 2021

Number of employees

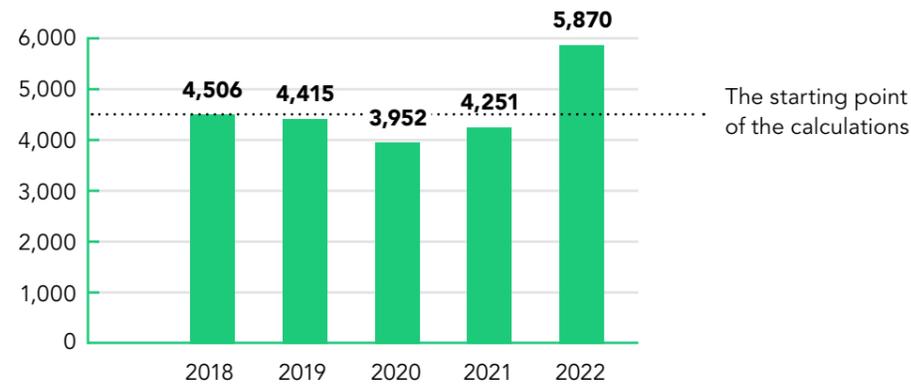
**+11%**

in 2022 compared to 2021

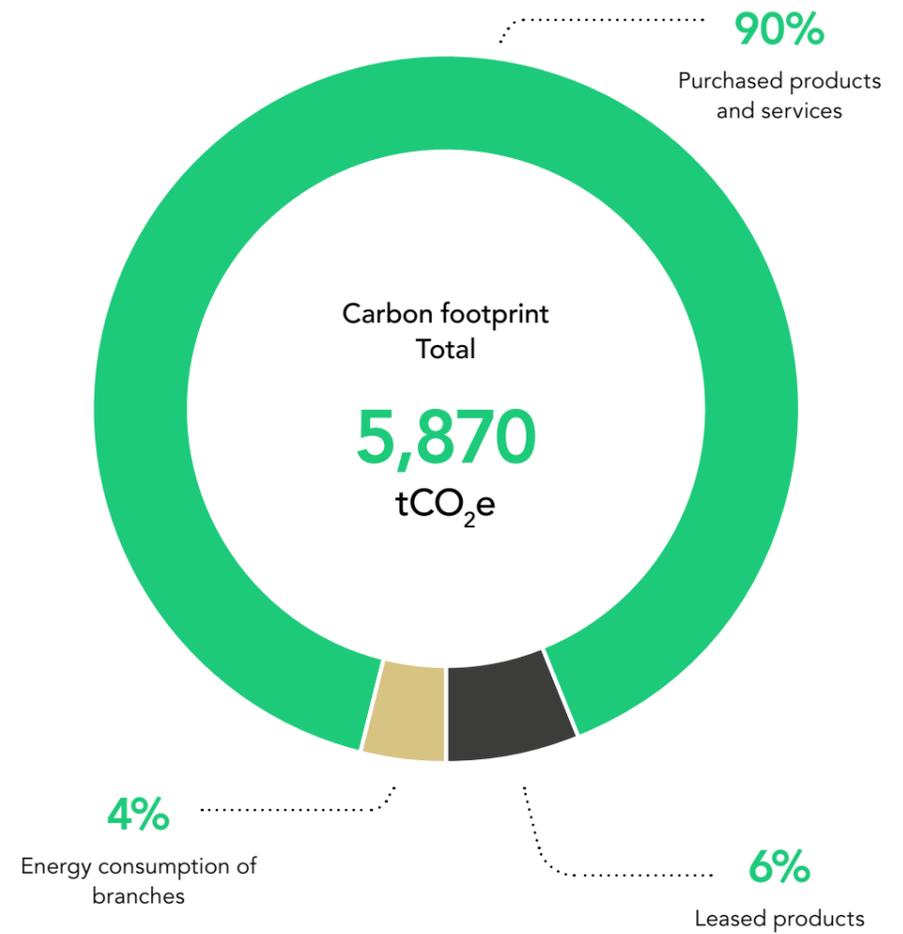




### Total carbon footprint, tCO<sub>2</sub>e



### Carbon footprint distribution, %



### Key figures of carbon footprint

	2018	2019	2020	2021	2022	vs. 2021	vs. 2018
<b>Total carbon footprint (tCO<sub>2</sub>e)</b>	4,506	4,415	3,952	4,251	5,870	+38%	+30%
<b>Number of employees</b>	288	300	299	315	350	+11%	+22%
<b>Emission intensity (tCO<sub>2</sub>e/employee)</b>	15.6	14.7	13.2	13.5	16.8	+24%	+8%

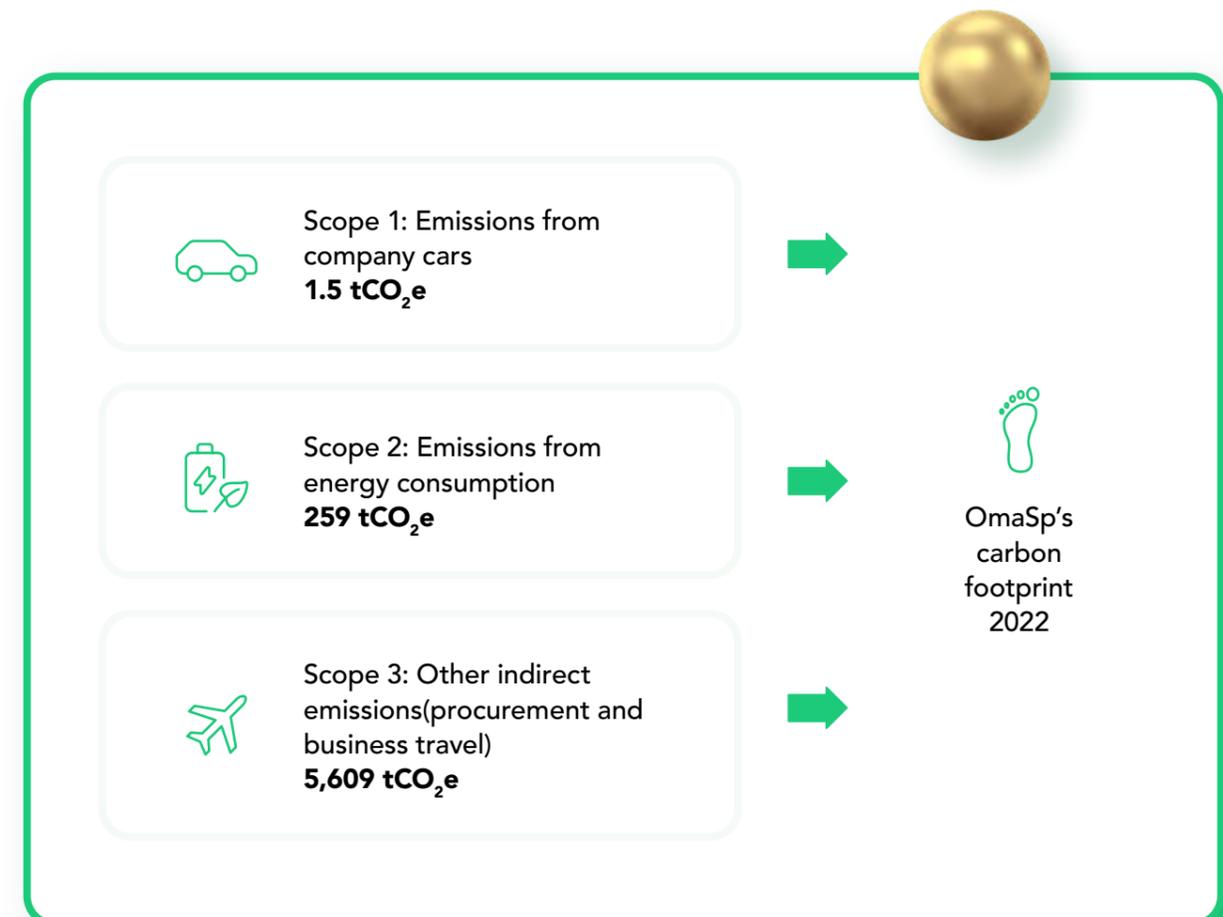


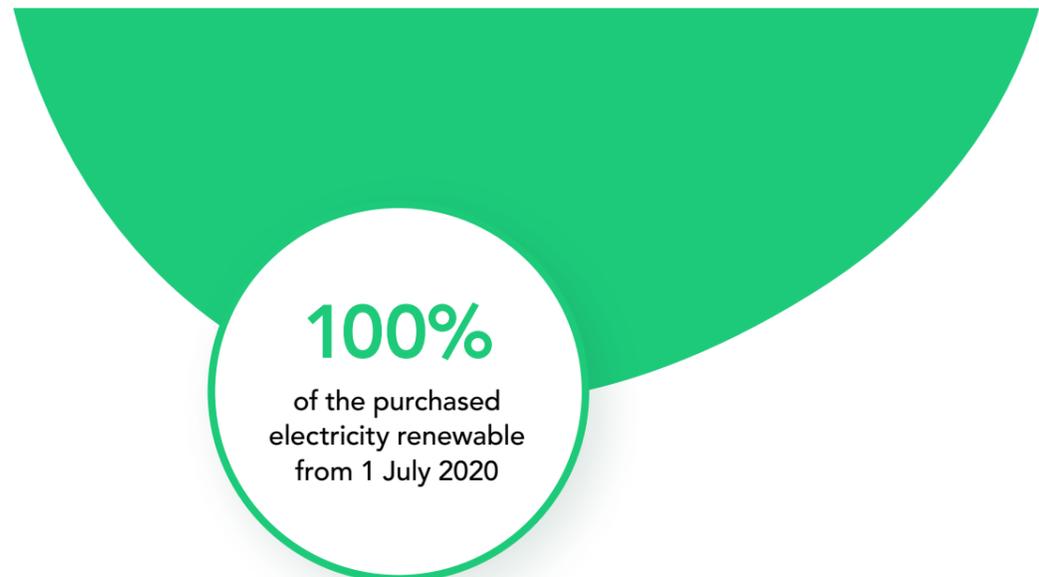
Oma Savings Bank's carbon footprint distribution to direct and indirect emission (scopes) according to GHG Protocol guidelines are presented in the figure and table below. As stated above, the most significant emissions are from scope 3, i.e., purchased products and services and leased products. Business travel

has very little impact on emissions. If only the direct emissions (scope 1) of the company were taken into account, they were approximately 1.5 tons CO<sub>2</sub>e in total, about 0.03% of total emissions, in year 2022.

Oma Savings Bank's carbon dioxide emissions (tCO <sub>2</sub> e)	2018	2019	2020	2021	2022
<b>Scope 1. Direct emissions</b>					
Category 1: Emissions from company cars	10.4	7.3	2.2	4.2	1.5
<b>Scope 2. Indirect emissions, purchase-based</b>					
Category 1: Purchased electricity	422.7	360.4	177.3	0	0
Category 2: Purchased district heating	248.1	261.2	216.9	208.0	252.6
Category 3: Purchased district cooling	17.9	17.9	17.9	15.0	6.8
<b>Scope 2. Indirect emissions, location-based*</b>					
Category 1: Purchased electricity	208.4	232.4	200.0	206.0	161.0
Category 2: Purchased district heating	248.1	261.2	216.9	208.0	252.6
Category 3: Purchased district cooling	7.9	17.9	17.9	15.0	6.8
<b>Scope 3. Other indirect emissions</b>					
Category 1: Purchased products/services	3,467.5	3,407.5	3,169.6	3,728.4	5,208.1
Category 2: Leased products	325.9	351.9	365.1	293.0	393.0
Category 3: Business travel	13.4	8.4	2.7	2.7	7.7
<b>Total emissions, tCO<sub>2</sub>e</b>	<b>4,506</b>	<b>4,415</b>	<b>3,952</b>	<b>4,251</b>	<b>5,870</b>
<b>Emission intensity (scopes 1–2), tCO<sub>2</sub>e/employee</b>	<b>2.4</b>	<b>2.2</b>	<b>1.4</b>	<b>0.7</b>	<b>0.7</b>
<b>Emission intensity (scopes 1–3), tCO<sub>2</sub>e/employee</b>	<b>15.6</b>	<b>14.7</b>	<b>13.2</b>	<b>13.5</b>	<b>16.8</b>

\*Calculated as a reference according to GHG Protocol guidelines. Purchase-based figures are used for total emissions.





## Carbon footprint by emission source

### Purchasing energy emissions are caused by district heating

Oma Savings Bank's purchasing energy emissions are made up of electricity, district heating and district cooling production at premises. In 2022 purchasing energy emissions have decreased by up to 71% from the year 2018. It is significant that in July 2020 Oma Savings Bank switched to renewable green electricity in all its premises so in 2021 and 2022 no electricity emissions were generated. In 2022 thermal energy emissions increased by 21% compared to the previous year due to the increase in the number of premises and the refinement of area information.

### Emissions from movement have decreased by more than 63% from 2018

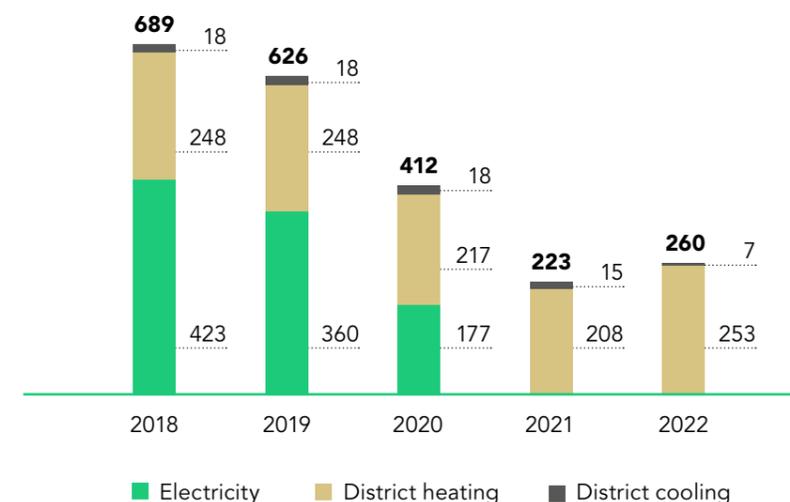
Emissions from work-related travel have decreased from the comparison year 2018 due to corona pandemic, remote working and remote meetings. However, in recent years work-related travel and the related emissions from movement have increased. In 2022 there were 36% more emissions from movement compared to 2021. However, emissions of own or leased cars decreased by up to 63% in 2022 as the majority of trips made with own cars were made with an electric car.

### Key figures of movement

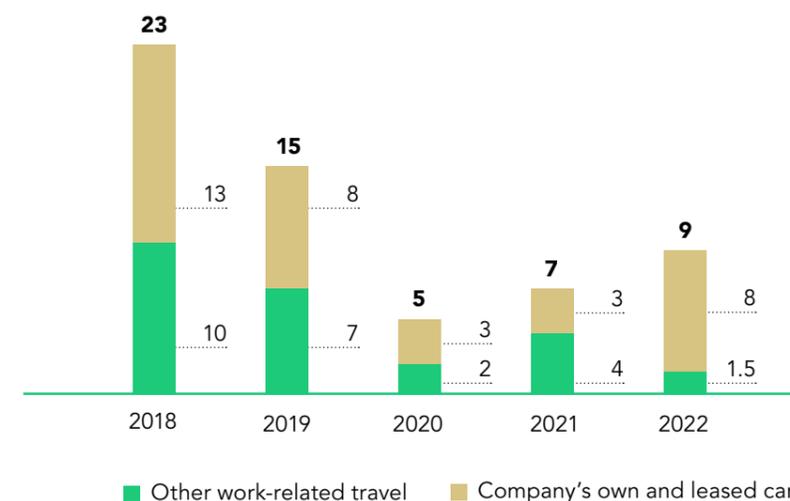
	2018	2019	2020	2021	2022	vs. 2021	vs. 2018
<b>Emissions from movement (tCO<sub>2</sub>e)</b>	24	16	5	7	9	+29%	-63%
<b>Number of employees</b>	288	300	299	315	350	+11%	+22%
<b>Emission intensity (tCO<sub>2</sub>e/person)</b>	0.08	0.05	0.02	0.03	0.03	+50%	-63%



### Purchasing energy emissions, tCO<sub>2</sub>e



### Emissions from movement, tCO<sub>2</sub>e





### Highest emissions from purchased services

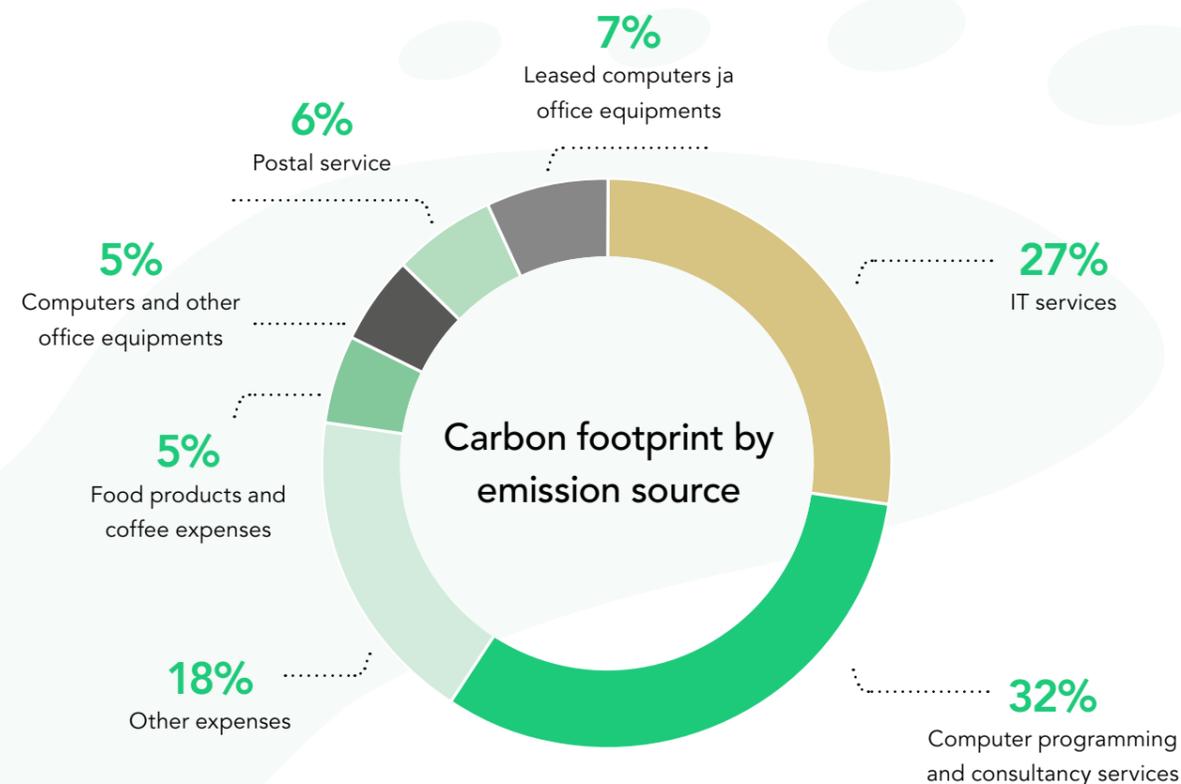
There have been no significant changes in the emissions of Oma Savings Bank's purchases during 2018-2021. However, emissions from purchases have increased by 40% in 2022 compared to 2021. In the previous year the emissions increased by 14% compared to 2020. The most significant emissions consist of services purchased outside the company.

**Largest sources of emissions from purchases are formed as follows:**

- 32% of computer programming and consultancy services (33% in 2021)
- 27% of ICT services (36%)
- 7% of leased computers and office equipment (7%).

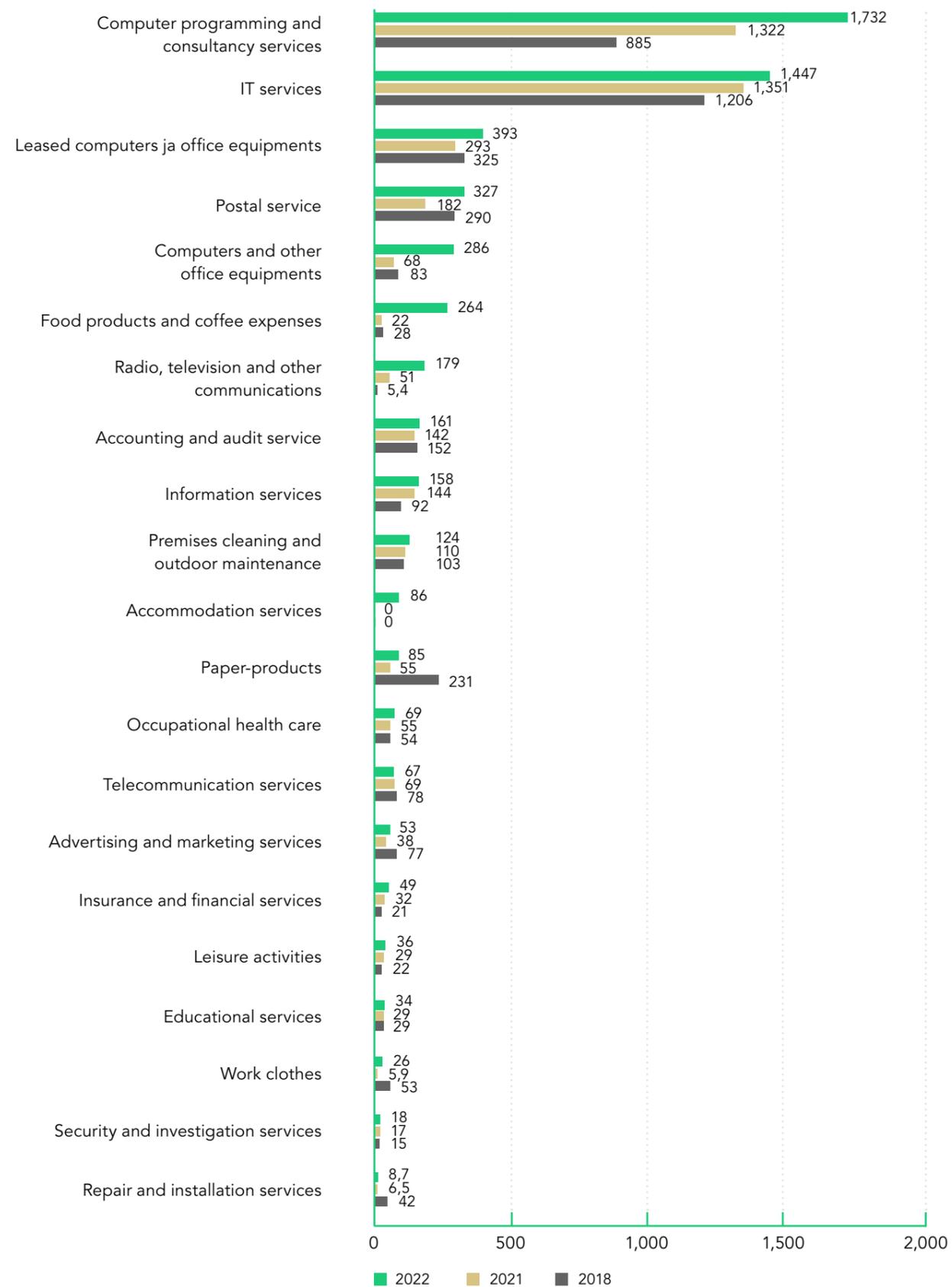
Other major sources of emissions are postal services, computers and other office machines and coffee expenses.

The biggest change in purchases has been in emissions from computer programming and consultancy services. These emissions have increased by 410 tons, or 31%, compared to 2021, as Oma Savings Bank has invested in growth and the development of digital services. In addition, the emissions of food products and coffee expenses have increased by 242 tons and emissions from computers and other office machines by 218 tons.



### Keu figures from purchases

	2018	2019	2020	2021	2022	vs. 2021	vs. 2018
<b>Emissions from purchases (tCO<sub>2</sub>e)</b>	3,468	3,408	3,170	3,728	5,208	+40%	+50%
<b>Number of personnel</b>	288	300	299	315	350	+11%	+22%
<b>Emission intensity (tCO<sub>2</sub>e/person)</b>	12.04	11.36	10.60	11.83	14.88	+26%	+24%

CO<sub>2</sub> emissions from purchases, tCO<sub>2</sub>e

## Carbon footprint comparison

### Emissions still below industry average

Based on the carbon footprint calculation, Oma Savings Bank's greenhouse gas emissions (scopes 1–2) are lower than the industry average. Emissions per employee is around 0.7 tCO<sub>2</sub>e/employee as it was the previous year. Emission intensity has decreased by up to 71% compared to year 2018. The result has been most affected by the transition to renewal electrical energy.

The emission intensity in scopes 1–2 has been an average of 2.2 tCO<sub>2</sub>e/employee in the industry in previous years. In 202 OmaSp's emission intensity per employee (scopes 1 and 2) was up to 68% lower than the industry average. The comparison of emissions is indicative as the results of the calculation is influenced by the differences between calculation methods. The comparison is based on public reports in the field.

If the emissions of scopes 1–2 (in total 259 tCO<sub>2</sub>e) would be compensated it would currently mean a cost of around 20,000 euros in the EU emissions trading system. In proportion to the number of employees the compensation would cost 57 euros per employee. Compensation for emissions of scopes 1–3 would cost around 469,600 euros or 1,340 euros per employee.

Comparing the emission intensity of scopes 1–3 with the average of other companies in the field is not meaningful as the calculations of emissions of scope 3 is just becoming common. The results of emission calculations in scope 3 is very significantly influenced by calculation limits and differences in calculation methods.

In 2022

**68%**

lower emission intensity per employee (scopes 1 and 2) compared to the industry average

In 2022

**71%**

lower emission intensity per employee (scopes 1 and 2) compared to 2018

### Benchmarks



=



=



Oma Savings Bank has a carbon footprint of **5,870 tCO<sub>2</sub>e** in 2022.

This corresponds to about **570 Finns'** Annual carbon footprint<sup>1</sup>.

The same amount of emissions corresponds to **40 million kilometer drive**<sup>2</sup>.



cf



=



Emissions per employee (scopes 1–2) was about **0.7 tCO<sub>2</sub>e/person** in 2022.

Compensation for emissions of scopes 1–2 costs around **20,000 e = 57 e/person** in the EU emissions trading system<sup>3</sup>.

The same amount of emissions per employee is generated from **4 flights** From Helsinki to Oulu<sup>4</sup>.

1) Sitra 2018, 2) Traficom, 3) Trading Economics 1/2023, 4) VTT's Lipasto