

omasp

Sustainability Report

2023





Laura Hakanen, Seinäjoki center

Sustainability report 2023

Sustainability is one of the basic pillars of Oma Savings Bank Plc. It is at the heart of the business and an increasingly important part of the future operations. We have reported on our sustainability since 2019. The sustainability program and the sustainability report have been prepared in accordance with the GRI standards since 2022. With the current reporting, our goal is to deepen and promote our sustainability efforts and proactively meet ever-tightening requirements as well as to prepare for the reporting requirements of the future CSRD regulation.

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: 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 2023. In the report, we examine the impacts of our operations on the environment, people and society, following the principles of due diligence and materiality.



Determined steps of sustainability

OmaSp is a Finnish bank, which has grown from a small local bank into the main list company of the Nasdaq Helsinki Oy stock exchange during the last decade. OmaSp's history in banking goes back to 1875 and today OmaSp is the fastest growing bank in the Nordic countries and Finland's most profitable bank. We are strongly committed to our customers, personnel and operating environment, contributing to building economically, socially and environmentally sustainable society, providing essential basic services and opportunities for citizens, companies and communities. By providing new jobs outside urban centres and financing local personal and business customers we actively promote and develop local and regional vitality.

OmaSp has reported on sustainability since 2019 and monitored performance against the targets set for the identified sustainability themes through annual sustainability report. Since 2019, OmaSp has 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, the content of our report expanded to cover the assessment of OmaSp's environmental impacts through the carbon footprint in accordance with the GHG Protocol standard. Since 2022, sustainable program and report have been prepared in accordance with the principles of the GRI standards. The reporting of sustainability work has been deepened and advanced to proactively meet ever-tightening requirements of sustainability. The GRI reporting has served as a good preparation for future reporting requirement of the CSRD regulation.

OmaSp's sustainability program is based on values, Code of Conduct, stakeholder expectations and megatrends of the operating environment. Sustainability is also complying with the industry's common practices, legislation and acts as well as the principles of sustainable development.

At the heart of our strategy is a satisfied customer and our goal is to reach the highest customer satisfaction in the industry by being local and close in everyday life of our private and business customers. A key to success

is entrepreneurial minded and motivated personnel. The fact that half of the personnel own shares in the bank also tells a lot about OmaSp's corporate culture. We are confident that employee satisfaction and well-being at work will be positively reflected in the customer experience.

Our sustainability aspects can be divided into three themes: we are local and close to people, we promote collective well-being and we contribute to sustainable development. We have identified ten sustainable aspects that are material to us, and which form the basis for our sustainability efforts. 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



During 2023, we have supported a local community spirit and well-being at our branch locations and the surrounding areas by organising events and participating in local events.

A significant part of OmaSp's profit is once again put back into communities near our customers and for purposes of general interest through the OmaSp foundations and co-operatives that support well-being, economy and vitality of their catchment areas by distributing grants and subsidies. We have continued to promote the well-being and financial skills of children and young people by participating in various programs that teach financial skills, such as Oma Onni online learning environment for developing young people's financial skills and NYT Yrityskylä, where primary school students learn about the working life, the economy and the society.

OmaSp local and close
– in everyday life
and in dreams.

During 2023, OmaSp has implemented various measures to strengthen its sustainability work, such as

- expanded service network in the Turku region and in the Southwest Finland
- moved to 100 percent recycled plastic in the production of bank cards
- specified the industries to be financed from the perspective of sustainability
- developed the sustainable data collected from the customer's during lending negotiations
- organised training for the entire personnel on sustainability, which covered, among other things, the importance of sustainability for banking, ESG criteria, the effects of climate change and sustainable investing
- prepared a new sustainable development guarantee programme
- continued the investigation for the construction of the Green Bond road map
- renewed the Company's operating model and simplified the organisation in order to improve services provided to the customers and, at the same time, preparing for the transaction of Svenska Handelsbanken AB's SME business operations in autumn 2024

During 2023, OmaSp's sustainability work has progressed with determined steps and the bank has estimated the sustainability factors that are essential for the business in accordance with the conditions specified by the double materiality of CSRD. OmaSp actively strives to move towards sustainability reporting that meets the requirements of the CSRD, and based on the results, we can target plans and actions to the most impactful targets in the future. Data and figures on impacts on sustainability factors will be collected more extensively already during 2024.

Minna Sillanpää
CCO



Minna Sillanpää, Chief Communications Officer



Sustainability in 2023



Key figures and sustainability highlights

We have over
200,000
private and corporate
customers

45
branches
throughout Finland

Private customers'
satisfaction with their own
contact person
4.7
on a scale 1-5

Corporate customers'
satisfaction with their own
contact person
4.6
on a scale 1-5

Overall satisfaction
of private and corporate
customers
4.3
on a scale 1-5



We reached a total of
8,000
children or adolescents to
improve their financial literacy

Carbon footprint of our
operations
9,062
tCO₂e

Overall employee
satisfaction
4.5
on a scale 1-5

A substantial part of
personnel
49%
are owners

4.8
training days per
employee
in 2023



Highlights of the year 2023



Service network expanded in the Southwest Finland. In addition, we have developed our digital services.



Preparation for the reporting requirements of the future CSRD regulation was launched. An assessment was initiated to examine sustainability business-relevant factors under double materiality conditions.



Moved to a 100 percent recyclable plastics in manufacturing bank cards.



The organisation structure was streamlined and simplified. Simultaneously, preparations started for the transaction of Svenska Handelsbanken's SME operations in Finland. The new operating model was introduced on 1 December 2023.



amme keskiössä

Asiakkaiden tyytyväisyys 1,3 skala 1-5	Asiakkaiden tyytyväisyys omaan yhteisönsä 4,7 skala 1-5	
Käytännön tyytyväisyys 1,5 skala 1-5	Henkilöstössä merkittävä osa 56 % on omistaja	Koulutuspäivät / työntekijä 11,7 päivää vuonna 2022



Saara-Sofia Nieminen, Turku

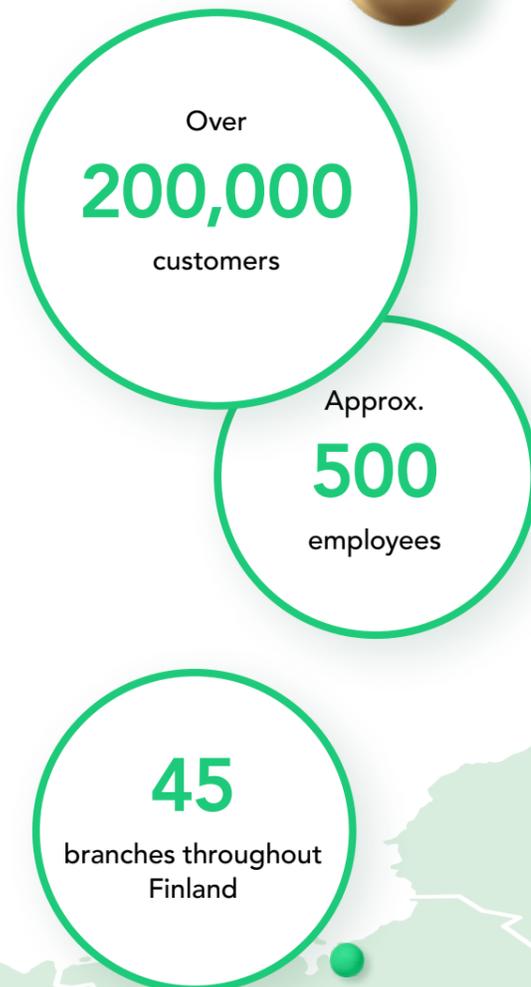
Starting points for sustainability

OmaSp in brief

We are Finland's largest independent savings bank, serving our customers in 45 branches and via comprehensive digital channels throughout Finland. Our operations focus on retail banking, and we have over 200,000 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.

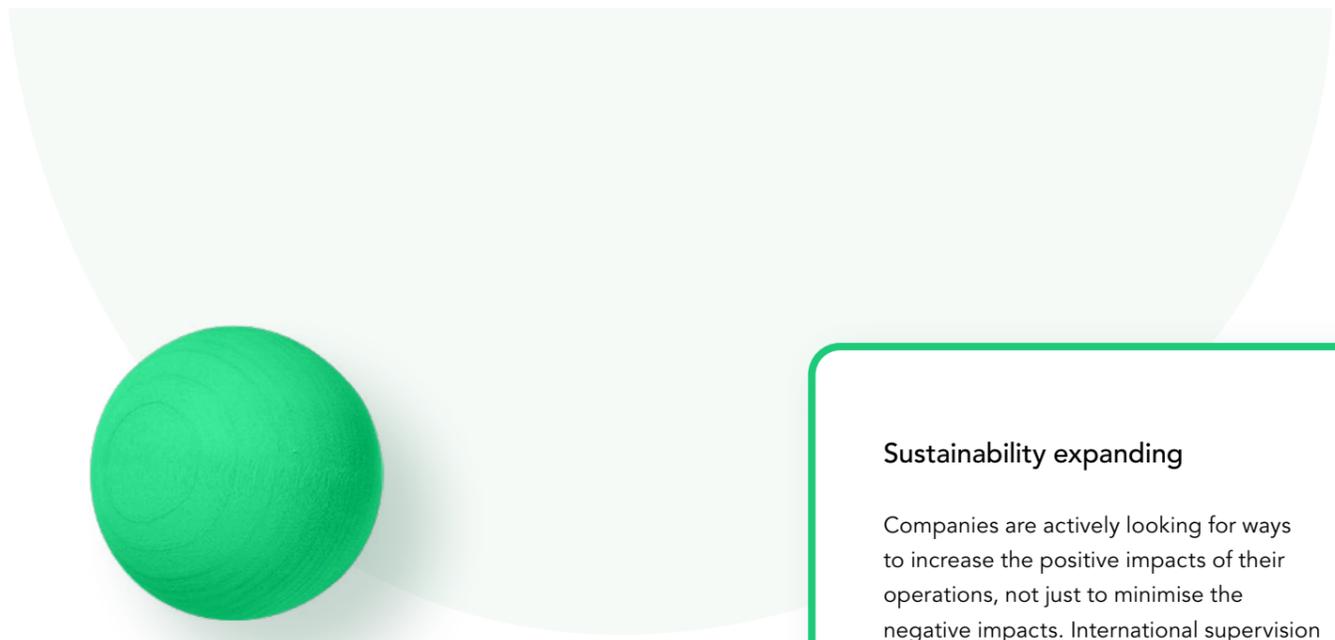
Our operations are guided by our values: customer orientation, co-operation, reliability, expertise and results. Our Code of Conduct is based on these values, and they describe the sustainability and ethical foundation of our operations in compliance with regulations and our values.



- Current branches
- Branches in Vantaa, Vaasa and Kuopio to be opened in 2024

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 knowhow. 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 also important to remember that our digitalising world is more vulnerable than ever.

Unexpected situations

Unexpected situations, such as pandemics, political crises and war, affect the 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 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



3 GOOD HEALTH AND WELL-BEING

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.

4 QUALITY EDUCATION

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.

8 DECENT WORK AND ECONOMIC GROWTH

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.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

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.

17 PARTNERSHIPS FOR THE GOALS

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 approx. 500 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.

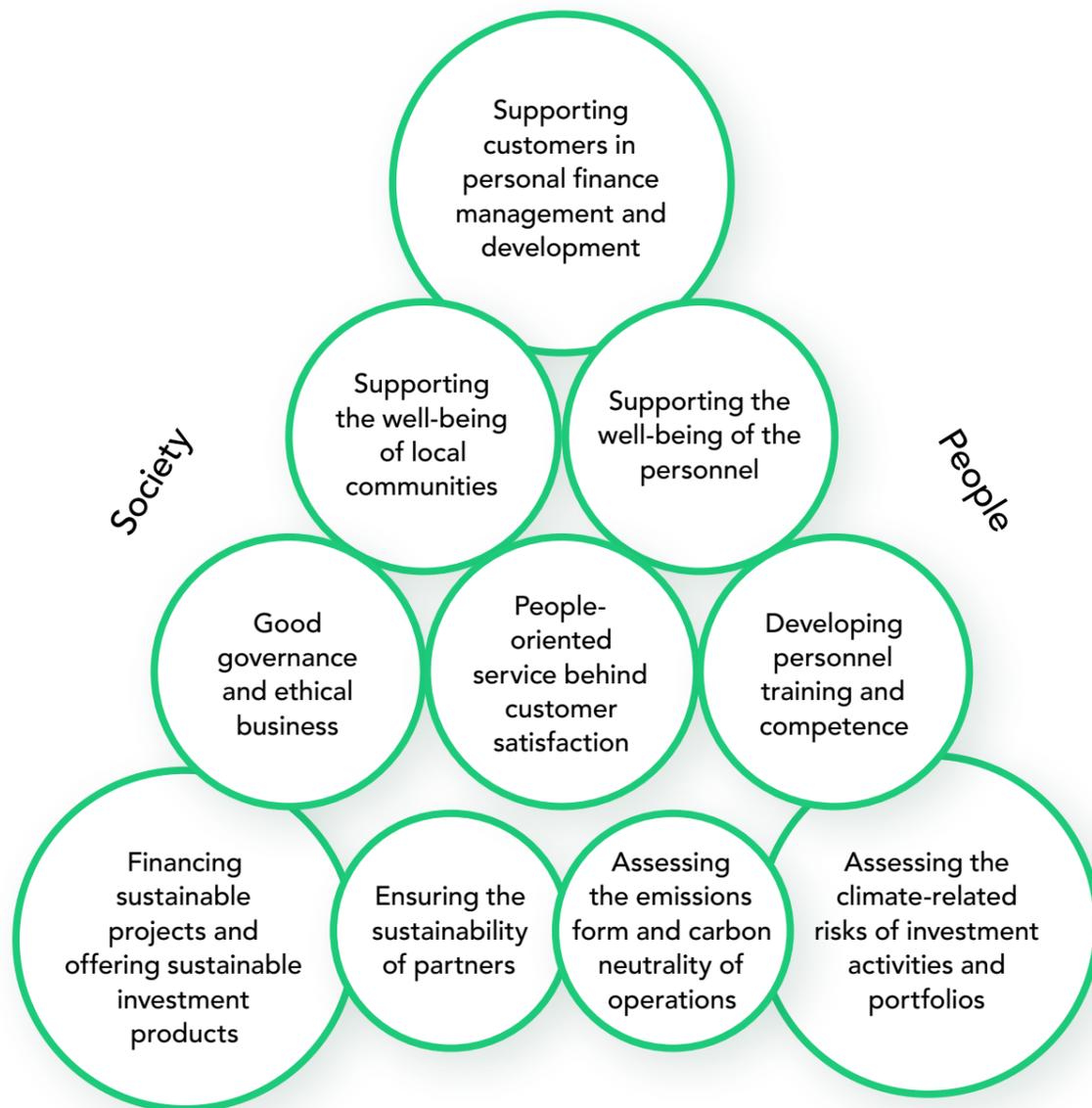
Owners and investors

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 26% stake. In 2018, we were listed on the Nasdaq Helsinki Oy stock exchange. The bank now has more than 10,000 shareholders.

We work closely with the following associations and organisations:

- NYT Yrityskylä
- The Federation of Finnish Enterprises
- 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 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: customer 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 and financing solutions



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 regarding 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 in 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 accompanying 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 OmaSp's corporate governance and key management practices can be found www.omasp.fi/en/investors/management-and-corporate-governance



Sustainability governance model at OmaSp

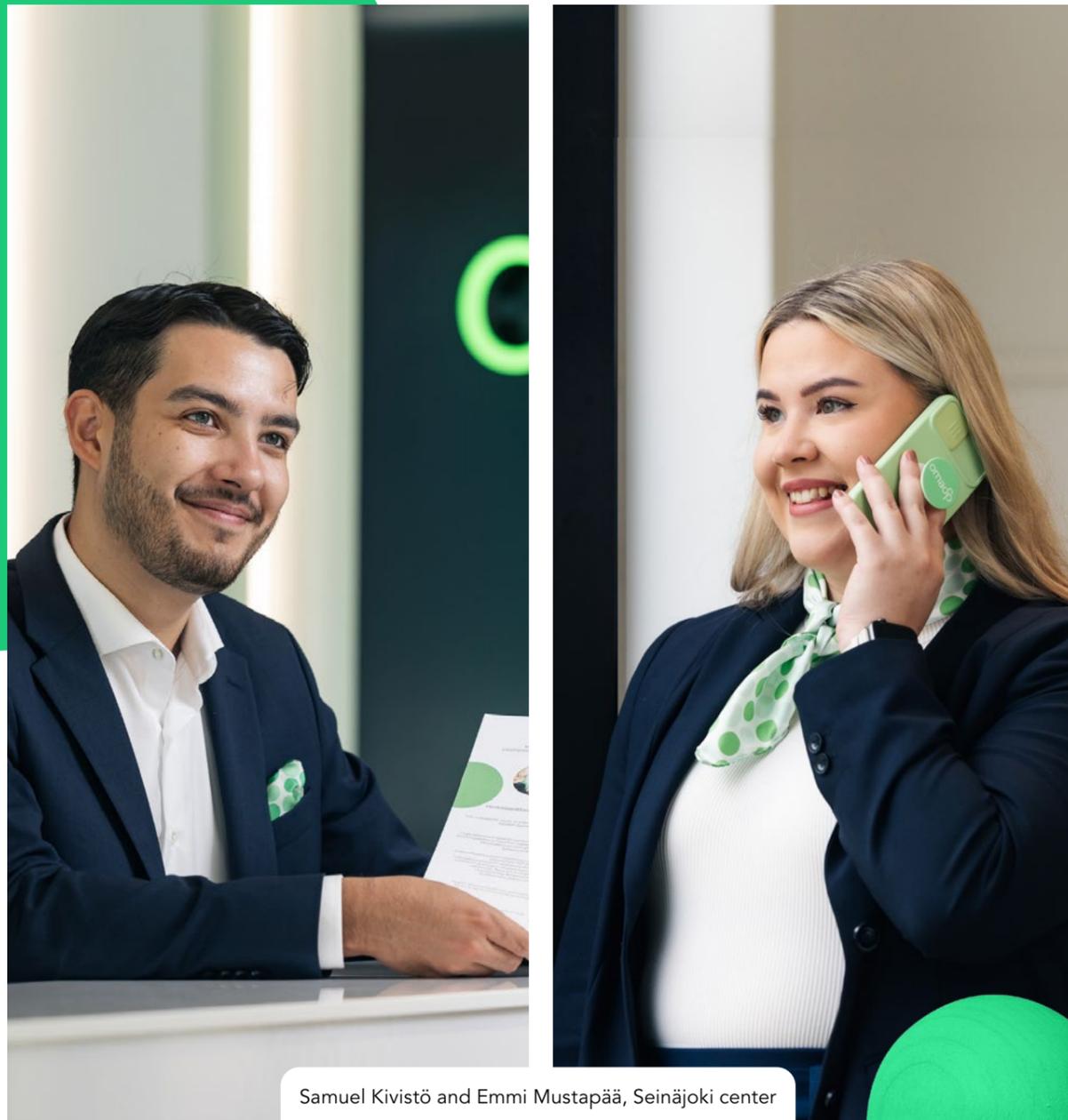


The sustainability management practices are based on, in addition to OmaSp's strategy, the UN Sustainable Development Goals and supplementing internal guidelines and commitments.

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 was revamped in 2023, and with the reform, sustainability can be seen more clearly in the contents for different target groups.

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



Samuel Kivistö and Emmi Mustapää, Seinäjoki center

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 2024



- We are easily accessible
- We know our customers personally
- We achieve 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
- Every APV graduate can also take the APV ESG exam
- We keep track of the annual hours and days of training
- Over the years, there are no cases of harassment or bullying
- Introducing a new platform for onboarding and competence development
- Utilising the potential of AI in day-to-day operations

Our goals for 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 (physical activity, cultural and well-being benefit)
- We ensure every year that the workspaces 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 thorough 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 45 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, in addition to this, we have a strong confidence and knowledge of 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, OmaVahvistus, OmaPostilaatikko and 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.





In the beginning of March, we completed the largest-ever corporate restructuring with Liedon Savings Bank. With the business arrangement, our service network and market position strengthened significantly in the Turku economic area and in the Southwest Finland through expansion of nine branches. We focus on even better accessibility and expert service throughout Finland.



In addition to the expanded service network, we have comprehensively developed our digital services. We developed, among other things, a document signing process. By this, 82% of loans were signed digitally and for corporate customers, balance certificate as self-service is enabled. In early fall, we renewed the omasp.fi website. With the reform, the content diversified, and it now notes the needs of various target groups. The renewed webpages also takes especially mobile usage into account. Accessibility is a constant consideration in our development work as well.

On 1 December 2023, we renewed our operating model; the organisation structure was straightened out and simplified. At the same time, we wanted to prepare for the transaction of Svenska Handelsbanken AB's SME enterprise business in autumn 2024. We strengthened and we will furthermore strengthen our resources on corporate bank throughout the organisation and all over Finland to ensure expert and high-level service experience for both private and corporate customers.

Corporate customers' satisfaction with their own contact person

4.6

on a scale of 1-5

Private customers' satisfaction with their own contact person

4.7

on a scale of 1-5

Overall customer satisfaction

4.3

on a scale of 1-5

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 2023, the results largely followed the previous excellent results and **customer satisfaction has remained very high. The customers also experience, that it is easy to do business in the bank.** Over 11,000 voluntary customers participated in the survey.

The number of participants increased by almost 5,000 and once again, we received a large number of open feedback. The expansion of the Company's service network in the Southwest Finland is shown as growing number of the participants, so there are also many new customers among the participants.

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. For the second time, EPSI Rating published the EPSI Sustainable Index in Finnish banking industry as a separate research, which describes customers' experience of the sustainability work among banks. OmaSp reached the first place among corporate customers and local sustainability was experienced as the most important factor.



Through national collaboration with the Finnish Enterprise Agencies, we support early-stage entrepreneurs. We also cooperate with the Federation of Finnish Enterprises. 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 the Federation of Finnish Enterprises enjoy benefits concerning OmaSp's services.

Personnel's well-being

We employ roughly 500 motivated and enterprising experts in various parts of Finland. A significant proportion of our personnel, 49%, 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.

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, both physical and mental well-being. Thriving personnel and, as

as a result, satisfied customers lay the foundation for our bank's progress and success also in the future. We have added, among other things, low threshold services for occupational health care services. In 2023, we invested around EUR 1,040 per person in occupational health care.

We monitor our employees' well-being, 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 2023 was once again a record-high 383, resulting in a response rate of 88%. The results show our long-term efforts to develop our work community. The overall employee satisfaction has remained at a record-high level, and supervisory work has remained at a great level as a whole.

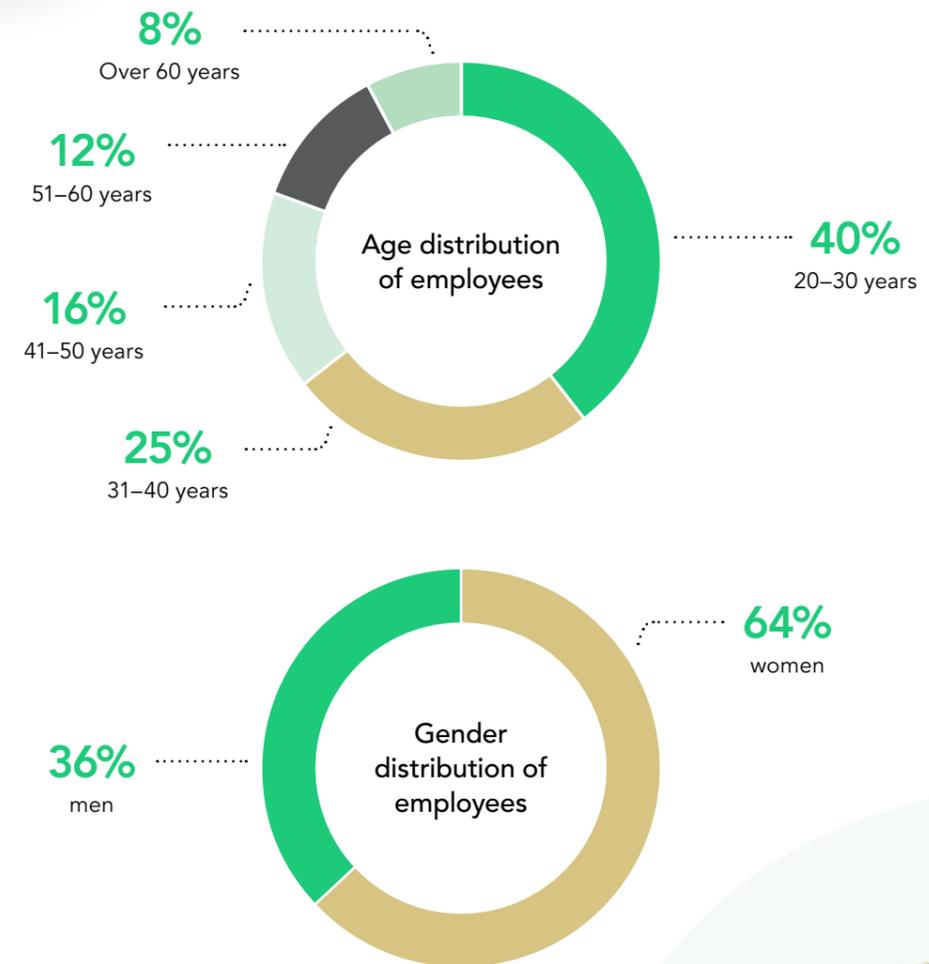
Overall employee satisfaction

4.5

on a scale 1-5

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

Personnel figures in year 2023



- 36.8** Average age of employees
- 6** Number of occupational accident
- 8.5** Days of absence

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 and 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 e.g., APV1, APV2, APV ESG and licensed real estate agent (LKV) qualification. We annually monitor the personnel's training hours.

In recent years, our bank has especially developed the supervisory work in a long-term and goal-oriented manner, which is also reflected in the personnel survey as extremely high scores. High quality supervisory work enables the basic for developing teams and individual success. In addition, the applicant experience and orientation to work is continued to develop.

Training days
per employee

4.8

in 2023

Company bicycle
benefits

124

in use during 2023

Completed
APV qualifications

23

during 2023



"During 2023, we have especially put effort on circulation of work and development of expertise. It has been nice to notice how great career paths we have enabled once again and offer career development to our experts in different fields. Career stories have also been made more and more visible, e.g. through videos."

Sarianna Liiri, Director of OmaSp, HR and Finance



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 by 2024



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 Oma Onni	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





Joona Rinta-Jouppi, Corporate Bank

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 2023, 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:

Oma Onni is a web-based learning environment for developing young people's financial literacy. During the school year 2023–2024, more than 3,070 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.

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.

We reached over

8,000

children or adolescents to improve their financial skills

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

NYT Yrityskylä is a Finnish learning environment, which has awarded as the world's best learning innovation. It offers positive experience about working life, finance, entrepreneurship and society for sixth- and ninth-graders. Up to 90% of all sixth-graders and 88% of ninth-graders participate in the activity of NYT in Finland. We participated in the operation of NYT Yrityskylä in Southeast Finland. It reached over 5,000 sixth- and ninth-graders in the year 2023.

Training highlights

- During the year, we organised five webinars related to different contents, for example family and inheritance law, sustainable investing, investing for young people and for corporates under the theme Maksimoi menestys – taklaa tappiot (Maximise your success - tackle your losses). The listeners of the webinars were both online and onsite at events organised by the branches.
- Together with IT-support students at training centre SEDU, branches in Seinäjoki Hyllykallio, Alavus Centre, Tuuri, Alajärvi and Ähtäri organised digital support events attended by 120 people.

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. Our cooperation with the Nordic Investment Bank (NIB) and the European Investment Fund (EIF) continues. Among other things, the loan agreement of NIF provides us to allocate euros for improving the competitiveness and success of Finnish SMEs. In addition, for small and micro enterprises there is a preparation of a new guarantee programme on sustainable development, which can be used also for sustainable development projects in housing associations in the future.

It is possible to get financing guarantees for financing for companies at different life cycle stages via OmaSp. This can be, for example, financing the start-up phase of a company, investments, working capital financing or a business acquisition.

Event highlights 2023

- In March, together with Lieto's Savings Bank Foundation we organized a Financial Seminar, which involved nearly 400 participants to hear about current topics and future researcher, Ilkka Halava's visions for future working life
- OmaSp was the main partner of Nordic Business Forum 2023 event and the Valtakunnalliset Yrittäjäpäivät 2023 event
- During summer, Seinäjoki Hyllykallio branch together with the foundation organised seven outdoor workouts open to all and free of charge, with approximately 50 participants each time
- Hauho's and Renko's Savings Bank Foundations, together with 4H made possible for nearly 200 young people to get a summer job through the IkiOmaTyö – campaign.
- Free Christmas concerts were organised in eight localities together with the foundations

Grants and subsidy highlights

- South Karelia's Savings Bank Foundation donated, among other things, EUR 500,000 to LUT University for professorship in "System technology and applications in renewable electricity generation", and EUR 212,000 to South Karelian Foundation for Recreation Areas for Hiitolanjoki nature management and recreational service
- Kuortane's Savings Bank Foundation donated, among other things, EUR 70,000 to Seinäjoki Siirtolapuutarhayhdistys ry for the establishing of electricity and sewer network
- Töysä's Savings Bank Foundation donated, among other things, approx. EUR 30,000 to Sydänliitto for the purchasing of defibrillators in the operating area of the foundation
- Lieto's Savings Bank Foundation supported, among other things, by EUR 100,000 to the University of Turku for new installation of the food technology degree programme and by EUR 100,000 for dissertation research in the field of commercial sciences as well as approx. by EUR 30,000 to Turku University of Applied Sciences for promoting entrepreneurship
- Parkano's Savings Bank Foundation donated EUR 150,000 to Suomen Mielenterveysseura Mieli ry (The Association for Mental Health in Finland) for children's and youth's mental health work

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 2023, there were no reports on breaches of our Code of Conduct.

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

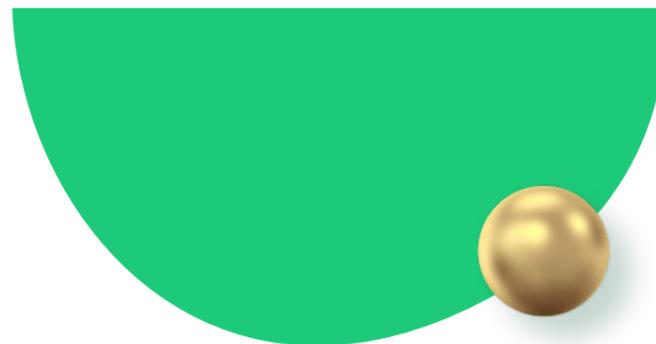


In June 2023, Talouselämä magazine published a research of the most profitable banks in Finland. According to the research, OmaSp was Finland's most profitable bank.

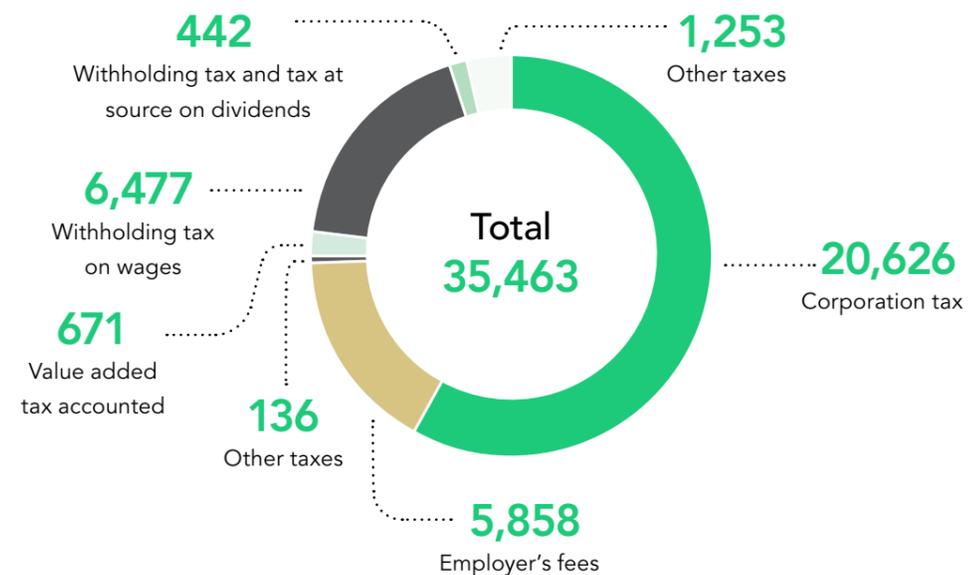


We enjoy collaborating with educational institutions, and we offer several training and thesis opportunities on a range of educational levels. We are involved in the national Responsible Summer Job campaign. We commit to following the campaign's good summer job principles that help make summer jobs a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

In 2023, we employed a total of 67 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 Plc's tax footprint 2023 (1,000 euros)



Taxes payable (1,000 euros)	OmaSp
Corporation tax	20,626
Employer's fees	5,858
Other taxes	136

Taxes to be collected and accounted (1,000 euros)	OmaSp
Value added tax accounted	671
Withholding tax on wages	6,477
Withholding tax and tax at source on dividends	442
Others	1,253
Total	35,463





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 by 2024



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	We complete the Green Bond road map report	We offer new sustainable development financing solutions	



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 financing 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. OmaSp is involved in the operation The Unique Archipelago Sea. Its goal is a clean and healthy future for the Archipelago Sea, increasing its recognition and appreciation among citizens and decision-makers.

We want to contribute to enhancing biodiversity, and our largest owner, South Karelia's Savings Bank Foundation, has been the 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.

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?

Risk	Description	How do we respond to risks?
Transition risks	Change in markets	<ul style="list-style-type: none"> • 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). • 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. • We increase and develop interaction and service and make sure that a personal contact is available in remote services. • We develop customer communications by reporting on, for example, the financing of environmentally sustainable projects together with the European Investment Fund. We provide the Oma Onni and Yrityskylä services with material on climate and sustainability. • 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
	Changes in policy measures and legislation	
	Technological development	
	Reputational risk	
Physical risks	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. OmaSp is moving towards CSRD-compliant sustainability reporting. Information and figures regarding the effects on sustainability factors will be collected even more widely already during 2024.

Our total carbon footprint in 2023 was 9,062 tCO₂e. 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, 94%, 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 2023

63%

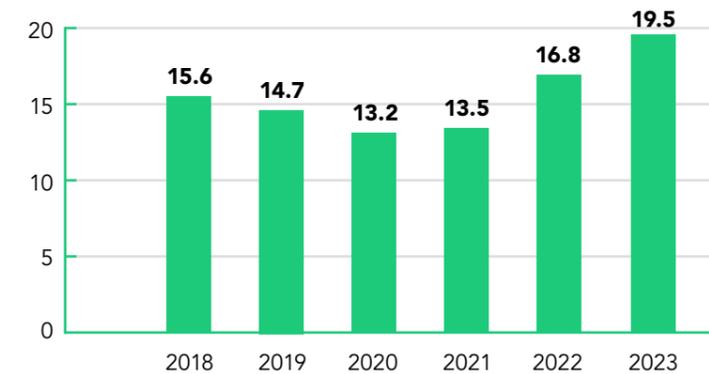
lower emissions intensity per employee (scopes 1 and 2) compared to 2018

The compensation for the emission amount of scopes 1-2 corresponds to

EUR 38,200

in the EU's emission trading

Emission intensity (tCO₂e/employee) in 2018–2023, scopes 1-3



Scope 1: Emissions from company cars **38 tCO₂e** (under 1%)



Scope 2: Emissions from energy consumption **374 tCO₂e** (4%)



Scope 3: Other indirect emissions (purchases and work-related travel) **8,650 tCO₂e** (94%)



OmaSp's carbon footprint 2023

Reporting principles

This OmaSp's sustainability report describes the company's economic, social and environmental impacts for the accounting period 1 January–31 December 2023. 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 2023.

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 2022. We will also publish sustainability data annually in the future.

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

The report focuses on matters controlled by OmaSp, i.e. it covers sustainability figures that are directly linked to the company's own operations. The data in the report is from 2023 and the comparison years are 2022 and 2021.

Financial key figures

The key financial figures presented in the sustainability report only cover OmaSp'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 2022 and comparisons have also been made against 2021, 2020 and 2018.

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.

Emissions are calculated by using following input data:

Scope 1 emissions: The number of kilometres driven with the company's own or leased vehicles based on the paid per-kilometre allowances. It is assumed, that all drives are made with a gasoline-powered car. Emission factors VTT's Lipasto database.

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 Statistic Finland's electricity generation data in Finland in 2019-2021, where co-production is divided by the energy method. The emission factors for district heating are based on district heating statistics for 2019-2021, where co-production is divided by the energy method. The emission

factors for district cooling Energiateollisuus / Bionova.

Market-based: For the 2021-2023 figures, green electricity purchased has been taken into account. For the 2020, starting from 1 July 2020, purchased green energy has been taken into account. The rest is calculated using the residual mix. Emission factors for electricity Ecoinvent / Bionova. Emission factors for district heating are based on years 2019-2021 district heating statistics. Emission factors of district cooling for 2019-2022 Energiateollisuus / Bionova. In the year 2023, OpenCO₂net.

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, ADEME / OpenCO₂net, ENVIMAT / OpenCO₂net.

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 database.



Sustainability in figures

Data as tables: Economic responsibility

Financial key figures

(EUR 1,000)	2023	2022	2021
Net interest income	197,045	104,930	80,130
Total operating income	247,067	144,392	156,565
Total operating expenses	-90,550	-73,062	-65,294
Cost/income ratio (%)	36.9%	50.7%	41.9%
Impairment losses on financial assets, net	-17,126	-1,747	-7,294
Profit before taxes	138,048	69,226	83,271
Profit/loss for the accounting period	110,051	55,379	66,252
Balance sheet total	7,642,906	5,941,766	5,372,633
Equity	541,052	364,961	401,294
Total return on assets, ROA %	1.6%	1.0%	1.4%
Return on equity, ROE %	24.3%	14.5%	17.6%
Earnings per share (EPS), euros	3.49	1.85	2.22
Equity ratio	7.1%	6.1%	7.5%
Total capital, %	16.5%	14.9%	15.6%

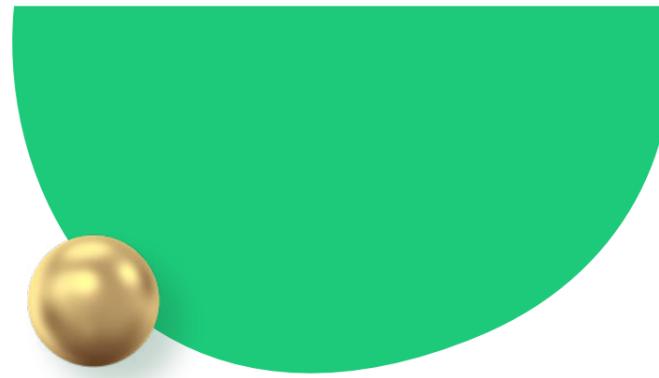
Direct economic value generated and distributed

Stakeholders	Cashflows 2023	Cashflows 2022	Cashflows 2021
Direct economic value generated			
a. Total operating income	247,067,000	144,392,000	156,565,000
Economic value distributed			
b. Personnel expenses	29,611,000	24,316,000	20,631,000
c. IT expenses (included in Other operating expenses)			
d. Depreciation and amortisation on tangible and intangible assets	8,422,000	7,543,000	10,267,000
e. Other operating expenses	52,617,000	41,203,000	34,396,000

Tax footprint

Summary (EUR 1,000)	2023	2022	2021
Taxes payable for the accounting period	26,620	11,330	16,450
Taxes to be collected and accounted for the accounting period	8,843	7,439	4,670
Total tax footprint	35,463	18,769	21,120
Taxes payable (EUR 1,000)			
	2023	2022	2021
Corporation tax	20,626	6,829	12,848
Employer's tax	5,858	4,482	3,572
Other taxes	136	19	30
Taxes to be collected and accounted			
	2023	2022	2021
Value added tax accounted	671	423	404
Withholding tax on wages	6,477	6,106	3,745
Withholding tax and tax at source on dividends	442	547	461
Other taxes	1,253	363	60

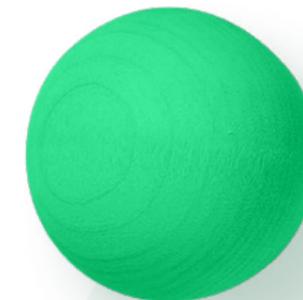
Data as tables: Social responsibility



Number and structure of personnel

	2023	2022	2021
Number of personnel at the end of the accounting period	464	357	333
Men	162	131	113
Women	302	226	220
Other or information missing			
Average number of personnel	389	350	307
Men	138	129	104
Women	251	221	203
Other or information missing			
Number of permanent employment contracts	395	296	284
Men	131	100	91
Women	264	196	193
Other or information missing			
Number of fixed-term employment contracts	69	61	49
Men	31	31	22
Women	38	30	27
Other or information missing			
Number of zero-hour employment contracts			
Men	0	0	0
Women	0	0	0
Other or information missing			

	2023	2022	2021
Number of part-time employees	40	25	23
Men	16	14	10
Women	24	11	13
Other or information missing			
Number of full-time employment contracts	423	332	310
Men	137	117	103
Women	286	215	207
Other or information missing			
Personnel turnover, incoming employees	26.0%	28.0%	21%
Personnel turnover, outgoing employees	20.0%	19.3%	20%
Average age of personnel	37 years	36 years	38 years
Number of retiring employees	5	4	3
Number of terminated employment contracts	0	0	0
Number of personnel laid off and average duration	0	0	0



Number of persons employed outside the organisation and employment type

	2023	2022	2021
Persons employed outside the organisation	-	-	-

Collective bargaining agreements

	2023	2022	2021
Number of employees covered by collective bargaining agreements	96.0%	96.1%	96.6%
Employees not covered by collective bargaining agreements	4.0%	3.9%	3.4%

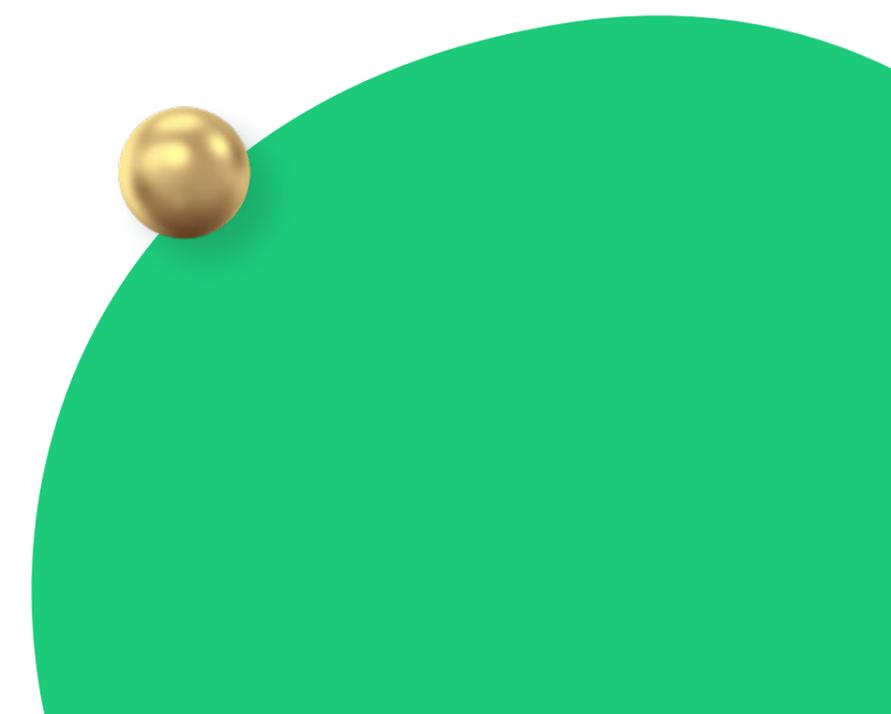
Gender distribution of personnel and administration

	2023 Men	2023 Women	2022 Men	2022 Women	2021 Men	2021 Women
Board of Directors	6	2	5	2	5	3
Executive management	4	3	4	3	4	3
Managers	25	28	27	21	24	22
Salaried employees	133	271	100	202	85	195
Total	168	304	136	228	118	223



Employment relationships

	2023	2022	2021
Employment relationships started (persons)			
Women under 30 years	43	38	24
Women 30-50 years	18	11	11
Women over 50 years	2	0	5
Men under 30 years	33	32	20
Men 30-50 years	11	10	9
Men over 50 years	1	0	1
Employment relationships ended (persons)			
Women under 30 years	15	11	15
Women 30-50 years	23	16	18
Women over 50 years	12	12	10
Men under 30 years	13	13	10
Men 30-50 years	16	11	8
Men over 50 years	3	1	5



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

	2023		2022		2021	
	persons	%	persons	%	persons	%
Higher university degree	108	23	75	21	62	19
Lower university degree	10	2	10	3	7	2
Polytechnic or equivalent	151	33	112	31	88	26
Vocational college or equivalent	128	28	103	29	84	25
Other education	67	14	57	16	92	28

Education

	2023	2022	2021
Training days (days)	4.8	11.7	8.4
Personnel covered by development discussions (100%)	100%	100%	100%

Occupational well-being indicators

	2023	2022	2021
Occupational accidents leading to absence	6	2	1
Work-related deaths	0	0	0
Sick days	3,018	2,188	1,441
of which men	685	421	
of which women	2,333	1,767	
Sick days on average per person	8.5	6.1	4.3
Sick leave rate	3.1	2.8	2.0
Number of harassment and bullying cases	1	3	2
Personnel's job satisfaction	4.5	4.5	4.5

Annual total compensation ratio

	2023	2022	2021
Annual total compensation paid to the highest-paid individual in the organisation (EUR)	EUR 1,461,000	EUR 1,938,916	EUR 600,460
Median annual total compensation paid to the organisation's employees (excluding the highest-paid individual)	EUR 35,000	EUR 35,743	EUR 33,502

Customer-related key figures

	2023	2022	2021
Number of customers (approx.)	200,000	160,000	150,000
Customers' satisfaction with their own contact person	4.6	4.7	4.7
Overall customer satisfaction	4.3	4.3	4.4

Data as tables: Environmental responsibility

Total energy consumption, MWh

	2023	2022	2021
Purchased electricity	2,235	1,781	1,244
Purchased district heating	2,369	1,846	1,537
Total	4,604	3,627	2,781

OmaSp's carbon dioxide emissions, tCO₂e

	2018	2019	2020	2021	2022	2023
Scope 1. Direct emissions, tCO₂e						
Category 1: Emissions from company cars	10.4	7.3	2.2	4.2	1.5	37.9
Scope 2. Indirect emissions, market-based, tCO₂e						
Category 1: Purchased electricity	422.7	360.4	177.3	0	0	0
Category 2: Purchased district heating	248.1	261.2	216.9	208.0	252.6	374.3
Category 3: Purchased district cooling	17.9	17.9	17.9	15.0	6.8	0
Scope 2. Indirect emissions, local-based*, tCO₂e						
Category 1: Purchased electricity	208.4	232.4	200.0	206.0	161.0	172.1
Category 2: Purchased district heating	248.1	261.2	216.9	208.0	252.6	374.3
Category 3: Purchased district cooling	17.9	17.9	17.9	15.0	6.8	10.3
Scope 3. Other indirect emissions, tCO₂e						
Category 1: Purchased products/services	3,467.5	3,407.5	3,169.6	3,728.4	5,208.1	8,470.2
Category 2: Leased products	325.9	351.9	365.1	293.0	393.0	109.5
Category 3: Work-related travel	13.4	8.4	2.7	2.7	7.7	69.9
Total emissions, tCO₂e	4,506	4,415	3,952	4,251	5,870	9,062
Emissions intensity (scopes 1-2), tCO₂e/employee	2.4	2.2	1.4	0.7	0.7	0.9
Emissions intensity (scopes 1-3), tCO₂e/employee	15.6	14.7	13.2	13.5	16.8	19.5

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



Carbon footprint report 2023

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 2023. The calculation has been made at the organizational 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 16 February 2024
Calculation and report was made by EcoReal Oy.

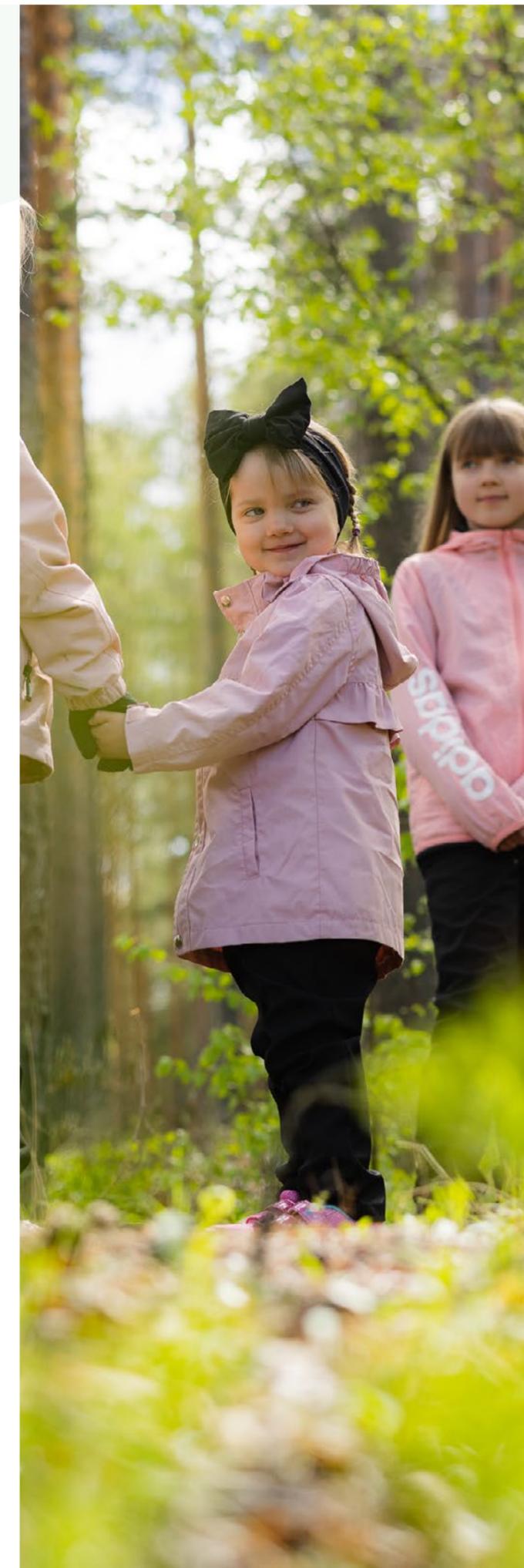
What is a carbon footprint?

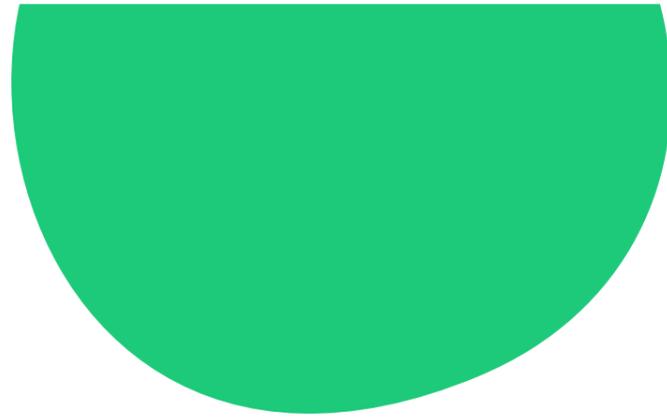
The carbon footprint refers to the climate emissions that are generated as a result of human actions and deeds in a certain period. A company's carbon footprint maps the greenhouse gas emissions arising through its activities. Carbon footprint formation depends on the company's actions. That's why a 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 CO₂ equivalent (CO₂e) 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

OmaSp 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. OmaSp'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.



OmaSp'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

OmaSp has premises where electricity, district heating and district cooling 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 energy.

Scope 3: indirect value chain emissions

OmaSp'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 22,610m² in year 2023. The area increased by 17% from 2022. The number of personnel was approximately 445 in the financing year 2023. The number of personnel increased by 26% from 2022.



Tommi Hakala, Seinäjoki center



The calculation applies to 2023. The starting year of the carbon footprint calculation in 2018 and the previous year 2022 have been used as 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.



A more detailed specification of the input data is summarized in the appendix to the carbon footprint report "Data Sources".



Raisa Lahti, Jyväskylä

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



Emissions have been calculated using 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 Lipasto Database.

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 2019–2021, where co-production is divided with energy method. Emission factors of district heating are based on district heating statistics for 2019–2021, where co-production is divided with energy method. Emission factors of district cooling Energiateollisuus / Bionova.

Market-based: For figures for 2021–2023, 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 residual distribution. Power emission factors Ecoinvent / Bionova. District heating emission factors are based on district heating statistics for 2019–2021. District cooling emission factors for 2019–2022 Energiateollisuus / Bionova. In year 2023 OpenCO₂net.

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, ADEME / OpenCO₂net, ENVIMAT, OpenCO₂net.

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 Lipasto Database.

Total carbon footprint

According to the calculation OmaSp's total carbon footprint was 9,072 tons CO₂e in 2023 (5,870 tons CO₂e in 2022). The carbon footprint increased by almost 54% from the previous year, which means about 3,192 tons more emissions compared to 2022. The increase was due to a strong increase in the use of computer programming and consultancy services, which in turn is the result of OmaSp's investments in growth and accessibility. The number of offices increased by eight and the number of employees increased by 26% compared to the year 2022.

Almost all emissions, i.e., 94% (96%) of CO₂ emissions consist of purchased or leased products and services. This is typical for a company that provides services. About 4% (4%) of total emissions come from energy consumption of offices. Emissions from mobility, i.e., dimensions 1 and 3 account for 1% (under 1%) of the company's total emissions. The carbon footprint distributed very similarly the previous year.

In 2023

3,192

tons more emissions due to investments in growth compared to 2022

In 2023 number of offices

+8

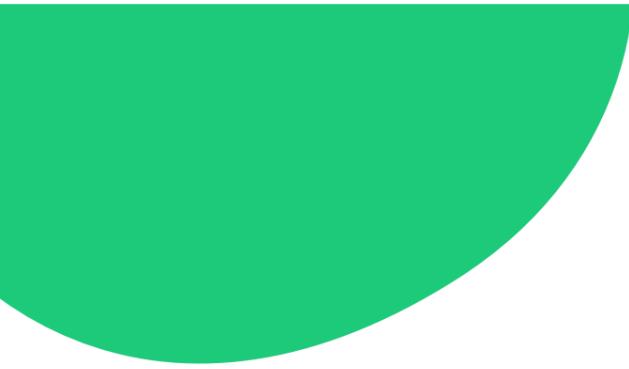
compared to 2022

In 2023 number of employees

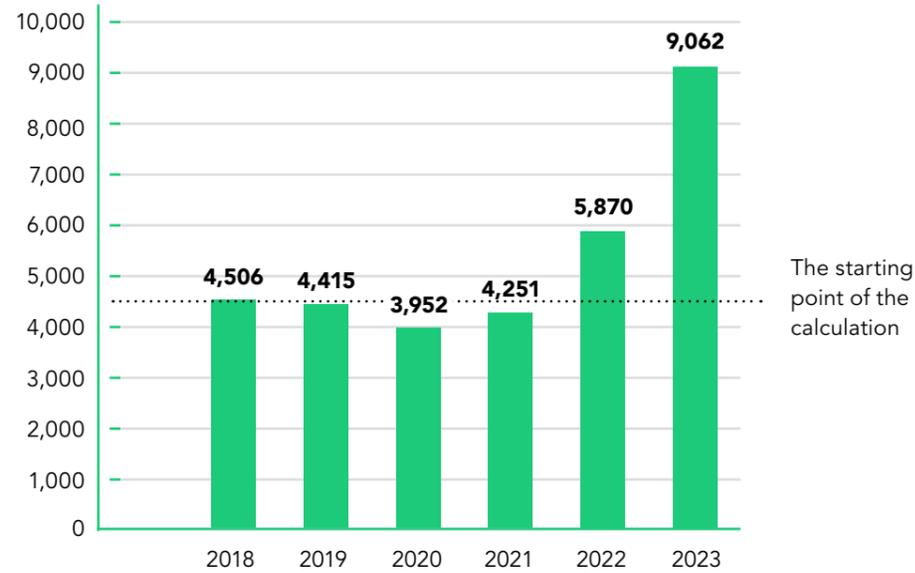
+26%

compared to 2022

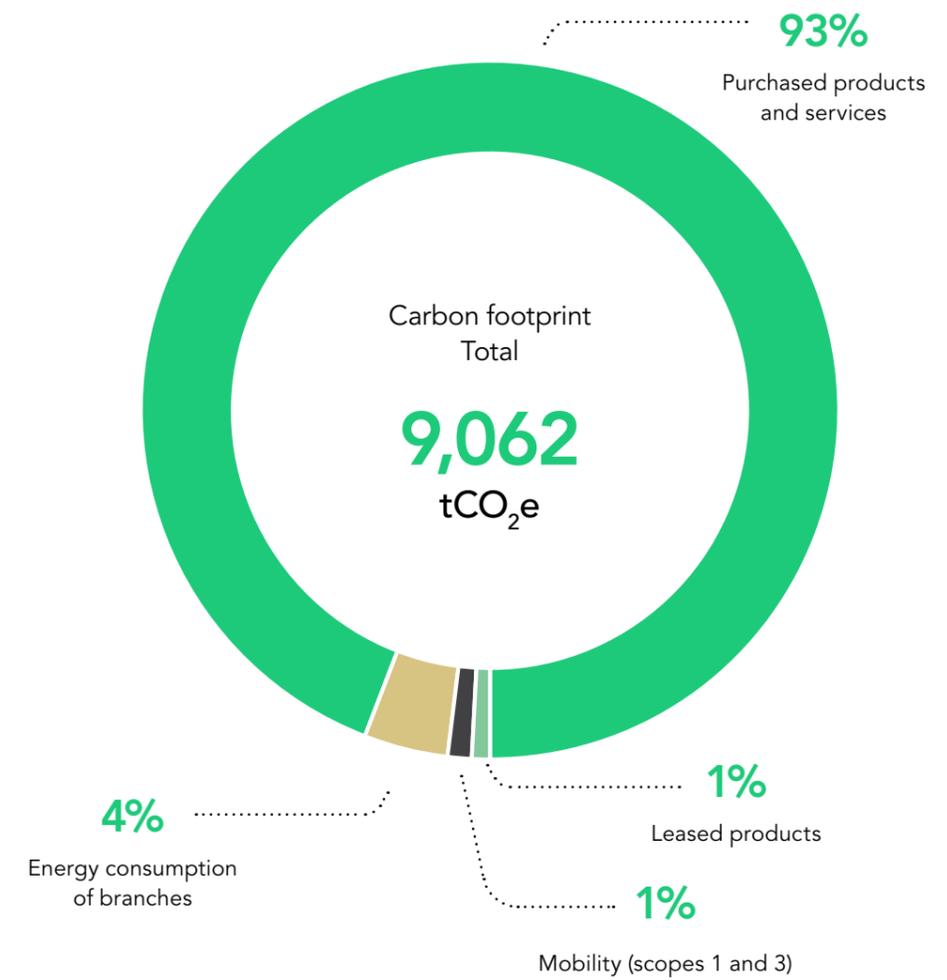




Total carbon footprint, (tCO₂e)



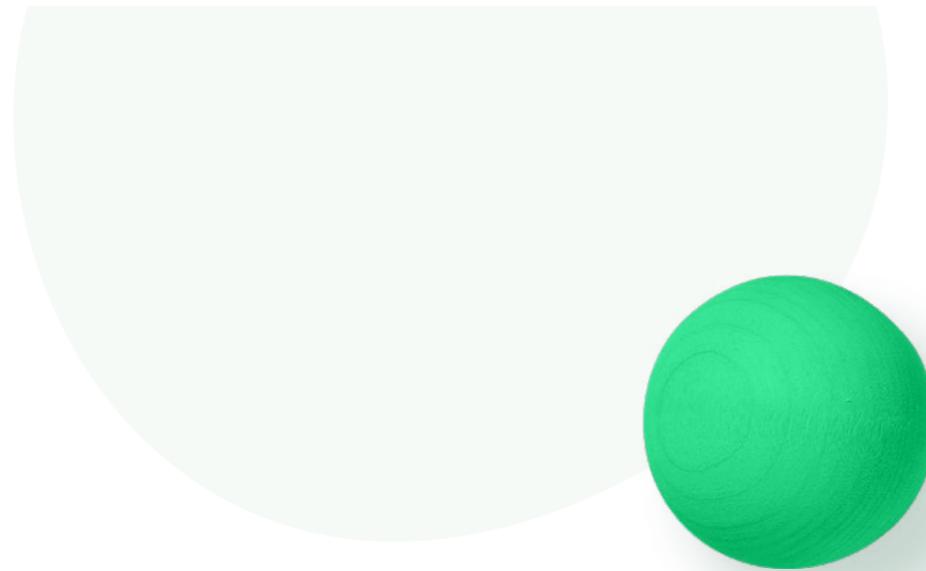
Carbon footprint distribution, %



Key figures of carbon footprint 2018-2023

	2018	2019	2020	2021	2022	2023	vs. 2022	vs. 2018
Total carbon footprint (tCO₂e)	4,506	4,415	3,952	4,251	5,870	9,062	+54%	+101%
Number of employees	288	300	299	315	350	445	+26%	+55%
Emission intensity (tCO₂e/employee)	15.6	14.7	13.2	13.5	16.8	20.3	+22%	+30%



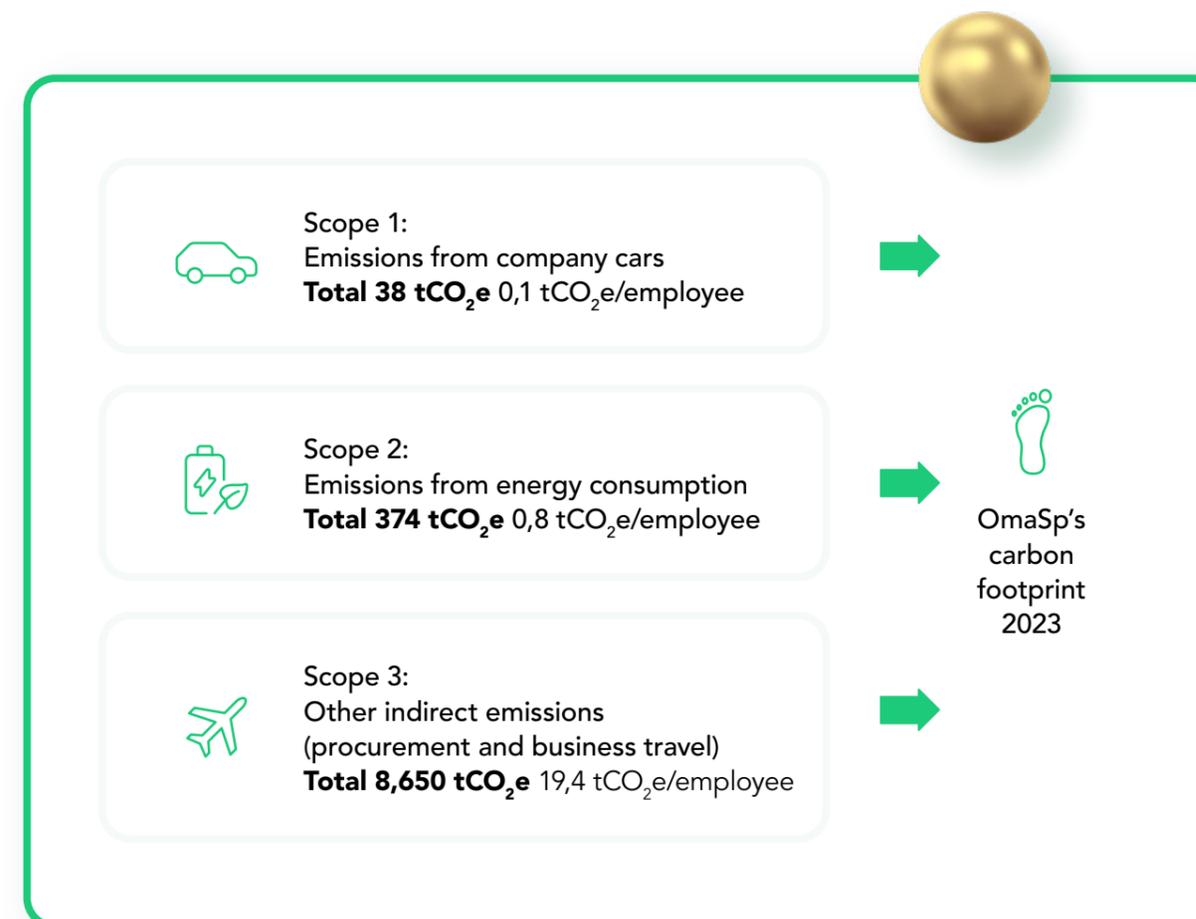


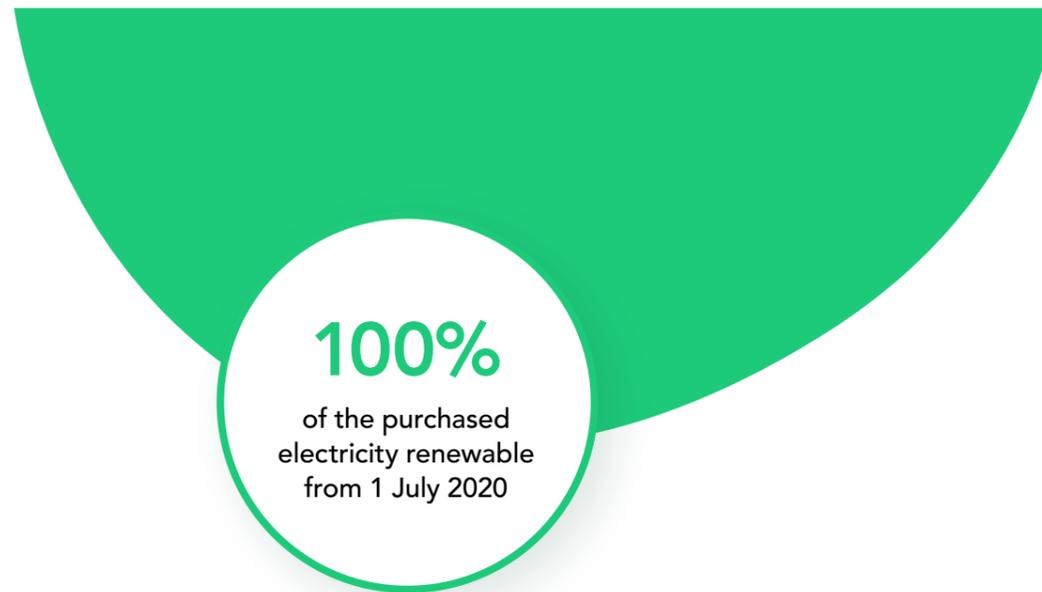
OmaSp's carbon footprint distribution to direct and indirect emission (scopes) according to GHG Protocol guidelines are presented in the figure and table. As previously stated, the most significant emissions are from scope 3, i.e., purchased products and services and leased products. Business travel has quite little impact

on emissions. If only the direct emissions (scope 1) of the company were taken into account, they were approximately 38 tons CO₂e in total and about 0.42% of total emissions in year 2023.

Oma Savings Bank's carbon dioxide emissions (tCO ₂ e)	2018	2019	2020	2021	2022	2023
Scope 1. Direct emissions, tCO₂e						
Category 1: Emissions from company cars	10.4	7.3	2.2	4.2	1.5	37.9
Scope 2. Indirect emissions, purchase-based, tCO₂e						
Category 1: Purchased electricity	422.7	360.4	177.3	0	0	0
Category 2: Purchased district heating	248.1	261.2	216.9	208.0	252.6	374.3
Category 3: Purchased district cooling	17.9	17.9	17.9	15.0	6.8	0
Scope 2. Indirect emissions, location-based*, tCO₂e						
Category 1: Purchased electricity	208.4	232.4	200.0	206.0	161.0	172.1
Category 2: Purchased district heating	248.1	261.2	216.9	208.0	252.6	374.3
Category 3: Purchased district cooling	7.9	17.9	17.9	15.0	6.8	10.3
Scope 3. Other indirect emissions, tCO₂e						
Category 1: Purchased products/services	3,467.5	3,407.5	3,169.6	3,728.4	5,208.1	8,470.2
Category 2: Leased products	325.9	351.9	365.1	293.0	393.0	109.5
Category 3: Business travel	13.4	8.4	2.7	2.7	7.7	69.9
Total emissions, tCO₂e	4,506	4,415	3,952	4,251	5,870	9,062
Emission intensity (scopes 1-2), tCO₂e/employee	2.4	2.2	1.4	0.7	0.7	0.9
Emission intensity (scopes 1-3), tCO₂e/employee	15.6	14.7	13.2	13.5	16.8	19.5

*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

OmaSp's purchasing energy emissions are made up of electricity, district heating and district cooling production at premises. In 2023, purchasing energy emissions have decreased by 46% from 2018, although the property mass has increased considerably. It is significant that in July 2020 OmaSp switched to renewable green energy in all its premises, so in 2021-2023 no electricity emissions were generated. In 2023, thermal energy emissions increased by 46% compared to the previous year due to the growing of the premises.

Emissions from movement have increased significantly

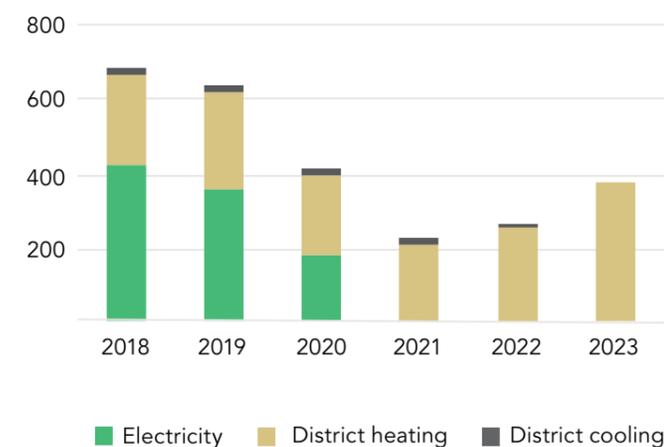
Emissions from work-related travel have increased strongly in 2023. The biggest single factor is long-haul flights related to the 2023 study trip, which did not exist at all in previous years. Another significant factor is the increased use of own gasoline-powered passenger cars. After the exceptional period caused by the pandemic, there has been a shift to a more normal workday and, for example, and trainings of personnel have been organised as a physical presence. However, it is worth noting that a large part of the journeys made by own cars were carried out by electric cars. In addition, train travel is always recommended as a priority for business travel, if possible.

Key figures of movement 2018-2023

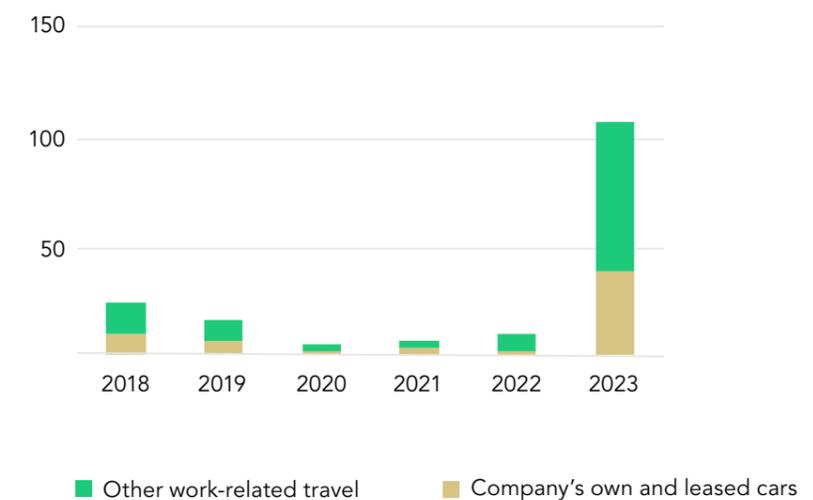
	2018	2019	2020	2021	2022	2023	vs. 2022	vs. 2018
Emissions from movement (tCO₂e)	24	16	5	7	9	108	+1,100%	+350%
Number of employees	288	300	299	315	352	445	+26%	+55%
Emission intensity (tCO₂e/person)	0.08	0.05	0.02	0.03	0.03	0.24	+700%	+200%



Purchasing energy emissions (tCO₂e)



Emissions from movement (tCO₂e)





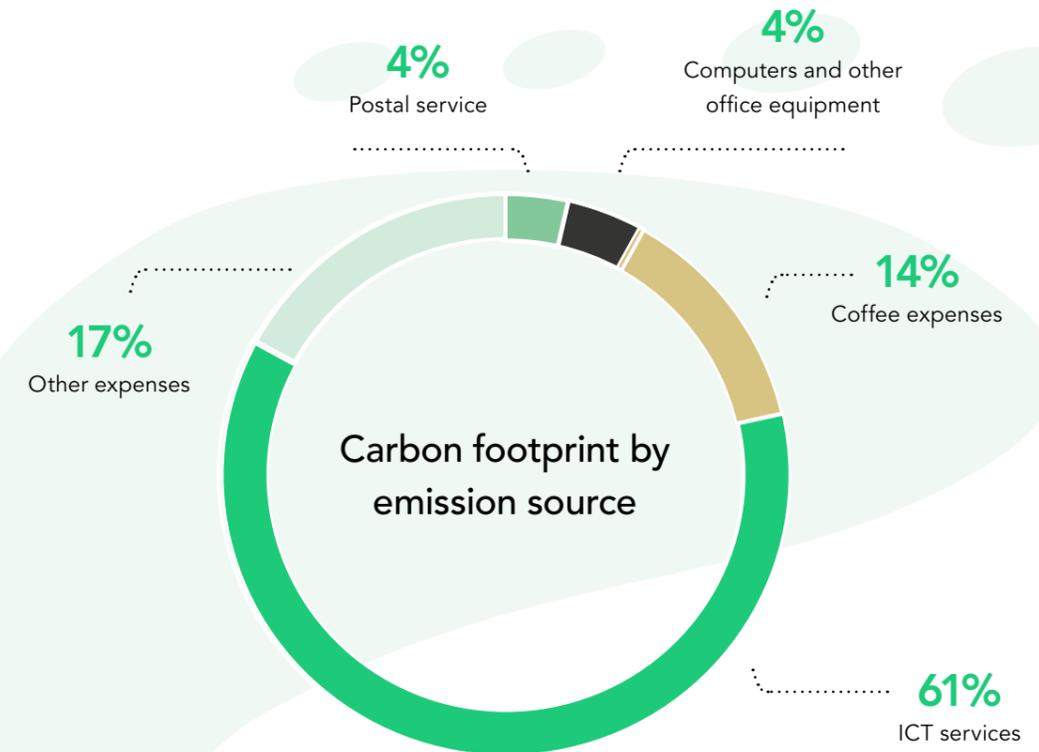
Highest emissions from purchased services

OmaSp's emissions from purchases have been increasing in recent years. In 2023, the emissions from purchases increased by 63% compared to 2022. In the previous year, the emissions increased by 40% compared to 2021. Most significant emissions consist of services purchased outside the company.

Largest sources of emissions from purchases formed as follows:

- 61% of the emissions consist of ICT services also including computer programming and consultancy services (61%)
- 14% of coffee expenses (5%).

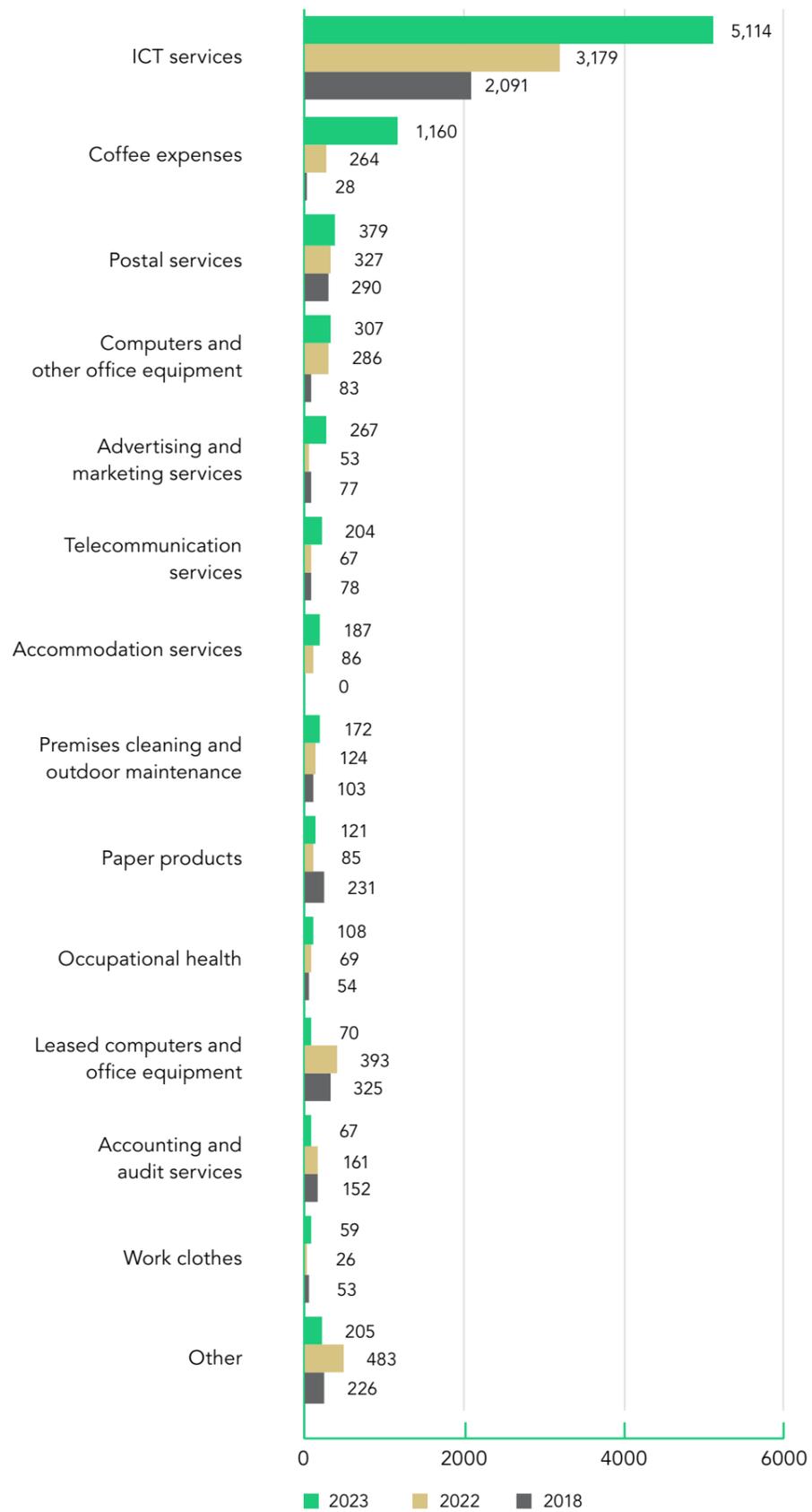
Other major sources of emissions are postal services as well as computers and other office equipment. The biggest change in purchases has been in emissions from ICT services. These emissions have increased by 1,935 tons i.e., 61% compared to the year 2022, as OmaSp has invested in growth and the development of digital services. In addition, the emissions of coffee expenses have increased by 896 tons. These emissions include also food products.



Key figures from purchases 2018-2023

	2018	2019	2020	2021	2022	2023	vs. 2022	vs. 2018
Emissions from purchases (tCO₂e)	3,468	3,408	3,170	3,728	5,208	8,740	+63%	+144%
Number of personnel	288	300	299	315	352	445	+26%	+55%
Emission intensity (tCO₂e/person)	12.0	11.4	10.6	11.8	14.8	19.0	+28%	+58%

CO₂ emissions from purchases (tCO₂e)



OmaSp Stadion

Carbon footprint comparison



Emissions still below industry average

Based on the carbon footprint calculation, OmaSp's greenhouse gas emissions (scopes 1–2) are quite typical among the industry. Emissions per employee is around 0.9 tCO₂e/employee. In the previous year, the emission intensity was 0.7 tCO₂e/employee. Compared to 2018 the emission intensity has decreased by 63%. 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 0.8 tCO₂e/employee in the industry in previous years. In 2023 OmaSp's emission intensity per employee (scopes 1 and 2) was the same as the industry average. The comparison of emissions is indicative, as the results of the calculation are influenced by differences in the calculation methods. The comparison made is based on public reports in the field.

If the emissions of scopes 1–2 (in total 412 tCO₂e) would be compensated it would currently mean a cost of around 38,200 euros in the EU emissions trading system. In proportion to the number of employees the compensation would cost 86 euros per employee. Compensation for emissions of scopes 1–3 would cost around 841,044 euros or 1,890 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 2023

63%

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

In 2023

0.6%

long-haul flights of total emissions

Benchmarks



Oma Savings Bank Plc's carbon footprint **9,062 tCO₂e** in 2023.

=



This corresponds to approx. **879 Finns'** annual carbon footprint¹.

=



The same amount of emissions corresponds to **63 million kilometer** drive².



Emissions per employee (scopes 1-2) was about **0.9 tCO₂e/person** in 2023.

cf.



Compensation for emissions of scopes 1-2 costs around **38,200 e = 86 e/person** in the EU emissions trading system³.

=



The same amount of emissions per employee is generated from **5 return flights** from Helsinki to Oulu⁴.

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



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