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Corporate Social Responsibility Report **2020**

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Corporate Social Responsibility Report 2020 is a translation of the original Finnish version "Yhteiskuntavastuuraportti 2020". If discrepancies occur, the Finnish version is dominant.



OmaSp's Corporate Social Responsibility Report (Unaudited)

Sustainability

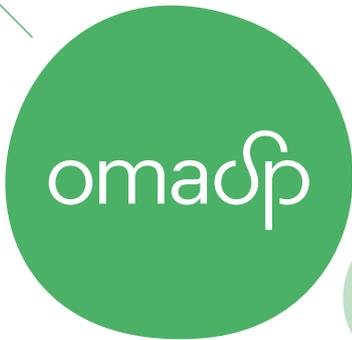
Sustainability is one of the basic pillars of our strategy. It is at the heart of our business and an important part of our future operations. This is Oma Savings Bank's first Corporate Social Responsibility (CSR) Report, describing the most important social, environmental and economic impacts of the company's operations.

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

As part of the CSR reporting process, we have drawn up sustainability targets for 2019–2023. We will use the annual CSR Report to monitor the implementation of the targets. In addition, we have made a commitment to support the UN's 17 Sustainable Development Goals.

Our aim is to include five of the targets that have the greatest impact on our operations in OmaSp's management, strategy and day-to-day operations.

Our bank operates broadly throughout Finland, and our history dates back more than 140 years. We offer comprehensive banking services in various parts of Finland and via several digital service channels. We have approximately 300 motivated and enterprising experts serving 140,000 private and corporate customers. In 2018, we were listed on the Helsinki Stock Exchange's main market listing. A significant proportion of our personnel are also the company's owners.



We are local and close to the customer

People-oriented customer service is very important to us, and we regularly monitor our customer satisfaction.



We take care of our personnel

We diversely promote the well-being of our employees and we support career development through continuous training.



We promote collective well-being

We promote the vitality of local communities, and we support the well-being of children and adolescents.



We contribute to sustainable development

We enable sustainable investments and minimise emissions from our own operations.





Starting points for sustainability efforts

Value chain and operating environment

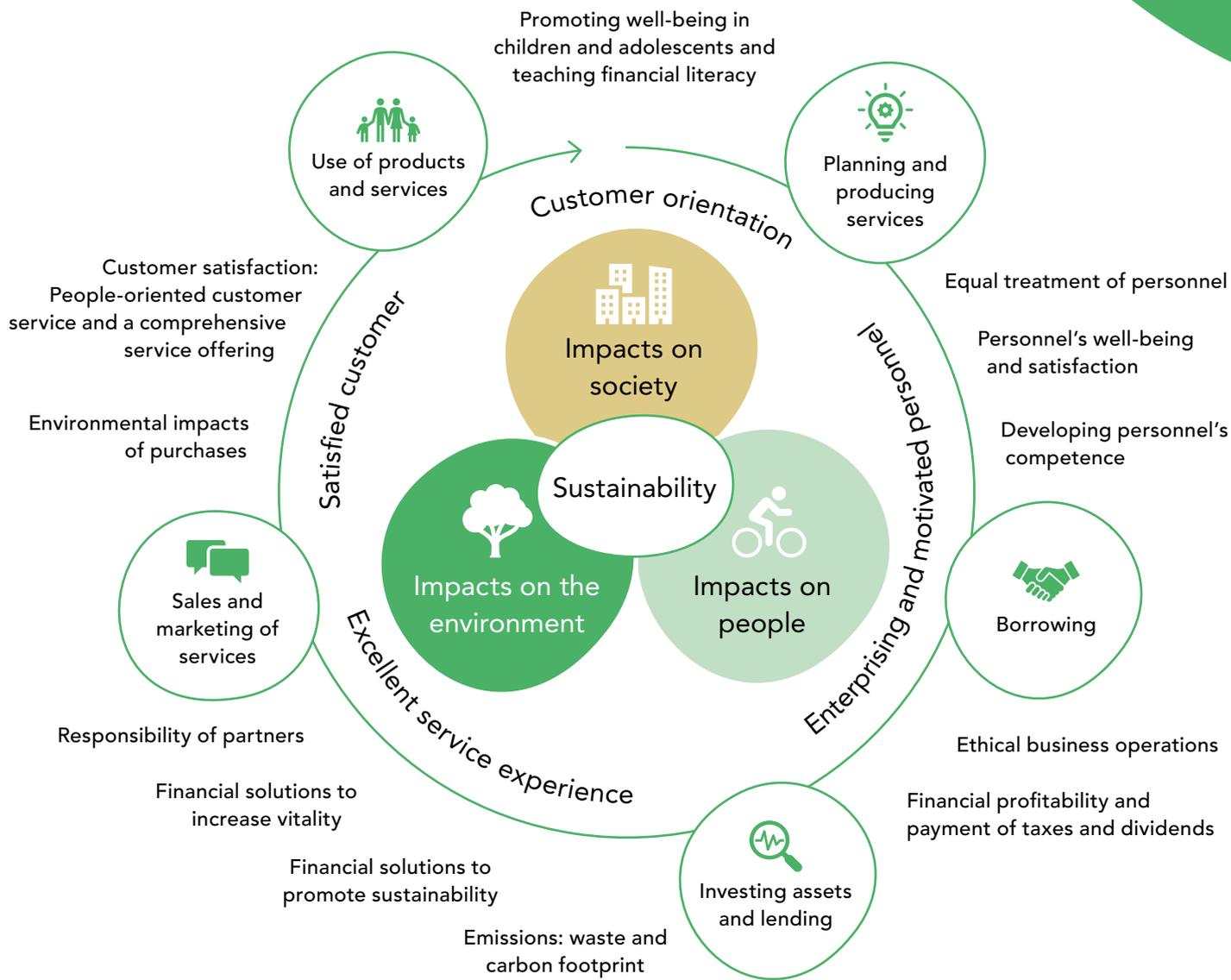
Sustainability in the financial sector means complying with the common practices, laws, regulations and sustainable development principles that govern the sector. The idea is to bear responsibility for economic and social stability, as well as for the climate and the environment.

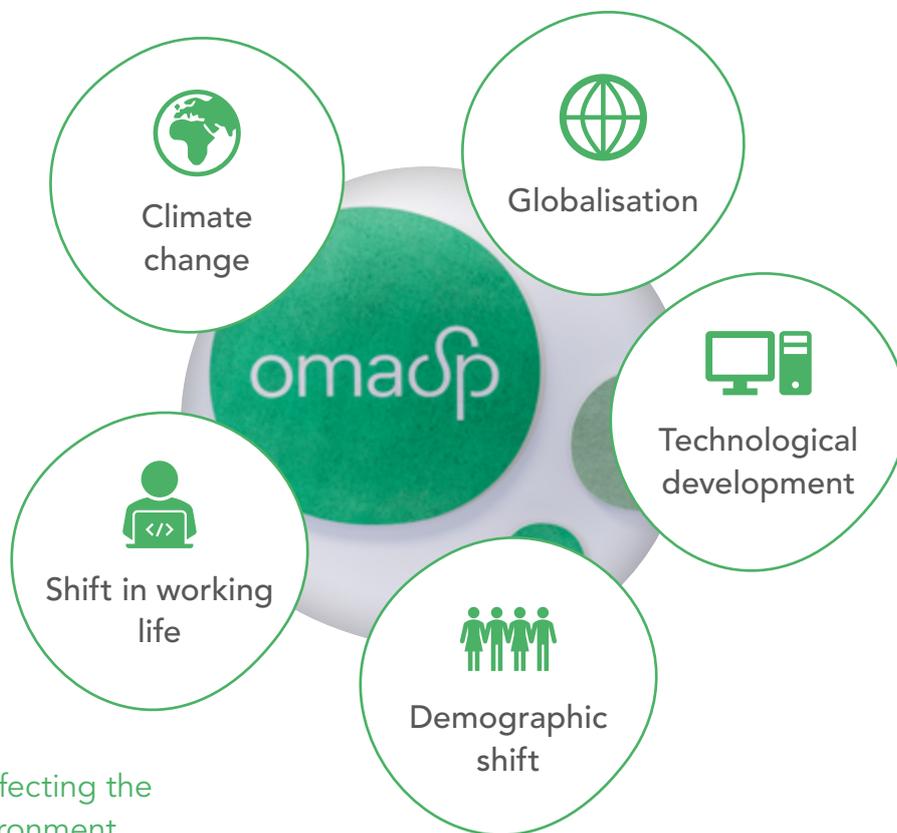
The financial sector has played an important role in building well-being in Finland. It guarantees a stable society and basic security for citizens. At OmaSp, we also have an impact on society, people and the environment, both directly and indirectly. We have identified these impacts, and we take them into account in every stage of our value chain.

We contribute to producing direct basic services and opportunities for citizens, companies and organisations. Our efforts have an impact both locally and nationwide. Promoting the financial literacy of young people is one

of the financial sector's most important sustainability themes – and it is for us, too. We also have a significant role in steering financing toward sustainable development targets.

At the heart of our strategy is satisfied customers. Our goal is to achieve the highest level of customer satisfaction in the sector, and we are getting there by being present in our customers' lives. Our efforts are boosted by our enterprising and motivated personnel. We know that when it comes to responsible and sustainable operations, taking stakeholders into account brings a considerable competitive advantage. That is why we are strongly committed to our customers, our personnel and our operating environment. We strive to take the interests of all our stakeholders into account in our operations. In this way, we are contributing to building an economically, socially and environmentally sustainable society.





Megatrends affecting the operating environment

One challenge faced by the financial sector is the transformation of the operating environment; this includes, e.g., the aging of the population and the shift in working life. These transformations in the operating environment, i.e. global megatrends, are the main thrust of the development that is shaping the structures of societies and companies.

We are keeping a keen eye on changes in our operating environment. In order to respond to future challenges better, we have identified five global megatrends that significantly influence our operations. We take these megatrends into account in all stages of our value chain.

Globalisation links societies, economies and actors together. The political and economic situation has a major impact on the competitive playing field. International supervision and regulation is increasing, and the sector is expected to react quickly, adapt and display international service know-how. Active monitoring and forecasting of the political and economic situation are highlighted. The financial sector must reinforce solvency, the financial structure and liquidity in order to balance the economy.

Technological development is changing the financial sector in many ways. Customer behaviour is changing and new digital services are being introduced alongside traditional services. It is possible to compile and utilise

large volumes of data, which places demands on IT management and especially on information security.

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, opportunities for personal service must be ensured. Services must take into account the aging of the users. The service offering also outside cities must be taken into account in order to ensure a good customer experience. It is important to promote the operations of vital growth centres by being present.

The shift in working life is also affecting the financial sector. In working life, workers of different ages and the different ways of working must be taken into account. The importance of personal competence development is growing. It is becoming increasingly difficult to secure the best talents, which means employers must stand out from the competition.

The scarcity of natural resources and **climate change** pose major challenges on a global scale. The financial sector is also expected to operate more transparently and sustainably. In addition, demand for financial solutions and products related to sustainable development is growing.

First-rate service experience

- Personal and readily available service
- Broad network of branch offices
- Comprehensive digital service channels
- A pro-active approach

Sustainability and customer orientation

- The company's CSR efforts are at the core
- Customer-oriented development of product and service offering

Enterprising and motivated personnel

- We support career development through continuous development and training
- Varied and sustainable work
- A significant proportion of our personnel are owners of the bank

Values and Code of Conduct

Our values and our Code of Conduct form the foundation for our sustainability efforts. Our values are **customer orientation, co-operation, reliability, expertise and results**. Our Code of Conduct is based on these values, and they describe the ethical foundation of our operating rules and values and our sustainability.

At the heart of our strategy is satisfied customers, which we aim to reach through a first-rate service experience, sustainable operations and customer orientation, not to mention with our enterprising and motivated personnel.

Our Code of Conduct is based on our values



We look after the customer's interests



We are committed to confidentiality and the protection of privacy



We communicate openly



We require sustainability from our stakeholders



We comply with insider and trade regulations



We avoid conflicts of interest and identify them in advance



We do not give or receive bribes



We comply with good governance



Together we create a successful work community

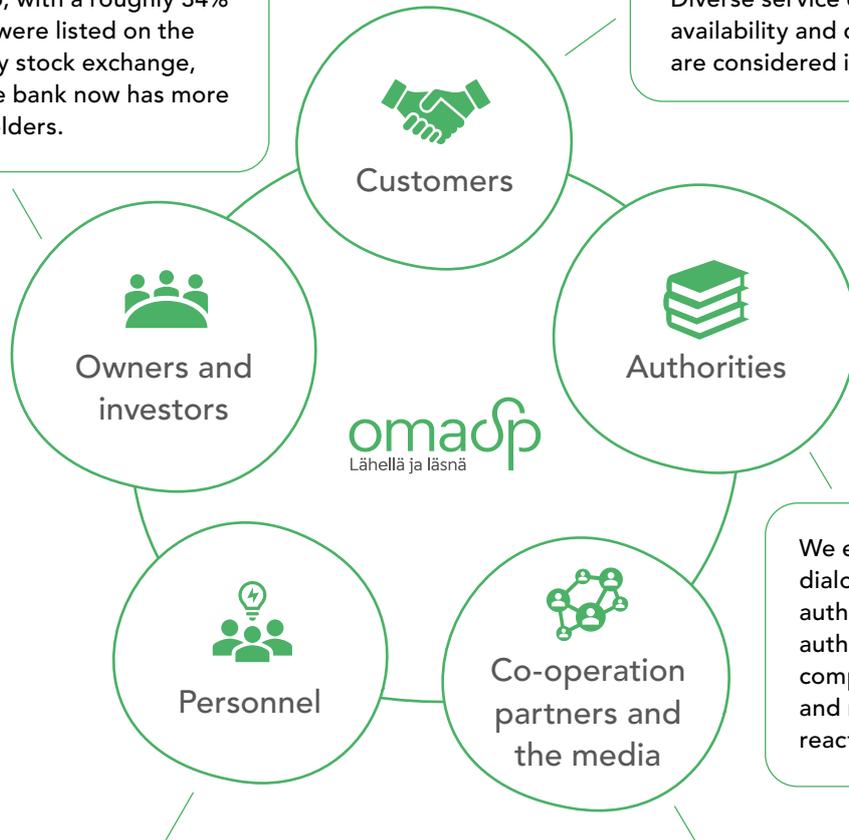
Stakeholder co-operation

Open dialogue with our stakeholders is important to us. We have identified six important stakeholder groups that we communicate with every day. Well-functioning stakeholder co-operation increases transparency and a common understanding about our operations and

how we develop them. We develop our operations in accordance with the perspectives and hopes of our stakeholders, and their expectations also serve as the starting point for our sustainability efforts.

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 and clear communication. Approximately 78% of Oma Savings Bank's shares belong to non-profit organisations. The largest individual owner is the savings bank foundation Etelä-Karjalan Säästöpankkisäätiö, with a roughly 34% stake. In 2018, we were listed on the Nasdaq Helsinki Oy stock exchange, thanks to which the bank now has more than 2,900 shareholders.

At the heart of the 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 availability and confidentiality are considered important.



Sustainability programme

Sustainability themes

OmaSp's sustainability programme is based on the company's values, Code of Conduct, stakeholder expectations and megatrends in the operating environment. Through these aspects, we have identified four sustainability themes that are important to us and which we have linked to our sustainability programme: we are local and close to the customer, we take care of our personnel, we promote collective well-being and contribute to sustainable development.



We are local and close to the customer

People-oriented customer service that is personal and readily available is important to us. We manage a broad network of offices and comprehensive digital service channels. **We regularly monitor customer satisfaction** and we actively listen to our customers and develop our product and service offering with a customer-oriented approach.



We take care of our personnel

We care about our employees, so **we diversely promote their well-being**. In addition, we promote and maintain the diversity of our work community, as well as varied work that entails responsibility. We consider a learning work community important, which is why we support the career development of our employees through continuous **competence development and training**. We regularly monitor personnel satisfaction.



We promote collective well-being

We are strongly committed to working on behalf of the well-being of Finnish society. **We actively promote and develop the vitality of local communities** by offering jobs outside urban areas and by financing local SMEs. The education and competence of Finns is especially important to us, **which is why we promote the well-being and financial literacy of children and adolescents**.

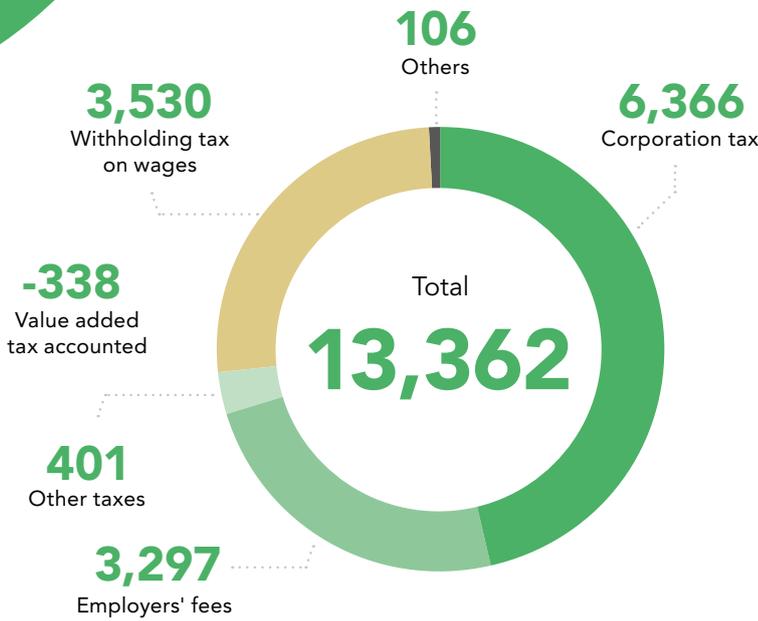


We contribute to sustainable development

The financial sector plays a major role in promoting sustainable development in society and globally. **We enable sustainable investments** in both new technology and services. Sustainable development is one of the guiding perspectives in our financing decisions. In terms of our operations, our goal is **to chart and minimise the emissions we generate**. In relation to that, we set targets for the years ahead.

Responsibility reporting

Taxation footprint (1,000 euros)



Taxes payable (1,000 euros)

OmaSp

Corporation tax	6,366
Employers' fees	3,297
Other taxes	401

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

Value added tax accounted	-338
Withholding tax on wages	3,530
Withholding tax and tax at source on dividends	-
Others	106
Total	13,362

Overall service satisfaction

4.3/5*

*OmaSp Parasta Palvelua survey 12/2020



We are local and close to the customer

Days of training /employee

2.5
days



We take care of our personnel

Satisfaction with the customer's own contact person

4.7/5*

*OmaSp Parasta Palvelua survey 12/2020

Oma Savings Bank's extensive management and expert training programme, **OmaSp Master**, started in May 2019 and was in the running throughout 2020.

A significant part of the employees are owners.

49%

Employee satisfaction

4.4/5*

*Satisfaction with the company as a whole Personnel survey 12/2020

Gender distribution of employees

Men
32.3%



Women
67.7%

Average age of employees (years)

38.3

OmaSp's Sustainability targets

We have defined targets for each of our sustainability themes for 2019–2023.
We will use the annual CSR Report to monitor the implementation of the targets.

Sustainability theme	Sustainability aspect	Targets for 2019–2023
 <p>We are local and close to the customer</p>	<p>People-oriented customer service</p> <p>Customer satisfaction</p>	<ul style="list-style-type: none"> • We operate openly and are easily available • We know our customers personally • We have the highest rating in customer satisfaction in the sector • We focus on the availability of our services and on our service channels
 <p>We take care of our personnel</p>	<p>Personnel's well-being</p> <p>Competence development and training</p>	<ul style="list-style-type: none"> • We achieve the highest rating in work satisfaction in the sector • We implement annual work well-being plans and related targets • We continuously develop our personnel's competence and professional skills OmaSp Master) • We keep track of the annual hours and days of training • Over the years, there are no cases of harassment or bullying
 <p>We promote collective well-being</p>	<p>Vitality of local communities</p> <p>Well-being of children and adolescents</p>	<ul style="list-style-type: none"> • 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 ethical breach of the Code of Conduct • We continue with the implementation of the Yrityskylä learning environment and the Oma Onni web-based learning environment that teaches financial literacy • We maintain communication on financial management aimed at adolescents and children
 <p>We contribute to sustainable development</p>	<p>Sustainable investments</p> <p>Carbon footprint</p>	<ul style="list-style-type: none"> • We comply with the principles of sustainable financing in our operations • We improve young people's knowledge of sustainable financial management (Oma Onni) • We survey our carbon footprint and other environmental impacts • We minimise travel in our internal operations and take advantage of remote working opportunities

UN Sustainable Development Goals

In 2015, UN member countries committed to the Sustainable Development Goals (SDG) programme and targets, which set the agenda for sustainable development for 2016–2030. The aim of Agenda 2030's sustainable development action plan is to eradicate extreme poverty and safeguard well-being in an environmentally sustainable manner. Companies have an important role in supporting the government in reaching these targets. OmaSp is also committed to supporting all 17 of the UN's Sustainable Development Goals as part of our sustainability efforts, in addition to which, we have identified the five targets that are the most crucial in terms of our operations. Our aim is to integrate these targets in OmaSp's management, strategy and day-to-day operations.

Target 3: To guarantee good health and well-being for people of all ages.

We promote the health and well-being of our customers by ensuring the availability of bank and financial services in a financially sustainable way. In addition to personnel's physical well-being, we also strive to promote their mental health.

Target 4: To 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.

Target 8: To 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.

Target 9: To build sustainable infrastructure and promote sustainable industry and innovations.

We take part in building sustainable infrastructure and in promoting sustainable industry and innovations by operating as a partner to various entrepreneurs. We improve the position of small companies as well as their opportunities on the market.

Target 17: To reinforce the implementation of sustainable development and global partnerships.

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 Yrittäskylä programme, and with the Sedu vocational education and training organisation on Oma Onni.

UN Sustainable Development Goals





People-oriented customer service is very important to us, and we regularly monitor our customer satisfaction.

We are local and close to the customer

We are present in the day-to-day lives of our customers in our 32 offices around Finland, in addition to which, we serve our customers via our digital channels – at anytime and wherever they are in the world. Our broad network of offices and comprehensive digital services ensure that **our services are conveniently**

available in the form that suits the customer. Each one of our offices is the bank's flagship in that area. Thanks to our broad network of offices, we know the local market and our customer base. This allows us to make decisions easily and quickly in the customer's own office.



32 offices throughout Finland



OmaMobiili and OmaKonttori



Online bank



Customer visits



Customer service, call center & chat



Satisfaction with the customer's own contact person

4,7/5*

Overall service satisfaction

4,3/5*

We have invested in ensuring safe banking

and encouraged our customers to take advantage of digital service channels. We have strengthened our position in key growth centres in line with our strategy over the past several years. At the beginning of the year, we were celebrating the opening of the OmaSp bank building in Seinäjoki and and late in the year a major renovation of the Lappeenranta branch office was completed. In addition, towards the end of the year, we started negotiations on merging Eurajoki and Mietoinen Savings Banks into Oma Savings Bank.

We continue to invest in improving customer service across digital service channels

by improving mobile bank capabilities based on feedback from customers and adding fingerprint and facial recognition at check-in, among others. In addition, the digital housing trade was developed by introducing new services that make it possible to handle the delivery and signing of documents related to the housing trade completely digitally. The transition of the housing business to a digital service is a welcome reform to facilitate the home buying and selling process from the perspective of the customer, the bank and real estate agents. Making the housing trade is no longer dependent on time and place. The Finnish law on the provision of digital services obliges the bank to build its online and mobile services so that as many people as possible can use them. During the financial year, the accessibility of online services was developed comprehensively to meet the requirements. Our goal is for as many users as possible to be able to use our digital services with assistive technologies. Consideration of accessibility is part of the current development of our digital services.



Thanks to our way of operating, **we are the bank of satisfied customers.**

Our goal is to provide a high-quality service experience, and we achieve that through personal service and readily available services. We place great importance on the quality of our customer service and on ensuring that our services are flexibly available. We therefore also serve our customers in our offices during weekday evenings and on Saturdays. Every customer is also offered their own personal bank advisor. Our operations and our product and service offering are furthermore developed with an eye to the customer's needs.

*We measure the level of our customer satisfaction annually through a customer survey. Our annual goal is to achieve the highest rating in both customer satisfaction and customer service in the sector. According to the Parasta Palvelua survey 12/2020, **we have a very high level of customer satisfaction.**



We diversely promote the well-being of our employees and we support career development through continuous training.

We take care of our personnel

We employ about 300 motivated and enterprising experts in various parts of Finland. A significant proportion of our personnel are also the bank's shareholders, which contributes to their commitment and work motivation.

We promote and maintain the diversity of our work community by recruiting experts of all ages. The gender and age distribution in our company is on a more equal

footing than average. We assign varied tasks that entail responsibility and we offer training opportunities to our employees. We also ensure that our employees **enjoy their work and a high level of well-being**, both physically and mentally. Personnel with a high level of well-being and customers who are satisfied lay the foundation for our bank's progress and success also going forward.



Training opportunities, such as OmaSp Master



Extensive occupational health care



Workplace health promotion events and WHP days



Exercise and meal benefits



We offer our employees varied tasks and responsibility, in addition to which, we support their career development through advancement and training opportunities. For us, a learning work community where employees can develop themselves in the manner of their choosing is important. The competence of our personnel is also a key competitive factor, therefore, we continuously work to improve it. One example of this is the **OmaSp Master training programme** that we created together with the University of Tampere. Ten managers and experts were involved in training between 2019 and 2020.

"This training programme was strongly inspired by the aim of developing supervisory work. We also recognised the importance of the role of experts, and thus decided to implement the training package for a group that included both experts and supervisors," says OmaSp's Chief Financial and Administrative Officer, Sarianna Liiri.

We launched **OmaSp Start Days** for the new employees as a new training in the autumn of 2020. Training and developing our personnel in different themes through training events, webinars and online courses is part of continuous development of skills and competence.



We monitor our employees' well-being, work satisfaction and satisfaction with the employer through annual personnel satisfaction surveys. We also keep track of work absences and the number of hours spent in training. We also continuously work to prevent bullying at the workplace. Our annual goal is to achieve the highest rating in employee work satisfaction in the sector. **Personnel satisfaction increased in the latest survey and was at a very high level.**



Employees consider
OmaSp's future to
be bright

4.8/5*

Employees are
committed to change

4.8/5*

Overall
satisfaction
4.4/5*

*Personnel study 12/2020



We promote the vitality of local communities and the well-being of children and adolescents.

We promote collective well-being

We are strongly committed to working on behalf of 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 SMEs. In addition, our main shareholders, local savings bank foundations and co-operatives distribute grants and subsidies for non-profit purposes every year.

We contribute to society indirectly through our economic impact, for example, through the taxes we pay. These proceeds are used to safeguard the basic functions of society and build well-being. **Our business is steered by our Code of Conduct.** In 2020, there were no reports of breaches of our Code of Conduct.

 <p>Employment and tax footprint</p>	 <p>Financing local SMEs</p>	 <p>Grants and subsidies</p>	 <p>Promoting well-being in children and adolescents</p>
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We are committed to promoting **sustainable economic growth and productive employment**. The salaries and social benefits paid to personnel have a positive effect on employees, and through them, on the surrounding communities. We also enjoy collaborating with educational institutions, and we offer several training positions and permanent jobs suitable for a range of educational levels.



We are involved in the **Responsible employer campaign**. Organisations involved in the campaign are committed to promoting the six principle of the campaign: non-discrimination, flexibility and working life balance, investment in supervisory work, content of work and importance, remuneration for the job and good applicant experience.



We are also involved in the nationwide **Responsible Summer Job campaign**. We commit to the principles of good summer work in the campaign that will help to make summer work experience good for both the summer worker and the employer.

We promote the well-being and financial literacy of children and adolescents through our involvement in various **programmes that teach financial literacy**:



Oma Onni is a web-based learning environment for developing young people's financial literacy. In the school year 2020–2021 more than 2,750 pupils in 26 secondary schools and 13 locations across Finland will study in Oma Onni programme. Six foundations that own Oma Savings Bank and six organisers of upper secondary education are involved.



Yrityskylä is a learning environment on working life, the economy and society that is aimed at sixth- and ninth-grade pupils. It operates nationwide in ten regions and is based on the Finnish school curriculum. Up to 80% of sixth-graders participate in the activities of Yrityskylä.

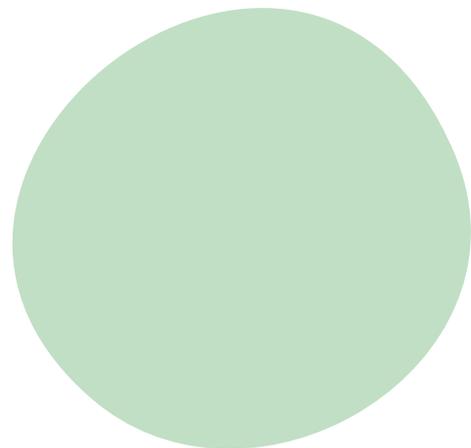


It is important to us to **promote the vitality of local communities in Finland and the success of entrepreneurs living outside**

urban centres, which is why we are the first bank in Finland to support, together with the European Investment Fund, micro-entrepreneurs and social enterprises. Existing agreements are based on the EU's programme for Employment and Social Innovation (EaSi) and they facilitate access to credit for the above mentioned companies. One of the objectives is to make it easier for special groups to set up and develop companies and businesses. Such special groups can be, for example, unemployed persons or persons at threat of unemployment or otherwise difficult to find employment.

In addition, we have an agreement with the Nordic Investment Bank on a loan programme to finance small and medium-sized enterprises, small midcap companies and environmental projects. It aims to increase productivity and benefit the environment.

We signed an extension on a guarantee agreement with the European Investment Fund (EIF) worth EUR 75 million. With the co-operation programme we can ease Finnish SMEs' access to credit and encourage investing. New financing can be offered for investments made in the initial stages of an SME and for boosting current operations and implementing new projects. Moreover, we started up national collaboration with the Finnish Enterprise Agencies. Through the collaboration, we want to give our support to Finnish entrepreneurs.





We enable sustainable investments and we minimise our emissions.

We contribute to sustainable development

We know that the financial sector plays a major role in promoting sustainable development in society and globally. **Sustainable development is one of the guiding perspectives in our financing decisions.** We aim to steer assets toward targets that are sustainable for the well-being of the environment, the climate and people. Through our financing decisions we can

also promote the development of green products and services **by enabling sustainable investments.** Going forward, our aim will be to increase our customers' awareness of the state of the environment. For that reason, in future we will also examine the impacts of our own operations on the environment, biodiversity and the climate.





We aim to ensure the financial sustainability of both society and individuals, now and for years to come. Therefore, **sustainable development is the starting point for our financing solutions**. We believe that in our financing decisions we must also bear responsibility for our customers' financial well-being. We implement our decisions in a way that is sustainable both for us and for our customers:

- ➔ We focus mostly on granting secured loans to solvent customers.
- ➔ We work to combat the increase in short-term loans and we teach young people financial literacy through, among other things, the Oma Onni programme.



A large percentage of our corporate customers are SMEs or agriculture and forestry customers. Through our financing decisions we can promote the development of environmentally sustainable products and services through these companies. **We enable sustainable investments** in both new technology and services.

Together with the Nordic Investment Bank (NIB), we are financing not only SMEs and midcaps, but also numerous environmental projects. These projects may include, e.g., renovation projects to improve the energy efficiency of residential buildings. Going forward, our aim will be to increase our customers' awareness of the state of our environment.



In terms of our own operations, our goal is to **minimise our impacts on the environment, biodiversity and the climate**. We take advantage of opportunities to work remotely, and we encourage our employees to use public transport to get to work. As a means of boosting our own environmental efforts, in the near future, we will examine the environmental impacts of our operations and report on our carbon footprint. In terms of customers travelling to conduct business with us, we can minimise emissions caused by travel by developing digital services and enabling remote meetings, e.g., using the Oma Konttori app.



Survey of impacts and risks related to climate change

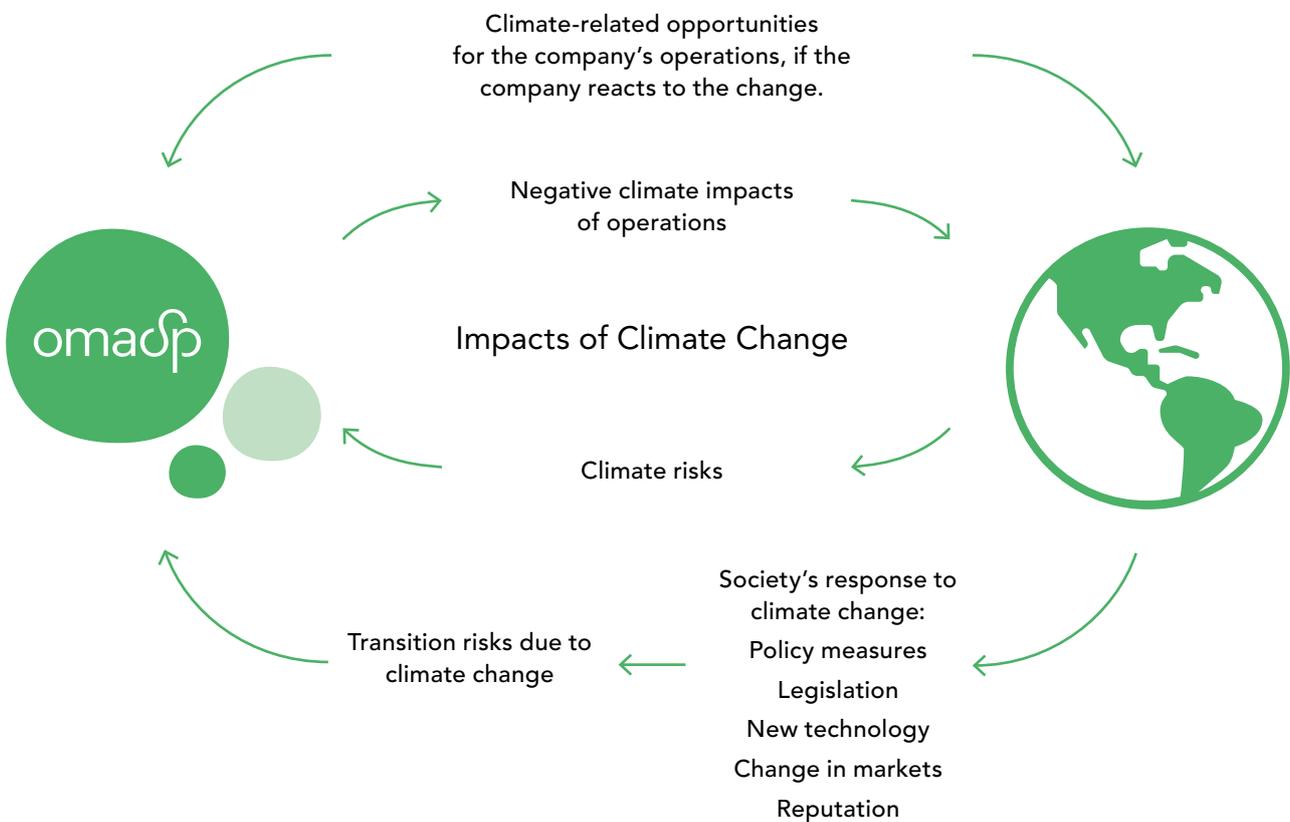
Impacts of climate change on Oma Savings Bank's operations

The financial sector plays an important role in building well-being and sustainability in Finland. This also involves controlling and mitigating climate-related risks and 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. Oma Savings Bank wants to contribute to climate work, and the company has

therefore drawn up a preliminary survey of the impacts of climate change on its operations.

As part of the survey, Oma Savings Bank has identified key risks and opportunities in the company's operations due to climate change. Furthermore, the company has identified the climate impacts of its operations and defined the means for assessing the company's climate change mitigation measures as a whole.





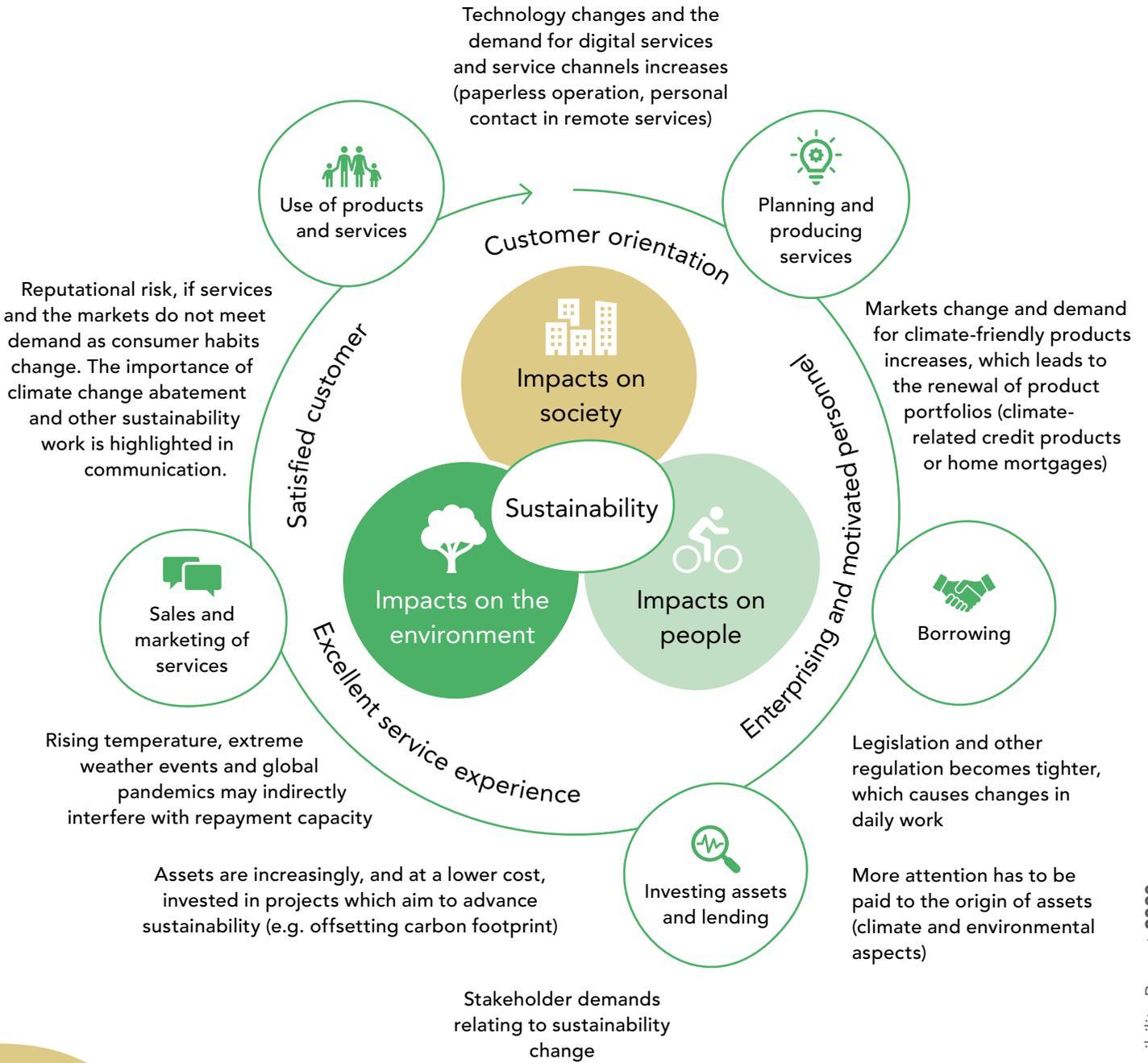
Risks and opportunities of climate change

Climate change creates risks and opportunities within the financial sector across asset classes. Addressing these risks and opportunities is strategically vital in order to be able to identify climate-change tools for reducing the carbon footprint.

Oma Savings Bank has identified the key climate risks and opportunities at different stages of its operation's value chain. Climate risks impacting the company consist almost entirely of transition risks, which arise as economic operators reduce their emissions and change their practices towards low-carbon operations. The main transition risk is reputational risk as the market and stakeholder expectations change. Other transition risks include tighter legislation and changes in technology.

Physical risks arising from climate change are risks directly caused by climate change, such as extreme weather events and more frequent pandemics. Physical risks may affect Oma Savings Bank's operations by indirectly interfering with repayment capacity.

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



Climate impacts of operations

Oma Savings Bank 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.

Oma Savings Bank has identified the main climate impacts of its operations and defined the preliminary measures that will help the company to minimise its climate impacts. The company's climate emissions are primarily indirect emissions, which include emissions from energy purchased for offices and emissions from the value chain. These include purchased goods and services, waste generated in operations, business travel and employee commuting.

Indirect emissions also include emissions caused by expenditure, such as financing, funds and investments. Oma Savings Bank's goal is to increase the transparency of responsible investment in its funds and, through this, promote sustainable economy and minimise the carbon footprint of its investments.

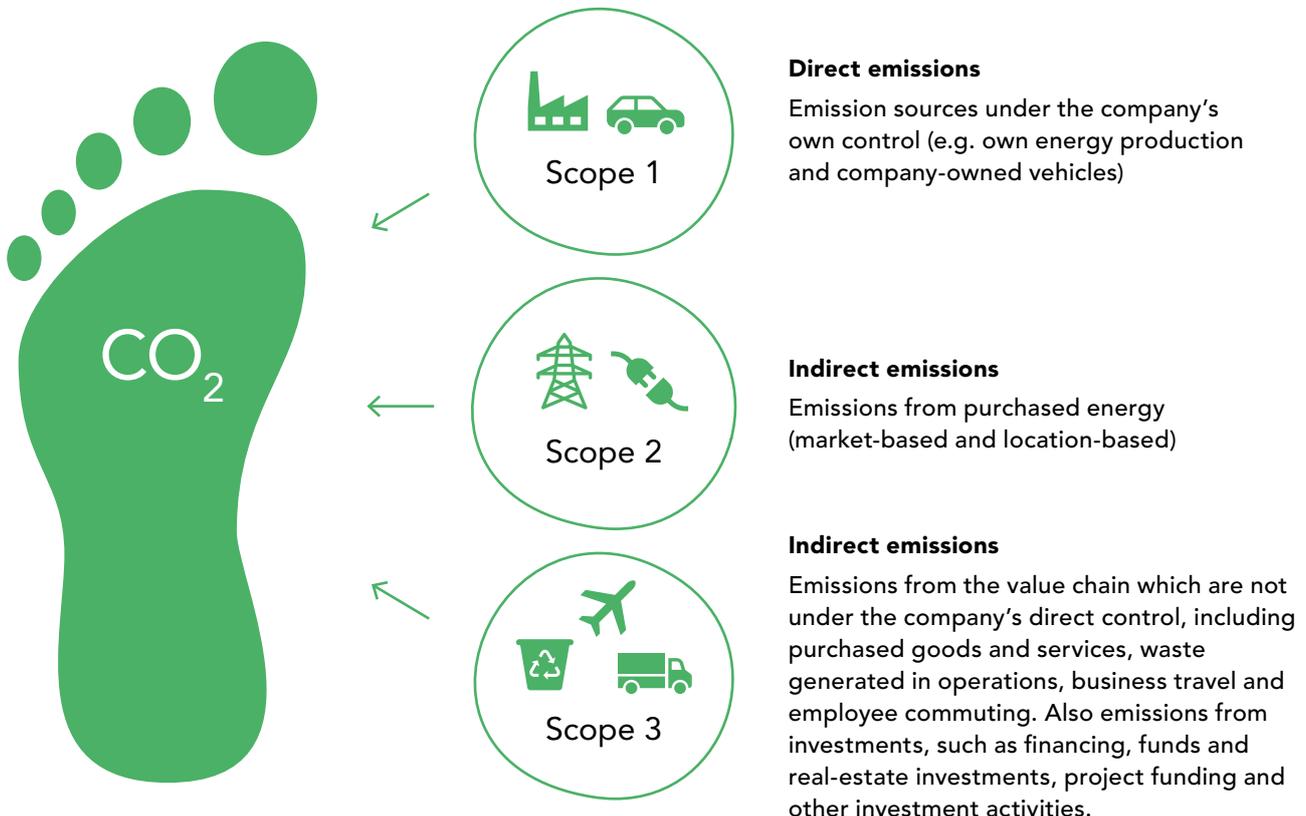
We are committed to Finance Finland's common targets. As a distributor of investment funds, we follow, as applicable, the reporting recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), which covers climate-related issues from the perspective of governance, strategy, risk management, and metrics and targets:

Governance: the key indicators depict the company's decision making and internal processes in terms of addressing climate change

Strategy: the key indicators provide a general description of how climate change is taken into account in the company's investment strategy

Risk management: the key indicators help identify risks related to climate change (e.g. scenario analysis)

Metrics and targets: investing companies may measure their investment portfolio's exposure to climate risks



Description of risks and opportunities, and measures to mitigate them

Risk		Description	Future steps for minimising the risks
Transition risks	Change in markets	Markets change and demand for climate-friendly products increases, which leads to the renewal of product portfolios. Assets are increasingly, and at a lower cost, invested in projects which aim to advance sustainability, and investments with negative impacts are avoided.	<ul style="list-style-type: none"> • We provide added 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 personnel's ways of working and ensure environmentally-friendly operations by analysing the carbon footprint of our operations and drawing up a plan for reducing emissions. • Furthermore, we develop remote services while guaranteeing continued access to personal service. • We develop customer communications by reporting on, for example, the financing of environmentally sustainable projects together with the European Investment Fund. We provide the OmaOnni and Yrityskylä services with material on climate and sustainability. • We follow Finance Finland's common climate targets and, as a distributor of investment funds, we follow TCFD's reporting recommendations, as applicable.
	Changes in policy measures and legislation	Legislation and other regulation becomes tighter, which causes changes in daily work. Companies are expected to establish hands-on targets for climate-change related work.	
	Technological development	Technology changes and the demand for digital services and service channels increases.	
	Reputational risk	Stakeholder demands relating to sustainability change, and more attention is paid to the origin of assets (climate and environmental aspects). Reputational risk is realised, if services and the markets do not meet demand as consumer expectations change. The importance of climate change abatement and other sustainability work is also highlighted in communication.	
Physical risks	Extreme weather events and pandemics	Rising temperature, extreme weather events and global pandemics may indirectly interfere with repayment capacity.	

Carbon Footprint Report 2020

The report brings together Oma Savings Bank's carbon footprint from year 2020. The calculation has been made at the organisational level identifying the main sources of emissions from the activity. The report deals with the calculation methods used as well as the calculation score. The carbon footprints for 2018–2019 have also been calculated in the report for comparison.



What is a carbon footprint?

The carbon footprint refers to the climate emissions that are generated as a result of human actions and deeds. It can be calculated for an individual person, company, organisation, individual activity or product. The carbon footprint often consists of the movement of people, food and drink, the energy and materials used, and the amount of waste generated. The most significant greenhouse gases affecting the carbon footprint are carbon dioxide, methane and nitrous oxide.

The company's carbon footprint

Calculating the carbon footprint of a company and organisation means arising through its activities calculation of greenhouse gas emissions. Carbon footprint formation and its magnitude vary considerably depending on the type of industry in which the company operates. That's why a company's carbon footprint is always calculated open on a case-by-case basis.

Greenhouse gas emissions in the calculation of the carbon footprint expressed as carbon dioxide equivalents, of which the abbreviation CO₂ equivalent (CO₂e) is used. The carbon dioxide equivalent reflects different greenhouse gases modified for global warming effect corresponding the effect of carbon dioxide in the atmosphere.

Calculation method

The carbon footprint calculation method used in this work is based on GHG Protocol guidelines. GHG Protocol is the sustainable development of the world economy Council (WBCSD) and the World Resource Center (WRI) standard published in 1998 that allows companies to define their operations greenhouse gas emissions. According to the instructions the resulting greenhouse gas emissions are sorted into three different dimension:

- **Scope 1:** Emissions resulting directly from the company's operations which the company usually has the possibility to influence. These include, among other things, your own energy production or moving with own cars.
- **Scope 2:** Indirect emission from the company's operations arising from the purchase of the company energy production. These include: district heating and cooling and electricity.
- **Scope 3:** Other emissions resulting indirectly from the company's activities during the supply chain. These arises from, amongst other things, business travel, purchases and waste generated.

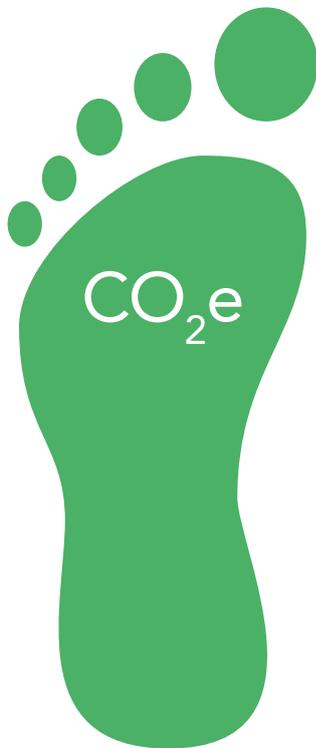
Emissions from scopes 1 and 2 are always included in the calculation, while emission from scope 3 are included only those most important sources of emissions.



Oma Savings Bank's carbon footprint formation

Climate emissions are mainly indirect emissions that we cannot directly influence. These include purchased products and services, business travel and employee business travel. Indirect emissions also include emissions from investments such as finance, funds and investments.

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



Scope 1: direct emissions

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



Scope 2: Indirect purchasing energy emissions

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



Scope 3: Indirect value chain emissions

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



Baseline data, assumptions and limitations

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

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

Calculation limitations

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

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



The calculation applies to 2020 and in the comparative years 2019 and 2018.



The GHG Protocol standard serves as the reference frame, so scope 2 emissions have been calculated on the basis of location and procurement according to the guidance. The aggregate emissions have taken advantage of procurement based value.



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

Emissions have been calculated using the following input data:

Scope 1 emissions

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

Scope 2 emissions

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

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

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

Scope 3 emissions

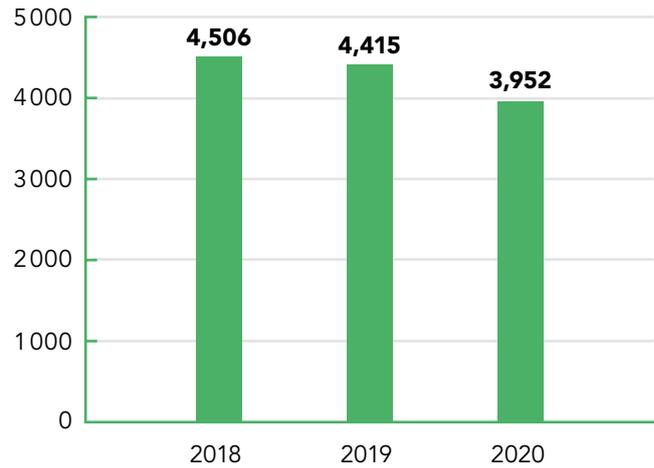
- **Purchased products and services:** input data on purchased goods and services and leased goods were collected at the euro level using the accounts. Emission factors DEFRA / Bionova.
- **Business Travel:** During employee working hours business trips by public transport were collected using the accounts at a level denominated in euro. Emission factors VTT's Lipasto / Bionova.

Total carbon footprint

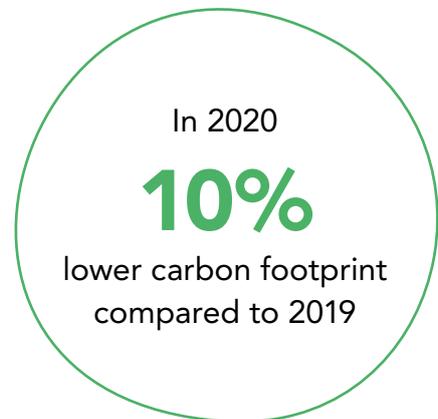
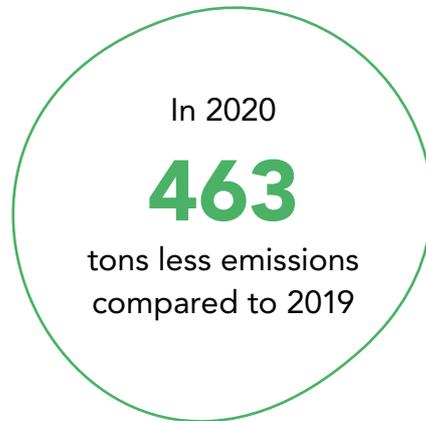
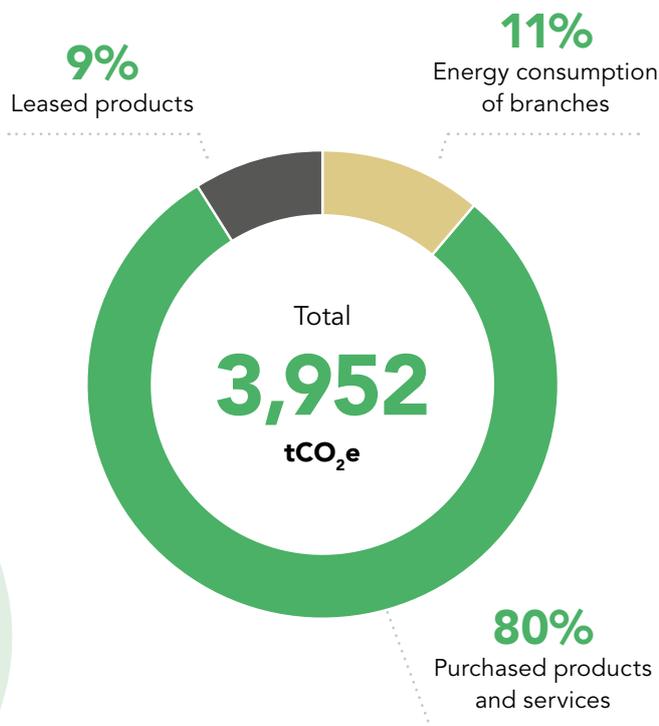
According to the calculation of Oma Savings Bank the total carbon footprint in 2020 was 3,952 tons CO₂e. The carbon footprint decreased by more than 10% from the previous year, which means about 463 tons less emissions compared to 2019.

The most significant part, up to 89%, of CO₂ emissions consists of products purchased or leased, and services for which the company has no direct emissions effect. About 9% of total emissions come from computers and other devices in use, which have been leased. Energy consumption of branches in turn accounts for about 11% of total emissions. Emissions from mobility (scope 1 and 3) make less than 1% of the company's total emissions.

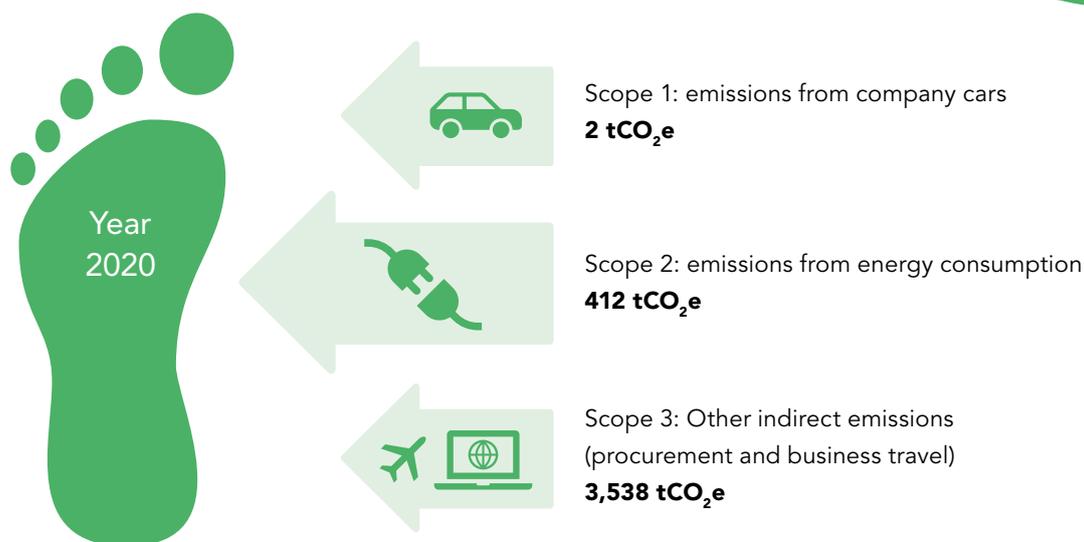
Total carbon footprint, tCO₂e



Carbon footprint distribution, %



Oma Savings Bank's carbon footprint distribution to direct and indirect emission (scopes) according to GHG Protocol guidelines are presented in the figure and table below. As stated above, the most significant emissions are from scope 3, i.e. purchased products and services, leased products and business travel. If only the direct emissions (scope 1) of the company were taken into account, they were approximately 2,2 tonnes CO₂e in total, about 0.06%, in year 2020.



Oma Savings Bank's carbon dioxide emissions (tCO ₂ e)	2018	2019	2020
Scope 1. Direct emissions			
Category 1: Emissions from company cars	10.4	7.3	2.2
Scope 2. Indirect emissions, purchase-based			
Category 1: Purchased electricity	422.7	360.4	177.3
Category 2: Purchased district heating	248.1	261.2	216.9
Category 3: Purchased district cooling	17.9	17.9	17.9
Scope 2. Indirect emissions, location-based			
Category 1: Purchased electricity	208.4	232.4	200.0
Category 2: Purchased district heating	248.1	261.2	216.9
Category 3: Purchased district cooling	7.9	17.9	17.9
Scope 3. Other indirect emissions			
Category 1: Purchased products and services	3,467.5	3,407.5	3,169.6
Category 2: Leased products	325.9	351.9	365.1
Category 3: Business travel	13.4	8.4	2.7
Total emissions, tCO₂e	4,506.1	4,414.9	3,951.6
Emission intensity, tCO₂e/employee	15.0	14.7	13.2

In 2020
36%

less emissions from energy consumption compared to 2019

100%

of the purchased electricity renewable from 1 July 2020

In 2020
69%

less emissions from work-related travelling compared to 2019

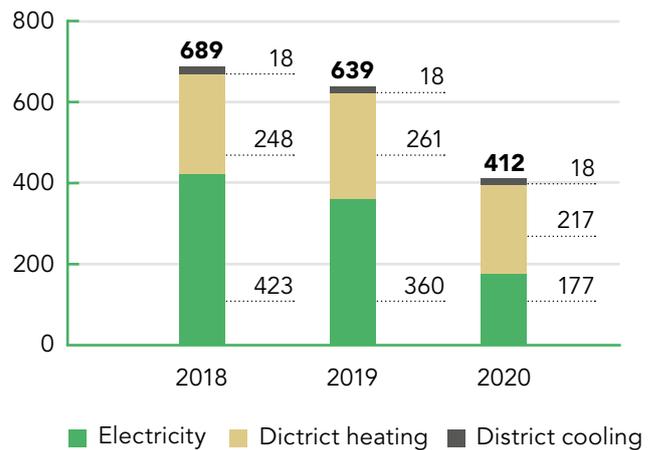
Carbon footprint by emission source

Switching to green electricity reduced purchases of energy emissions

Oma Savings Bank's purchasing energy emissions are made up of electricity, district heating and district cooling production at premises. In previous years, electricity consumption has made up about 60% of energy emissions, as is normally the case in business premises.

From July 2020, we switched to renewable green electricity in all our premises, making the share of electricity in energy emissions to decrease about 45%. Switching to green electricity reduced energy consumption emissions up to 36%.

Energy emissions (tCO₂e)

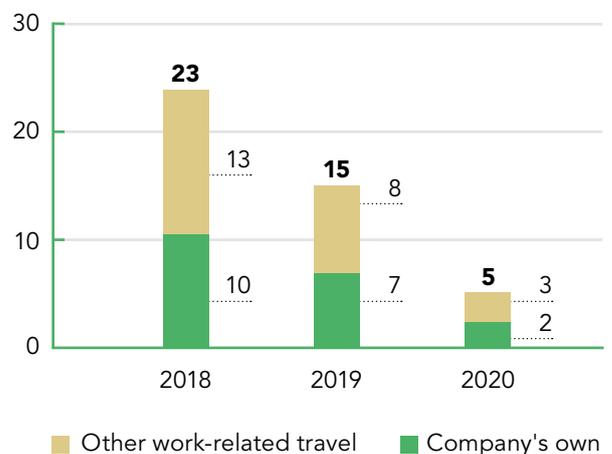


Corona pandemic reduced movement emissions

Emissions from work-related travel has also decreased significantly in recent years with the increase of remote working and remote meetings. In 2019, emissions from work-related travel decreased by 34% compared to the previous year.

In 2020, emissions were further reduced by as much as 69%, as the global corona pandemic contributed to a reduction in work-related travel. Travel has decreased significantly as well the use of company cars and public transport.

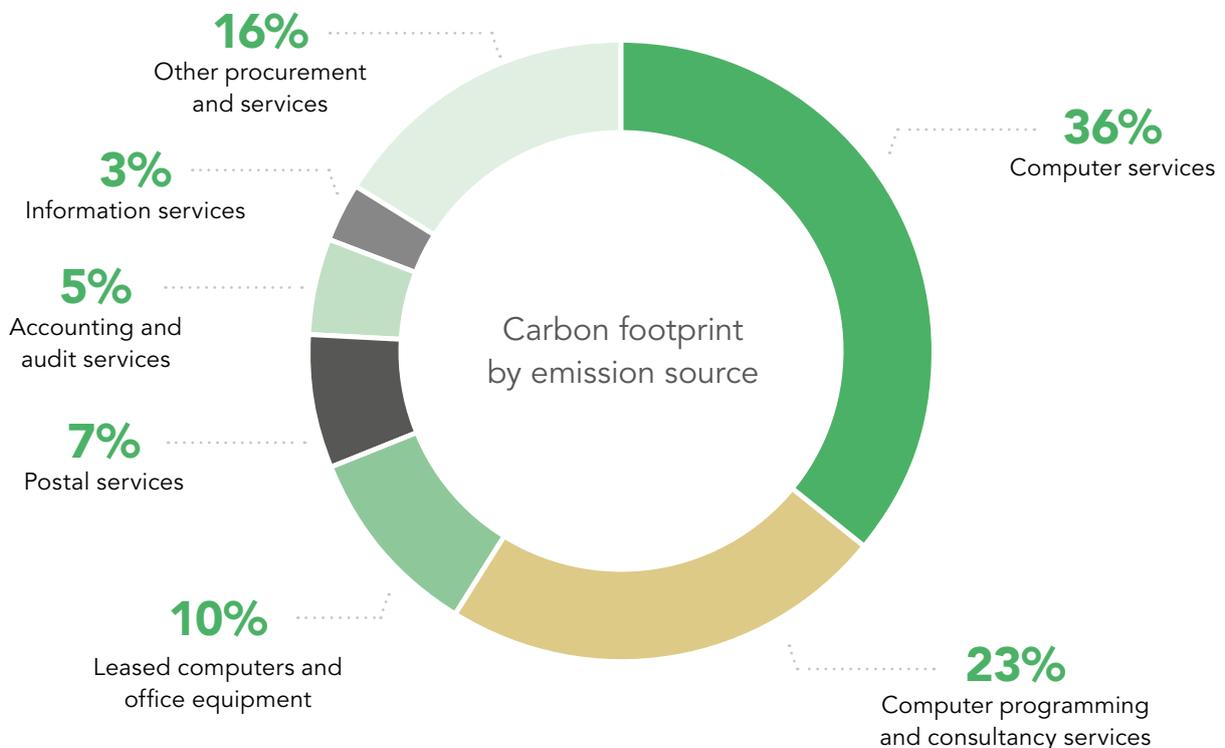
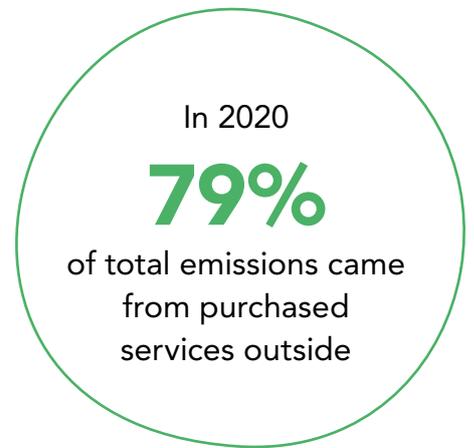
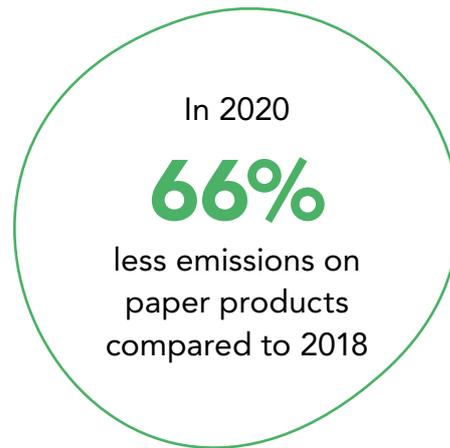
Emissions from movement (tCO₂e)



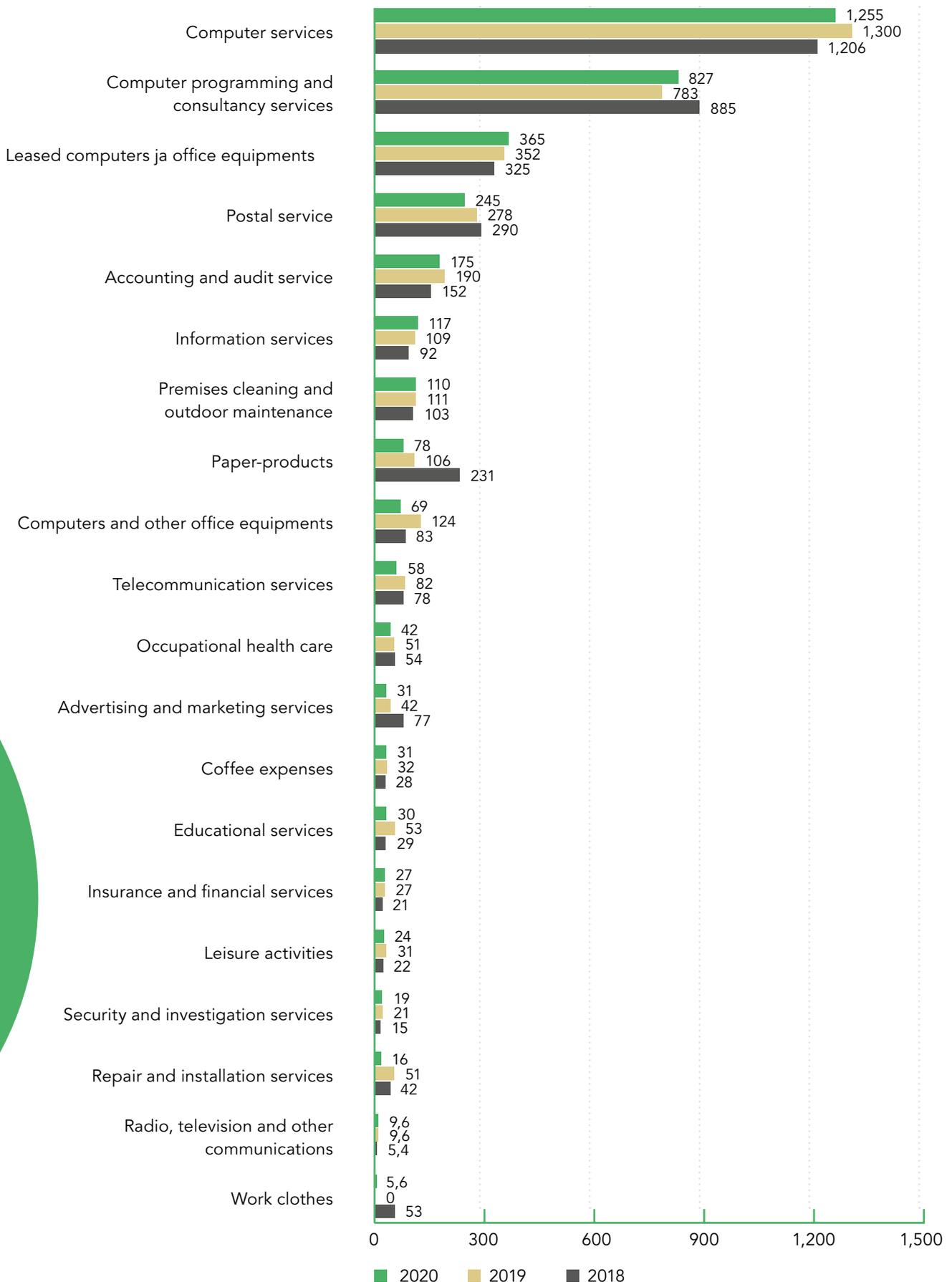
Highest emissions from acquired services

During the years 2018–2020, there have been no significant changes in procurement emissions. The most significant emissions of the company are formed by the purchased services outside. Of total emissions, these services account for about 79%.

Major emission sources are formed on computer services procurement (36%), computer programming and consulting services (23%), leasable computers and office equipment (10%). Other major sources of emissions include postal services, accounting and audit services, and information services. The biggest change in procurement has come in emissions from paper and paper products. Emission forming from procurement of paper products have decreased by up to 66% since 2018. This is influenced by the decision of Oma Savings Bank to move more and more into e-communications.



CO₂ emissions from procurement (tCO₂e)



Carbon footprint comparison

Lower emissions than the industry average

Based on the carbon footprint calculation, Oma Savings Bank's greenhouse gas emissions are lower than the industry average. The comparison is indicative, as the results of the calculation is greatly influenced by the differences between the calculation limits and methods. Therefore, the comparison of emissions is challenging and there are hardly any benchmarks, as the calculation of emissions is only becoming more common in Finland.

If only oma Savings Bank's direct greenhouse-gas emissions and indirect purchasing energy emissions (scopes 1 and 2) are taken into account and procurement (scope 3), there is an emission intensity per employee of approximately 1.4tCO₂e/ worker. This emission intensity

has been in average 1.8tCO₂e/employee in the industry over the past few years. In 2020, the emissions intensity of Oma Savings Bank was therefore approximately 23% below the industry average.

Employee-specific business travel emissions in the industry has been in average 80kgCO₂/person over the last couple of years. The average emission intensity for Oma Savings Bank's business travel has been about 30kgCO₂/person in 2018–2019. This is about a third of the industry average. This is greatly influenced by Oma Savings Bank's small number of company cars, which means that the movement takes place more often using public utilities.

Benchmarks



Oma Savings Bank had a carbon footprint of **3,952 tCO₂e** in 2020.

=



This corresponds to about **384 Finns'** annual carbon footprint¹.

=



The same amount of emissions are generated in less than **22 days** from the Finnish rail transport².



Emissions per employee was about **13.2 tCO₂e/person** in 2020.

=



The same amount of emissions is generated by **flights of 9 employees** from Helsinki to New York and back.³

1) Sitra 2018, 2) Vaylävirasto 2020, 3) VTT's Lipasto



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