



# 2022

SUSTAINABILITY REPORT



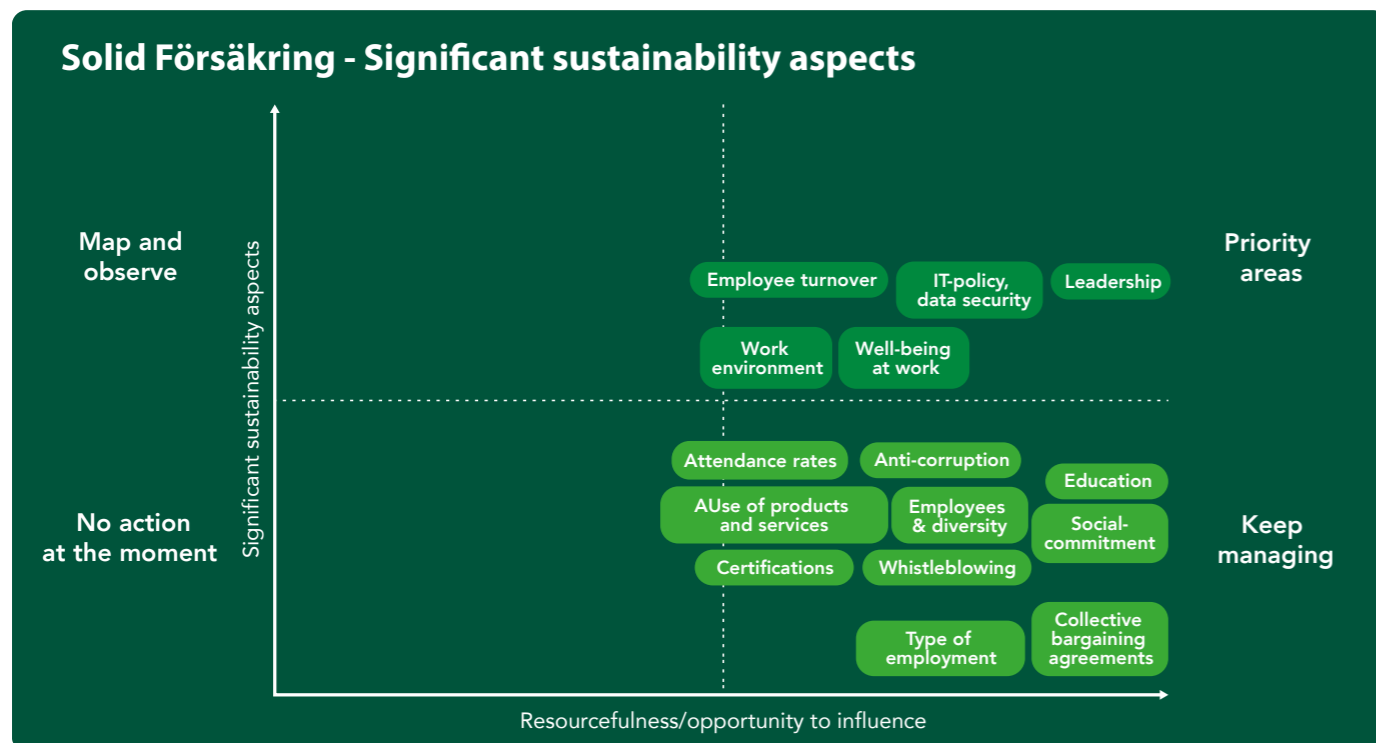
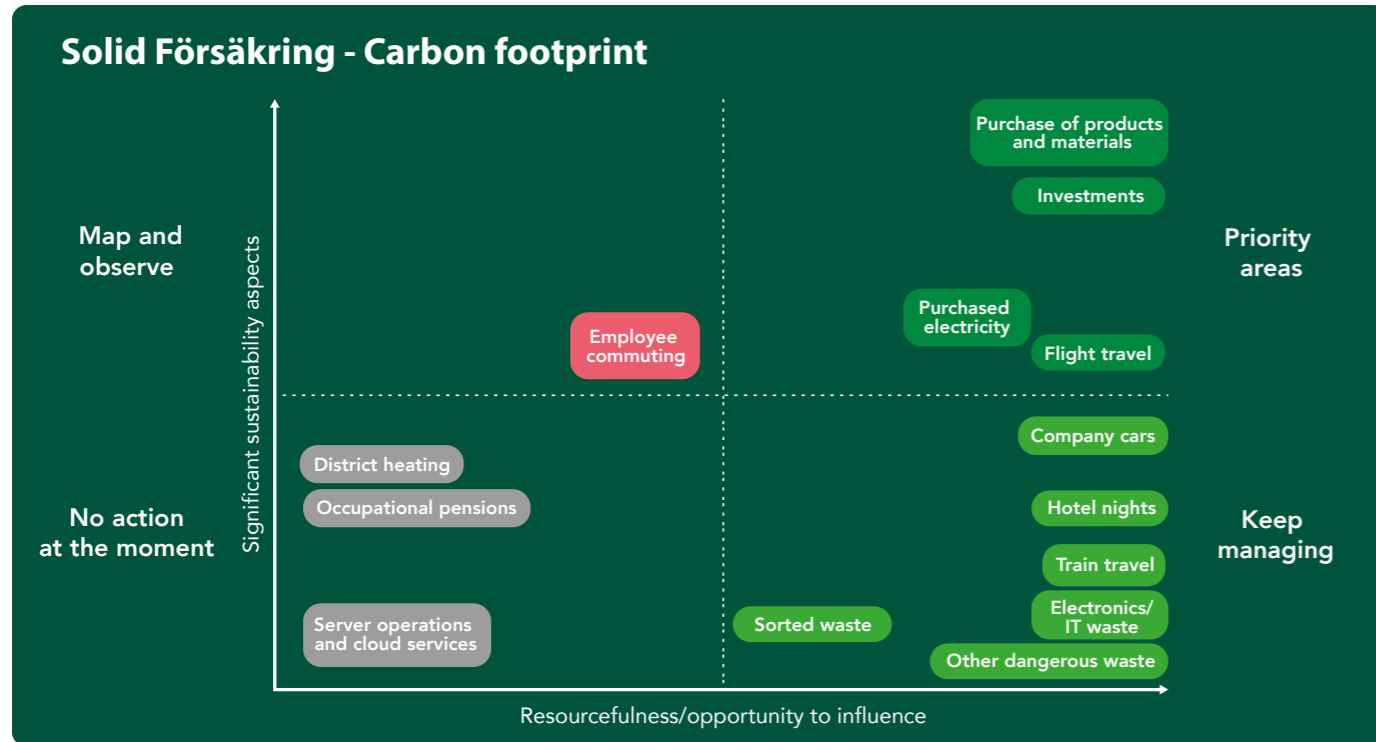
# Sustainability Report

## About the Sustainability Report

This is the Sustainability Report of Solid Försäkring (hereinafter called "Solid Försäkring" or "the Company") for the 2022 financial year and also the company's first Sustainability Report as a listed company.

The Sustainability Report is based on a materiality analysis

carried out in spring 2022 that identified the most relevant sustainability aspects for the company and the most material sustainability topics within the areas that the company has an opportunity to affect. The materiality analysis clarifies the company's prioritised areas in relation to climate impact and the company's significant sustainability aspects; see photo below. The materiality analysis has been prepared in col-



laboration with Position Green and the company primarily uses Position Green's platform for reporting its sustainability data. Using an established platform such as Position Green ensures systematic management including high-quality data, increased traceability and follow-up over time.

The Sustainability Report also uses the company's governance documents as a starting point, which relate to a number of sustainability areas, such as the occupational health and safety and ethical issues.

### Business-driven sustainability work based on customer value

Solid Försäkring's responsible insurance provision is based on transparency and clarity concerning the terms and conditions associated with an insurance policy as well as responsible distribution, marketing and claims adjustment. The foundation of our work is that sustainably not only involves doing what is right but is also about increasing value for customers and contributing to the long-term sustainable development of society, in which the operations are characterised in all respects by corporate, social and environmental responsibility.

### Underlying principles

Solid Försäkring's sustainability activities in the areas of environment, social responsibility and corporate governance is to be integrated throughout the company's value chain, with a focus on the areas in which the company can make the greatest difference. Sustainability activities are to be conducted by engaging stakeholders, such as owners, customers, employees, suppliers, investors, partners, industry and civil society organisations and authorities.

Solid intends to conduct its operations in accordance with the UN responsible business initiative, the Global Compact, and thereby comply with the ten principles covering human rights, labour, environment and anti-corruption. The Global Compact, together with the UN Sustainable Development Goals (SDGs), Solid's Code of Conduct and the company's guidelines and policies, constitute the framework for the company's sustainability efforts.

### Focus on sustainability efforts

The company focuses particularly on four areas – responsible non-life insurance, environment, employees/diversity/equality and social responsibility. The sustainability areas have been selected and identified through the materiality analysis and in dialogue with Solid Försäkring's stakeholders.

### Responsible non-life insurance

#### Environment

#### Employees/Diversity/Equal opportunities

#### Social responsibility

By focusing on these selected sustainability areas, Solid Försäkring has the objective of contributing to maximising the positive values that the operations generate for customers, partners, employees, owners, the industry and society at large. The company's responsibilities also include minimising the operation's risks through proactive sustainability efforts, robust processes, regulatory compliance and high business ethics.

### Respect for human rights is fundamental

Solid Försäkring is active in a market subject to regulatory requirements, which, in a number of ways, regulate and ensure compliance with human rights. The company's business is concentrated in the Nordic countries, within which there is clear national legislation that is based, inter alia, on European and international conventions. Accordingly, the company's exposure to risks linked to human rights is adjudged to be low. Accordingly, Solid Försäkring's opportunities to take responsibility and engage have been assessed to mainly entail the responsible provision of insurance and defending customer privacy, together with social involvement based on the needs that exist in society.

In 2022, Solid Försäkring applied to the Global Compact and was admitted as a participant. Global Compact's ten principles include human rights and labour. The Code of Conduct clarifies the company's position on matters such as anti-discrimination, labour, forced labour, child labour, political involvement, freedom of association and collective bargaining.



# THE GLOBAL GOALS

The UN 17 SDGs (Agenda 2030) is an action plan, with Sustainable Development Goals designed to create a sustainable society for people, the planet and welfare. Within the framework of Solid Försäkring's business, the following six UN SDGs have been identified as being possible for the company to influence and contribute to:



### Goal 3 Good health and well-being

Good health is a fundamental prerequisite for people's opportunities to reach their full potential and contribute to social progress. As an employer, Solid Försäkring works actively to ensure that it has sustainable employees. The company takes responsibility through, inter alia, sponsorship of sports clubs that create environments where children and young people can grow and develop.



### Goal 4 Quality education for all

Solid Försäkring works for an inclusive society, which is channelled in initiatives that support young people's education and entry into the labour market.



### Goal 5 Gender equality

Solid Försäkring conducts dedicated work to develop workplaces that are characterised by gender equality, equal opportunity and diversity.



### Goal 8 Decent work and economic growth

Solid Försäkring wants to work to be a secure, inclusive and safe workplace and compliance with labour laws, regulations and principles is a matter of course.



### Goal 10 Reduced inequalities

For Solid Försäkring, it is a matter of course to offer an inclusive workplace where we embrace differences and where all employees have equal terms and conditions and opportunities for individual professional development. All employees should feel that there are good opportunities to grow with their work assignments.



### Goal 12 Sustainable consumption and production

Solid Försäkring bases its non-life insurance operations on transparency and clarity in respect of the terms and conditions associated with an insurance policy as well as responsible distribution, marketing and claims adjustment.

## Solid Försäkring wants to:

### ...inspire sustainable choices

Solid Försäkring wants to encourage a sustainable lifestyle and make it possible for people to take decisions that promote more sustainable development.

### ...be a responsible company that supports customers, partners and society

Solid Försäkring's commitment to sustainability is prioritised, with a desire to have a positive impact on partners, customers and society.

## Solid's responsibility as a business:

### ...as an employer

Solid Försäkring works actively with gender equality, equal treatment, diversity, a good work environment, development opportunities, participation and a sense of meaning.

### ...as a company in the region

Solid Försäkring works for an inclusive society, where everyone has an opportunity to utilise their potential. Solid Försäkring wants to contribute to health and participation and support young and new job applicants in the labour market.

### ...as a company in the industry

Solid Försäkring conducts long-term and responsible work with a focus on the customer. Environmental aspects and human rights are other important areas that are considered in all decisions.

## Responsible non-life insurance



### Sustainable insurance provision

Solid Försäkring's sustainability efforts are characterised by doing what is right on the basis of regulatory requirements and initiatives at the same time as the company wants to add value for policyholders and contribute to a long-term sustainable social development. Insurance is based on confidence – if this confidence is tarnished, the company may be jeopardised.

Since the insurance industry comprises an important societal function, an extra layer of checks is required. Insurance distribution requires authorisation and is supervised by the Swedish Financial Supervisory Authority. Good order and internal controls are necessary, together with robust internal systems and processes. Solid Försäkring's task as an insurance provider includes safeguarding its employees' skills and expertise and ensuring that the company's insurance distribution is based on an impartial and personal analysis of customer needs.

According to Solid Försäkring, responsible insurance provision is based on insurance terms and conditions with high transparency and clarity as well as responsible distribution, marketing and claims adjustment. All relevant employees are required to annually undergo compulsory training programmes in accordance with the requirements of Insurance Distribution Directive (IDD). In 2022, 100 per cent of relevant and active employees completed the compulsory IDD training programmes.

Solid Försäkring works continuously to improve the information provided to our customers in order to maintain

confidence in the insurance solutions that are offered. It is important that the insurance terms and conditions are straightforward and easy to understand by both the customers and the claims adjusters so that claims adjustment is performed correctly and the number of complaints is minimised. The company's risk tolerance in terms of the number of complaints in relation to the number of claims is 0.80 per cent. During 2022, the ratio was 0.24 per cent, which is far below the risk tolerance.

In relation to sustainable insurance provision, Solid Försäkring also focuses on making conscious choices when developing insurance solutions, so that they are based on a long-term sustainability perspective. The insurance solutions presented by Solid Försäkring must make it easy for private individuals and companies to make decisions that protect the environment and contribute to sustainability. Solid Försäkring works actively to keep its costs low, thereby being able to offer affordable insurance that creates value for our customers.

The core operation of the insurance industry is understanding, managing and underwriting risks. Solid Försäkring depends on the confidence that people have in our industry and the insurance companies' ability to meet their obligations. Through risk prevention, risk reduction and by spreading and distributing risk over several individuals, the insurance industry helps to protect society, promote innovation and support economic development. These are important contributions to a well-functioning and sustainable society.

Preventing claims is one of the most important things that Solid Försäkring can do, both for customers' security and finances and to help protect the planet's resources from overconsumption. Within the framework of Solid Försäkring's continuous efforts to provide sustainable insurance, partners



and suppliers are also trained in order to raise awareness of sustainability aspects in claims adjustment. By repairing a damaged product, primarily by reusing parts as far as possible, rather than replacing it with a new product, claims adjustment becomes effective, long-term and sustainable. In 2022, the breakdown between repairs and total damage was 64 per cent and 36 per cent, respectively, for claims in the Product segment.

### Ethically responsible business

Ethical and responsible business is a collective term for Solid Försäkring's undertakings in matters involving availability, responsibility for the supply chain and customer communication as well as customer privacy and anti-corruption.

Solid Försäkring's starting point is an insight that no chain is stronger than its weakest link and thus the responsibility that this entails.

To a considerable extent, assuming responsibility for the supply chain in an insurance company involves ensuring the suppliers' delivery quality and continuity, cost-effectiveness, risk management, regulatory compliance and information security. The final agreement must, inter alia, safeguard the interests of the company's shareholders, provide fair terms and conditions for the suppliers and their employees, and protect the customers' privacy.

Of equal importance are Solid Försäkring's customers, who must be able to understand the agreements that they enter into with the company and the undertakings that they entail. Solid Försäkring always strives for a balance between transparency and availability of information, which is sufficiently comprehensive to ensure that the customers are aware of responsibilities and consequences, without being complicated and inaccessible.

### Continuous development of rules and regulations

Solid Försäkring's legal responsibility is defined by the laws and ordinances in effect for insurance operations at a national and an EU-law level.

Solid Försäkring processes personal data in accordance with the General Data Protection Regulation (GDPR), the company's data protection policy and internal guidelines and procedures. Solid Försäkring's Data Protection Officer regularly checks the company's processing of personal data and that it takes place in accordance with the aforementioned framework.

The company's basic training in personal data processing is mandatory for all employees. In 2022, 100 per cent of the company's active employees completed the training. Solid Försäkring conducts continuous work involving customer privacy and carefully monitors developments in Sweden and in the EU to ensure a high level of regulatory compliance.

In 2022, Solid Försäkring focused on changes related to the product approval process. As a result of this work, the process now includes a criterion that sustainability must be taken into account in connection with approval. The company has also decided to focus its sustainable investments so that Solid Försäkring's policy for investments now include taking ESG into account, and that the company's investments must be managed according to the advisory banks' ESG metrics.

In 2023, Solid Försäkring will focus, inter alia, on preparations for changes to regulations concerning IT security under the DORA regulation and continued monitoring of changes in the framework for Solvency II and sustainability initiatives under the EU's Green Deal.

### Risk minimisation with increased knowledge, good governance and control

Solid Försäkring works proactively on risk and incident management to ensure the right level of protection is applied in respect of information flows and personal data in all parts of the operations. In parallel, there are control systems that identify transactions that deviate from the normal, together with internal authorisation levels for handling information and executing services.

As an employee of Solid Försäkring, it should be easy to do things correctly. The company has therefore prioritised providing easy access to the latest versions of policies and guidelines together with continuous training to ensure the employees' knowledge of relevant rules and regulations and ensure a high level of risk awareness. Solid Försäkring's governance documents are easily available to employees via the company's intranet, which was launched in 2022.

### Zero tolerance of all forms of corruption

Corruption undermines democracy, distorts competition, impedes business on equal terms and benefits organised crime. Corruption also results in serious legal risks and reputation risk.

Solid Försäkring's operations are exposed to corruption through, for example, fraud and bribery. Solid Försäkring has zero tolerance of all forms of corruption and this is regulated internally through the company's anti-bribery policy and guidelines for the risk assessment of corruption. All parts of the company's operations must act ethically, which is also a prerequisite for continuing to earn confidence. To enhance knowledge among the company's employees, mandatory anti-bribery training is provided. In 2022, 100 per cent of the company's active employees completed the training.

### Code of Conduct provides fundamental guidelines

To ensure that Solid Försäkring conducts legally correct, fair and ethical operations, the company has a Code of Conduct that encompasses all employees and Board members. All employees have access to the Code of Conduct, including associated policies and guidelines. Solid Försäkring provides mandatory training in the Code of Conduct, which is to be implemented annually. In 2022, 100 per cent of the company's active employees completed the training.

Solid Försäkring's CEO and other members of the management team have the overriding responsibility for the operations' preventive activities and for ensuring that resources, processes and control systems are in place. Solid Försäkring has three levels of control functions (the three lines of defence) to manage risks associated with money laundering and corruption risks and to ensure that the company's transactions and business relations are conducted on an ethically correct basis.

### Anonymous channel for whistleblowers

Solid Försäkring endeavours to maintain an open business climate characterised by high business ethics.

Via the whistleblower function, employees and others who in one way or another way find themselves in a work-related situation in relation to Solid Försäkring can report serious improprieties within the company. The whistleblower function is available via the company's website and intranet. The whistleblower system is a confidential communication channel, which means that the informant can choose to be anonymous.

In 2022, no matter was reported via Solid Försäkring's whistleblower function.

Solid Försäkring's management of whistleblower matters is regulated in the company's policy and guidelines. The company provides mandatory whistleblower training to its employees. In 2022, 100 per cent of the company's active employees completed the training.

### Anti-money laundering measures

The company's Swedish insurance operations are not encompassed by money laundering regulations. However, the Norwegian business is encompassed by corresponding regulations in Norway. At Solid Försäkring, it is a high priority that all of the company's employees have knowledge and are aware of the risk exposure to money laundering, regardless of the country they work in. As support and guidance in countering money laundering, the company arranges mandatory anti-money laundering training.

### Compulsory and annual training programmes

- In 2022, 100 per cent of the relevant active employees completed the courses within the IDD framework
- In 2022, 100 per cent of the company's active employees completed anti-bribery training
- In 2022, 100 per cent of the company's active employees completed training in Solid Försäkring's Code of Conduct
- In 2022, 100 per cent of the company's active employees completed training in information security
- 100 per cent of the company's active employees completed insider training in 2022
- In 2022, 100 per cent of the company's active employees completed whistleblower training
- In 2022, 100 per cent of the company's active employees completed anti-money laundering (AML) training
- In 2022, 100 per cent of the company's active employees completed GDPR training

### Responsible non-life insurance 2022

Percentage of written complaints in relation to claims during the reporting period	0.24%
Confirmed cases of corruption	0
Whistleblower cases	0
NPS for the reporting period	31

### Risks connected to Solid Försäkring's insurance provision

Identified risk	Consequence for	Management of risks
Increased claim costs due to effects of climate change.	<ul style="list-style-type: none"> <li>• Impaired profitability for the company due to higher claim costs as a direct consequence of extreme weather, and indirectly from climate change, such as an increase in diseases, pandemics and a changed health situation.</li> <li>• Higher insurance premiums for the company's customers</li> <li>• More costly claims resulting from changes in claims adjustment, such as more costly replacement products</li> </ul>	<ul style="list-style-type: none"> <li>• Reinsurance</li> <li>• Business environment analysis, and trends and forecasts</li> <li>• Continuous stress and scenario tests</li> </ul>
Impact on new sales	<ul style="list-style-type: none"> <li>• Lower revenue for the company due, inter alia, to changed customer behaviour results in weaker earnings and a lower dividend to the company's shareholders</li> <li>• Internal work processes and division of responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Business environment analysis, regulatory monitoring and trends and forecasts</li> <li>• Continuous stress and scenario tests</li> </ul>



## Environment



### Conscious choices for the environment

The results of the materiality analysis carried out by the company show that the areas in which Solid Försäkring has its greatest climate impact, and also has an

opportunity to impact, comprise purchases of products and material, investments, purchases of energy in the form of electricity and heating, business travel and the use of company cars. Solid Försäkring works with measures and by influencing its employees and customers to make climate-smart choices to reduce carbon emissions.

To increase knowledge and understanding among the company's employees, Solid Försäkring has initiated work on a new sustainability training course. The sustainability course will focus on the entire sustainability area, with a content designed to increase understanding of the climate impact in relation to both private life and working life, and will have both a global and a local perspective. The training programme is expected to be ready in spring 2023 and will be mandatory for the company's employees.

### Easier to travel right

Solid Försäkring works to inform its employees that their choices of travel, both while in service and when commuting to and from the workplace, have an effect on climate impact.

To increase awareness of the impact of business travel, the company uses a travel booking system in which the employees can see the climate impact of a specific journey. The company's guidelines for travel make it clear that business travel must be planned and implemented so that the environmental impact is minimised. The environmental impact includes energy consumption, carbon emissions and air pollution.

The company's guidelines for company cars stipulate that certain environmental requirements, such as type of fuel, second-hand value and low fuel consumption, shall be assigned

### Risks associated with environment and climate

Identified risk	Consequence for	Management of risks
Climate risk – The company's direct impact	<ul style="list-style-type: none"> <li>Damage to the company's brand and credibility as an employer and insurance company unless the company contributes to reducing GHG emissions that lead to climate change</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability policy, and guidelines within the following areas:                             <ul style="list-style-type: none"> <li>- Travel and company cars</li> </ul> </li> <li>Follow-up of business travel</li> <li>Carbon follow-up</li> </ul>
Climate risk due to, for example, amended legislation, changes in demand for products and services, changes in customer behaviours or other structural changes that occur in order to adjust to a climate-neutral economy, or climate events that could, inter alia, have an impact on the company's investments.	<ul style="list-style-type: none"> <li>The company's operations in the longer term through, inter alia, lost revenue, increased, claim costs, loss of reputation, potential increases in customer credit losses and any decline in the market value of investments.</li> </ul>	<ul style="list-style-type: none"> <li>The company's Risk Committee identifies, oversees and works proactively with both potential risks and with the follow-up of already identified risks and decided actions. The company's Investment Committee monitors risklimits, set by the Board of Directors, connected to the investment portfolio</li> <li>Continuous stakeholder dialogues and business environment analysis</li> </ul>

high priority in procurement processes. As per 31 December 2022, 15 of a total of 17 company cars were electric or hybrid models, representing a decrease by one diesel-driven car since the beginning of 2022.

### Commuting by our employees

Restrictions due to the pandemic were removed in early 2022, which resulted in the company's employees starting to commute to their workplace to a great extent than in 2021. In spring 2022, Solid Försäkring joined the Sustainable Business Travel 2.0 project, which is financed by the Swedish Energy Agency and is being monitored by researchers from Lund University and Sweden's national centre for research and education on public transport. This project focuses on supporting and coaching companies in the transition to more sustainable travel and on increasing the proportion of digital meetings, which directly results in a decrease in the company's carbon emissions.

Within the framework of the project, a survey of travel habits was implemented, in which the company's employees were asked to complete a questionnaire about commuting to and from the workplace. The results of the questionnaire have given rise to an action plan designed to encourage the company's employees to choose sustainable travel alternatives, such as cycling, walking or public transport to and from the workplace. The measures will be implemented in 2023; during the current year, the employees will be asked to complete a follow-up questionnaire. The project will continue until the end of 2024.

### Digital meetings and teleworking

As a feature of Solid Försäkring's desire to reduce the climate footprint of the business, the company offers a workplace with many opportunities to hold digital meetings and participate in digital forums and the like.

The company also adopts a stated approach that up to 40 per cent of total work may be performed remotely, depending on the employee's duties and the requirements of the operations. For those employees who are able to work remotely, the assessment is that commuting, and thus their environmental impact, will decline.

## Environmental statistics 2022

Commuting		
Total CO <sub>2</sub> e from employee commuting	5,670.27	tons CO <sub>2</sub> e
Company cars		
Total CO <sub>2</sub> e company cars, Scope 1	3.09	tons CO <sub>2</sub> e
Total CO <sub>2</sub> e company cars, Scope 3	1.79	tons CO <sub>2</sub> e
Business travel		
Total CO <sub>2</sub> e emissions from flights book via a travel agency, Scope 3	3,232.56	kg
Total CO <sub>2</sub> e emissions from rail travel, Scope 3	0.01239	kg
Total indirect CO <sub>2</sub> e emissions from hotel accommodation, Scope 3	0.52	tons
Electronics/IT waste		
Number of printer toners replaced	19	
Total amount of electronics/IT waste	93	kg
Electricity consumption		
Electricity consumption for the year	55,000	kWh
Total CO <sub>2</sub> e emissions (market-based, Scope 2)	1.27	tons CO <sub>2</sub> e
Total CO <sub>2</sub> e emissions (location-based, Scope 2)	0.33	tons CO <sub>2</sub> e
District heating consumption		
Total district heating consumption (kWh)	83,000	kWh
Total CO <sub>2</sub> e, Scope 2	5.73	tons CO <sub>2</sub> e
Purchases of products and materials		
Total CO <sub>2</sub> e emissions from purchases of copying paper	0.95	kWh
Total CO <sub>2</sub> e emissions from purchases of mobile telephones	0.73	tons CO <sub>2</sub> e
Total CO <sub>2</sub> e emissions from purchases of computers	1.5	tons CO <sub>2</sub> e





## Employees/Diversity/Equal Opportunities



### Sustainable employees lay the foundation for development and profitability

For Solid Försäkring, it is a matter of course to offer a gender equal, healthy workplace that offers many opportunities for individual professional development, regardless of position in the company.

In the autumn of 2022, all managers in the company took part in a project started with a view to relaunch and reemphasise our core values DO IT.

DO IT is an acronym for:

**Driven** - We are inquisitive, dedicated and consistently encourage each other to take the next step, the next challenge.

**Open** - We capitalise on opportunities by approachable and receptive.

**Innovative** - We try out new ways by utilising our creativity and imagination.

**Trustworthy** - We earn trust by keeping our promises and delivering the right quality

It has been important to focus on our Solid spirit **Always Improving** -We are constantly evolving. We have the willingness to succeed, the courage to dare and the stamina to cross the finishing line.

Two employees were appointed as the cultural ambassadors of the year. These are two employees who have gone above and beyond and who, in a natural way, embody our values on a daily basis.

### Employee satisfaction and well-being

The first employee questionnaire as an independent company was implemented during the autumn.

The idea moving forward is that the employee questionnaire will be carried out twice annually. The employee questionnaire has been incorporated in the HR system that was implemented during the year. The questionnaire included an Employee Satisfaction Index (ESI) measurement and an eNPS (Employee Net Promotor Score) as well as questions in the following areas:

- Goals and expectations
- Our values
- Development
- Leadership
- Work situation/work environment
- Psychosocial work environment

During previous measurements, the response rate has been about 75 per cent. The questionnaire had a response rate of 88 per cent in 2022, which represented a positive increase.

Since an ESI of 70–80 is regarded as high, it is gratifying to obtain an ESI of 77. The Employee Satisfaction Index is used

as an overall performance indicator to measure and describe the rate at which the employees are, generally speaking, satisfied with their work situation. NMI is also used to measure employee commitment over time.

eNPS is an accepted measurement and a valuable indicator of how committed and loyal a company's employees are over time. The eNPS scale goes from -100 to +100. An eNPS of +10 per cent and above is regarded as a positive result. Our eNPS from the questionnaire was 36, which is an improvement from the most recent survey in November 2021, when the eNPS for the entire company was 27.

In 2022, the company's sickness absence rate was 4.6 per cent. Of this 4.6 per cent, long-term absence accounted for 55 per cent. In the event of repeated short-term absence, Solid Försäkring actively utilises caring discussions with the aim of avoiding long-term periods of sick leave. In the event of longer sick leave, active rehabilitation efforts are conducted, which include work adaptations wherever possible. Occupational health services are engaged as necessary.

The company has suitable premises for its operations, as shown in the occupational health and safety inspection carried out during the year. Several areas of improvement were highlighted, although most of these were remedied immediately and others are being corrected under ongoing action plans.

An occupational health and safety committee and a group for trade union information were started in 2022. The health and safety representative, trade union representative, CEO and Head of HR & Sustainability participate in the occupational health and safety committee and a trade union information group.

In autumn 2022, we completed a health challenge on the theme of sustainable employees. This initiative included a classic walking step contest, as well as various challenges connected to well-being, sleep, diet and exercise. 66 per cent of the company's employees participated in the health challenge.

### Continual training through digital channels

During the spring, Solid Försäkring newly launched its trainingportal – Insight. A process is under way to update courses to focus solely on the company's operations. All employees have access to the portal and are required to complete a number of compulsory courses annually, including training programmes concerning insurance regulations and the Code of Conduct. The Compliance function and Head of HR & Sustainability ensure that employees complete the compulsory training programmes.

### Internal mobility builds culture

All employees should feel that Solid Försäkring offers many opportunities to grow with their work duties and internal mobility is encouraged wherever possible.

There were a number of examples of internal mobility during the year in connection with both changes of position and ones advertised as temporary positions.

In 2022, employees who had previously left Solid Försäkring to seek employment elsewhere decided to re-apply to work at the company.

### Diversity and gender equality generates customer value

Employees with diverse backgrounds, genders and experiences enrich the business in many ways, making Solid Försäkring a more creative, profitable and efficient organisation.

The company aims to have an even gender balance in its operations with a distribution of 40/60. In 2022, the average share of female employees was 55 per cent and the average share of female managers was 31 per cent.

There is zero tolerance for discrimination and sexual harassment in the company. Counteracting this and supporting an inclusive workplace in every way must be a given.

This year, the annual salary survey was performed in collaboration with AoN. This work started with an evaluation,

whereby all managers participated in assessing the positions for which they were responsible. Following this, a salary survey in the AoN's BAS system was implemented. The salary survey is an important feature of work to conduct active measures, which the employer is obliged to take.

The salary survey is carried out annually in order to map and analyse:

1. Regulations and standard practices, such as salaries and other terms of employment that are applied by the employer, and
2. Salary differences between men and women who conduct work that may be considered the same or comparable.

No non-objective salary differences were identified in 2022.

### Risks connected to Solid Försäkring's diversity and gender equality efforts

Identified risk	Consequence for	Management of risks
Unfair distribution of salaries and benefits	<ul style="list-style-type: none"> <li>• Employees' commitment and willingness to develop</li> <li>• The company's work environment</li> <li>• The company's brand and credibility as an employer and insurance company</li> </ul>	<ul style="list-style-type: none"> <li>• Head of HR &amp; Sustainability for the management and follow-up of policies and guidelines</li> <li>• Remuneration policy</li> <li>• Wages and salaries guidelines</li> <li>• Guidelines for diversity and equal treatment</li> <li>• Guidelines concerning discrimination and victimisation, incl. action plan</li> </ul>
Shortcomings in diversity and equal opportunities	<ul style="list-style-type: none"> <li>• Employees' commitment and willingness to develop</li> <li>• The company's work environment</li> <li>• The company's brand and credibility as an employer and insurance company</li> </ul>	<ul style="list-style-type: none"> <li>• Guidelines for diversity and equal treatment</li> <li>• Guidelines concerning discrimination and victimisation, incl. action plan</li> <li>• Plan for active measures</li> <li>• Training initiatives, such as occupational health and safety training</li> </ul>
Risks concerning social conditions, primarily labour standards, health and safety, discrimination and victimisation	<ul style="list-style-type: none"> <li>• Employees' commitment and willingness to develop</li> <li>• The company's work environment</li> <li>• The company's brand and credibility as an employer and insurance company</li> </ul>	<ul style="list-style-type: none"> <li>• Work environment training for managers</li> <li>• The company's Code of Conduct</li> <li>• Guidelines concerning discrimination and victimisation, incl. action plan</li> <li>• Guidelines for diversity and equal treatment</li> <li>• Whistleblower function</li> <li>• Systems support for risk and incident reporting is available for all employees on the company's intranet.</li> </ul>

## Employee statistics 2022

Number of employees	Average 2022	Share
Women	38	55 %
Men	31	45 %
Total number of employees	69	100 %

Share of women managers, average 2022	31 %
Share of women in management team at year-end	43 %
Share of women on the Board at year-end	40 %

Age distribution	< 30 years of age	30-50 years of age	> 50 years of age
Solid Försäkring employees	14 %	55 %	30 %
Management team	0 %	71 %	29 %
Board of directors	0 %	20 %	80 %

Employee turnover – permanent employees	18.65 %
---	---------

Sickness absence	
Total sickness absence	4.65 %
Sickness absence, short-term	2.07 %
Sickness absence, long-term	2.57 %
Total sickness absence, women	2.30 %
Total sickness absence, men	2.35 %

Number of active employees who participated in the offered performance review.	96 %
--	------

Employee questionnaire	
Response rate	88%
ESI	77
eNPS	36

Forms of employment	
Permanent employees	98.55 %
Temporary employees	1.45 %
Consultants - worked more than 80% for Solid for certain periods	2

Collective bargaining agreements	
Share of employees covered by collective bargaining agreements	88.57 %
Number of employees entitled to choose if they want to be represented by a trade union	100 %

Sustainable employees	
Reported work-related injuries	0
Number of active employees who participated in targeted activities during the autumn	66 %

Volunteers	
Number of employees who chose to make an effort as a volunteer	2

## Social responsibility



### Social responsibility – both large and small

Solid Försäkring assumes social responsibility by working for a positive and inclusive society, where everyone has an opportunity to utilise their potential. Solid Försäkring aims to be a business that is characterised in all respects by corporate, social and environmental responsibility. Through partnerships and commitments, Solid Försäkring contributes value for society with a particular focus on supporting young and new job applicants in the labour market.

### Volunteer work

Every year, Solid Försäkring's employees spend eight hours doing volunteer work in the neighbourhood. The focus shall primarily be to support young and new job applicants in the labour market.

Among other things, the employees were offered, in collaboration with the non-profit organisation Driving Force, an opportunity to participate in mentorship activities, as well as to help young people with their homework. In the autumn of 2022, the previous collaboration with Driving Force was re-instigated after a break during the pandemic. The collaboration will continue during 2023 when company employees will be able to participate in homework help and in mentoring young people.

### Community engagement

Solid Försäkring's presence in the local community is manifested in the form of conscious and long-term sponsorship of, inter alia, sports clubs, Team Rynkeby and the Childhood Cancer Fund.

### Involvement in the business environment

2022 was characterised by an uncertain world, with Russia's invasion of Ukraine as the centre-piece. Since July 2022, Solid Försäkring has participated on a monthly basis in supporting the Helsingborg-based initiative Support for Ukraine, which sends supplies to the needy in Ukraine.

### About the Sustainability Report

This is Solid Försäkring's second Sustainability Report as a separately listed company. The content of the Sustainability Report is based on current governance documents concerning sustainability and the company's materiality analysis that was implemented during spring 2022 (see page 18 in the annual report).

Solid Försäkring's Sustainability Report has been prepared in accordance with Chapter 6, Section 10 of the Swedish

Annual Accounts Act. The auditor's statement on the formal Sustainability Report is appended and is limited to an opinion on page 72 in the annual report, on whether the Sustainability Report has been prepared.

For the reporting of sustainability data, the company primarily uses Position Green's platform. This involves systematic management that ensures high-quality data, increased traceability and follow-up over time.

### Stakeholder dialogues

For Solid Försäkring as a company, it is important to keep abreast of matters related to the business environment and stakeholders that impact the business and its development.

The stakeholders that have been identified as being most important to the company are customers, employees, partners, owners and public authorities.

The table below is a summary of the company's most important stakeholder groups and how dialogues are held with them, as well as the issues that are central in the dialogue.

Stakeholder group	Formats for dialogues	Matters on the agenda
Customers	Customer meetings	Digital services, such as My Pages
	Customer service	Issues concerning invoices and fees
	Social media	Customer experience
	Customer surveys	Responsible insurance advice
Employees	Materiality analysis	Values, governance and management
	Daily meetings and discussions	Occupational health and safety
	Performance reviews	Skills development and career
	Leaders' forums	Diversity and equal treatment
	Intranet	Sustainability work
	Introduction of employees	Community responsibility and contributions to sustainable development
	Employee questionnaire	Sustainable employees
Personnel meetings	Training programmes	
		Sustainability Committee
Partners	Correspondence (email, telephone, Teams, etc.)	New ordinances and regulations that influence the services used and distributed by partners via Solid Försäkring
	Customer meetings	IT integration
	Strategic partnerships	Partner portal
Owners	Materiality analysis	Economic performance
	Investor meetings	Sustainable growth and return
	General meetings	Risk management and financial stability
	Presentation of the Interim Report	Sustainability activities
	Annual and Sustainability Report	
Society	Public authorities	Supervision
		Reporting

### Materiality analysis

The materiality analysis implemented in spring 2022 identified the most relevant sustainability aspects for the company and the most material sustainability topics within the areas that the company has an opportunity to affect. The materiality analysis clarifies the company's prioritised areas in relation to climate impact and the company's significant sustainability aspects; see diagram on page 18.

### Governance of Solid Försäkring's sustainability work

Due to Solid Försäkring's operations, it is subject to regulatory requirements concerning ethical business behaviour and also has a responsibility for the operations' impact on people, society and the environment.

The company complies with the laws in force in the countries where it conducts operations, such as competition regulations, environmental legislation, labour market laws and collective bargaining agreements that impact the operations. Solid Försäkring respects international conventions concerning human rights, which serve as lodestars for its own operations.



The company's sustainability policy and guidelines, together with underlying policies, establish frameworks and a direction for sustainability efforts.

The shared corporate culture is based on the company's values – Driven, Open, Innovative and Trustworthy – which are well rooted in the operations.

### Organisational structure of sustainability efforts



\* The sustainability committee is led by the Head of HR & Sustainability on behalf of the CEO.

### Sustainability governance and responsibilities

The Board of Directors has the ultimate responsibility for sustainability efforts in the company and is required to ensure that policies are adopted for efficiently managing sustainability risks in the operations. The Board is required to work to ensure that sustainability issues are integrated in the formulation of goals, strategies, follow-up and evaluation of the operations. The Board also adopts the company's Sustainability Report as part of the Annual Report each year.

The CEO is required to regularly evaluate whether the company checks and manages its sustainability risks efficiently and appropriately.

Solid Försäkring's Sustainability Committee is a link between the operational and strategic sustainability efforts. The Sustainability Committee is responsible for initiating, driving and following up the operational sustainability efforts with the aim of ensuring compliance with the company's long-term undertakings. The committee prepares matters concerning the focus areas, orientation and activities required to achieve decided sustainability targets, prior to them being addressed and decided by the Board of Directors. The committee is led by the company's Head of HR & Sustainability and comprises senior executives and the Risk and Compliance functions. The Head of HR & Sustainability is also responsible for coordinating, supporting and following up sustainability activities to ensure that they are reported in accordance with national legislation and voluntary international standards.

Managers in the company have an operational responsibility to implement the guidelines. This entails responsibility for ensuring that adopted approaches and focus areas are defined, implemented and followed up in each area and function.

### Code of Conduct – Solid Försäkring's overriding governance instrument

Solid Försäkring's Code of Conduct clarifies, inter alia, the company's views on business ethics, working conditions, diversity, gender equality and equal opportunities. The Code of Conduct also provides guidance to all employees, regardless of function and role in the company, so that they act ethically and in a way that inspires confidence among partners, customers, public authorities and other stakeholders.

#### Governance; anti-corruption

Solid Försäkring works on the basis of a model with three lines of defence, whose aims include ensuring that the company's transactions and business relations are conducted on an ethically correct basis.

- The first line of defence focuses on the risks that could arise in the business operations.
- The second line of defence comprises the company's compliance, risk management, actuarial functions and the information security function which operate independently and conduct continuous controls of the operations.
- The third line of defence comprises the internal audit, which independently examines the company's operations and evaluates how the other control functions manage and assess risks.

#### Governance; customer privacy

Solid Försäkring has a data protection officer who checks compliance with data protection laws and reports to the CEO and the Board. The area also overlaps with other control functions in the second and third lines of defence.

#### Governance; responsible insurance provision

Responsible insurance distribution is based on transparency and clarity concerning the terms and conditions associated with an insurance policy as well as responsible distribution, marketing and claims adjustment.

The insurance industry fulfils an important function in society, which means that the players in the industry have a huge responsibility to conduct their business operations based on applicable rules and according to the supervisory authorities. Insurance distribution requires authorisation and is supervised by the Swedish Financial Supervisory Authority. The company's task as an insurance provider involves safeguarding its employees' skills and expertise and ensuring that the company's insurance distribution is based on an impartial and personal analysis of customer needs.

The core operation of the insurance industry is understanding and managing risks. As an insurance provider, we are dependent on the confidence people have in our industry and in the insurance companies' ability to meet their obligations. By carrying out preventive risk reduction measures and spreading and distributing risk between several individuals,

the insurance industry can help protect society, promote innovation and support economic development. This is an important contribution to a well-functioning and sustainable society.

Through, inter alia, monthly spot checks, this work is examined on the basis of prevailing criteria and rules and regulations. The control functions and internal audit regularly check various parts of the processes connected to insurance provision.

#### Governance; environment

The company will be part of environmentally sustainable development and will reduce its environmental impact. To reduce its environmental impact, Solid Försäkring will implement processes to consider and reduce its impact in all parts of the operations and set targets and take actions to reduce any impact caused by the operations.

Solid Försäkring's sustainability policy comprises the foundation for the company's environmental activities and it is adopted annually by the Board. Sustainability data is reported in Position Green and to management and the Board.

#### Governance; employees, diversity and gender equality

Solid Försäkring is required to work actively with gender equality, equal treatment, diversity, a good work environment, development opportunities, participation and a sense of meaning. The company shall work for an inclusive society, where everyone has an opportunity to utilise their potential. Solid Försäkring's Code of Conduct clarifies the company's position on matters such as anti-discrimination, labour standards, forced labour, child labour, political commitment, freedom of association and the right to collective bargaining agreements. The role of the Head of HR & Sustainability is to drive, develop and follow up work involving sustainability, diversity and health. The Head of HR & Sustainability also works on remuneration and benefits. The responsibilities of this role mainly include overseeing remuneration levels, conducting an annual analysis of salaries and formulating policies and guidelines for salaries, pensions, benefits and company cars.

#### Governance; social responsibility

The Sustainability Committee is responsible for driving, following up and reporting the company's sustainability efforts. This responsibility includes work to continuously develop and broaden the orientation of the company's social responsibility and creating new partnerships and networks within relevant areas.

#### Selection of policies and guidelines:

- Sustainability Policy
- Policy for governance, management and control of risks
- Code of conduct
- Whistleblowing policy
- Anti-bribery policy
- Policy on anti-money laundering and terror financing (Norway)
- Insider policy
- Policy for information security
- Policy for complaint handling
- Remuneration policy
- Data protection policy
- Sustainability guidelines
- Guidelines for diversity and equal treatment
- Guidelines concerning victimisation
- Guidelines concerning salaries
- Travel guidelines
- Guidelines concerning work environment
- Code of Conduct for Suppliers
- Guidelines for assessment of corruption





## ABOUT SOLID FÖRSÄKRING

Solid Försäkring is a non-life insurance company founded in 1993. Solid Försäkring focuses on niche insurance, with the Nordic region as its core market. The non-life insurance operations are divided into three segments: Product, Personal Safety and Assistance.

Solid Försäkring has a large customer base of private customers in the Nordic region, which are primarily sourced through partnerships with leading retail chains within several different industries and banks, credit market companies and other financial institutions, travel agencies, car dealerships and car repair shops.

Solid Försäkringsaktiebolag shares are listed on Nasdaq Stockholm.