

Disclaimer

This presentation may contain forward-looking statements that reflect management's current views with respect to certain future events and potential financial performance. Although Sampo believes that the expectations reflected in such forward-looking statements are reasonable, no assurance can be given that such expectations will prove to have been correct. Accordingly, results could differ materially from those set out in the forward-looking statements as a result of various factors.

Important factors that may cause such a difference for Sampo include, but are not limited to: (i) the macroeconomic development, (ii) change in the competitive climate, and (iii) developments in capital markets.

This presentation does not imply that Sampo has undertaken to revise these forward-looking statements, beyond what is required by applicable law or applicable stock exchange regulations if and when circumstances arise that will lead to changes compared to the date when these statements were provided.

Key takeaways from this presentation

This presentation and sustainability in general at Sampo Group are structured around five themes: business management and practices, corporate culture, investment management and operations, products and services, and communities.

Sustainability is an important focus area for Sampo Group and, therefore, development around the most material themes is constant and a key priority for the Group companies.

Sampo Group measures its sustainability performance on a group-level using several key performance indicators (KPIs), some of which are highlighted in this presentation.

The ambition is to develop the KPIs further, study new possibilities, and improve the sustainability-related disclosure continuously.

The presentation is updated quarterly, however some data is only updated annually, and therefore year end or full year figures are provided.





Sustainability programme

- Sampo Group has a sustainability programme, which drives group-level sustainability work.
- The programme consists of strategic sustainability themes and material sustainability topics.
- The programme also links the sustainability work to the business operations of the Group companies, as well as to the UN Sustainable Development Goals.
- The sustainability programme evolves, as common projects are completed and targets reached, or new priorities emerge. Every three years the programme undergoes a bigger update.
- There is also a detailed internal version of the programme available, which includes activities under each theme, targets for the activities, an overall timetable, and a division of responsibilities.

Sustainability programme

Sampo Group

Anti-corruption and bribery		
Business management and practices - Anti-money laundering and counter-terrorist financing - Data privacy - Information security and cybersecurity - Human rights and labor practices - Environmental impacts of group operations - Political involvement and lobbying - Anti-money laundering and counter-terrorist financing - Sampo C - ensures ust in governa business op	ainability Risk management	12
Corporate Culture Empowering working environment Diversity, equity, and inclusion Competence development Culture Empowering working environment Diversity, equity, and inclusion Health and well-being Competence development Sampo Group or diversity and in professional designation of the profession of the profes	rporate culture Compliance yee well-being, Risk management clusion, and Employer image evelopment. Financial performance tige attract and Stakeholder demand	3 metalik
Investment management and operations Responsible investment strategies across asset classes Carbon footprint and climate impact of investments operations Sampo Group integr (including climate investment man operations across	change) into its agement and Financial performance	8 HENCE OFF 13 HERE
Products and Sustainable product and service offering Sampo Group integrated Services Sustainable supply chain management (including climate product and services Sustainable sales and marketing practices Supply chain m	change) into its Risk management ce offering and Financial performance	3 minutelys ———————————————————————————————————
 Stakeholder engagement and dialogue Communities Donations and other humanitarian efforts Tax footprint Sampo Group pr well-being, and fir in soci 	nancial security Employer image	3 MERCHANT 13 MARK -W-



Sustainability organisation and reporting structure

Board of Directors of Sampo plc Has the ultimate oversight of group level sustainability, covering the entire range of environmental (including climate change), social, and governance matters.

- Approves the sustainability report and the Code of Conduct of Sampo Group.

- Completes annually an independent self-assessment, which includes sustainability-related questions.

Audit Committee of Sampo plc

- Assists the board in overseeing sustainability.

- Monitors group level sustainability reporting and activities, sustainability being regularly on the agenda of the Audit Committee meetings.

Group CEO

- Oversees the implementation of sustainability within the Group.

Group CFO

- Directs the Sustainability unit of Sampo plc.

- Ensures adequate reporting of sustainability matters to the Group CEO.

Sustainability unit of Sampo plc

Develops and coordinates group level sustainability work.

Prepares the group level sustainability programme including objectives and targets.

Sets schedules, requests, and provides group level guidance to subsidiaries.

If, Topdanmark, Hastings, and Mandatum

- At each subsidiary, various business areas, operational departments, and units are actively involved in the Group's sustainability endeavours.
- Group level sustainability reporting is largely based on information provided by the subsidiaries according to formats and schedules defined by Sampo plc's Sustainability unit.
 - In addition to group level sustainability governance, each Group company has its own internal governance structures.

Examples of initiatives and commitments

Sampo Group













Hastings















9 August 2023

SCIENCE BASED







If















Mandatum













Topdanmark











Sampo plc

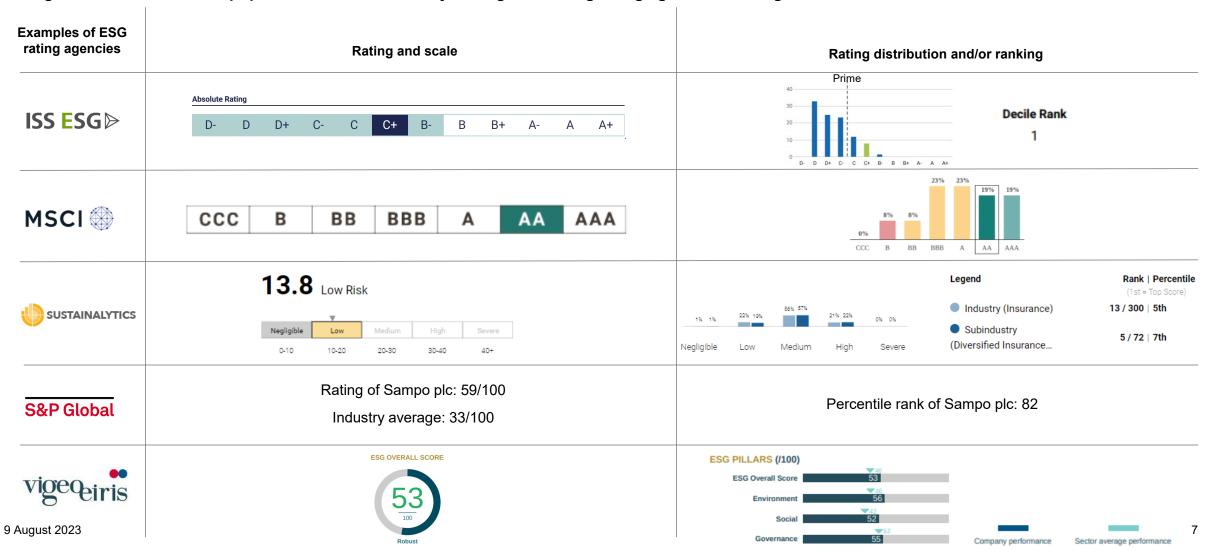




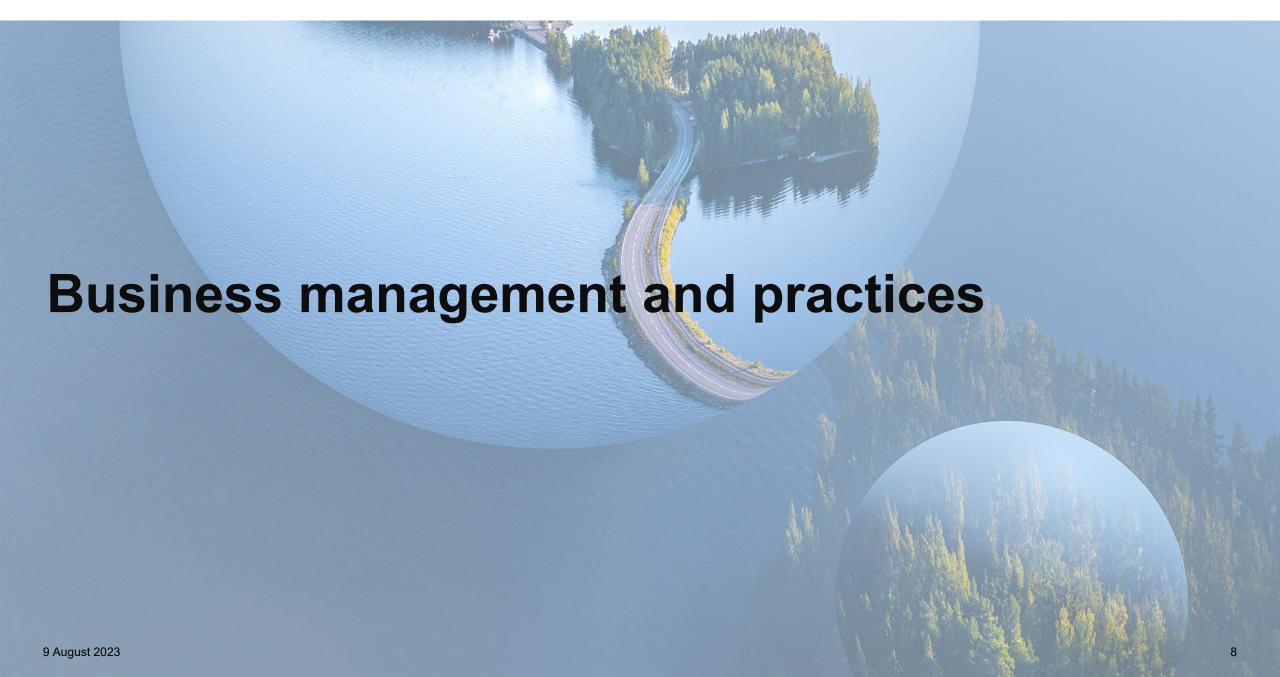


Sampo plc's ESG ratings

Target: To be rated in the top quartile within the industry among the leading rating agencies' rankings.







Climate targets: Own operations

lf

· Commitment:

 To set science-based targets (SBTs) validated by the Science Based Targets initiative (SBTi) in October 2023 at the latest. This includes targets for own operations, claims handling, and investments. If's SBTs have been submitted for validation during Q2/2023.

Current targets:

 To reduce business travel (the number of flights) by 50% in 2023 (baseline 2019).

Topdanmark

Commitment:

 To set SBTs validated by the SBTi in June 2024 at the latest. This includes targets for own operations, claims handling, and investments.

Current targets:

To become carbon neutral in 2030. This
includes the operations of the company
locations (Scope 1 and Scope 2), company
driving in privately owned cars, air travel,
water, and waste (Scope 3).

Hastings

Commitment:

 To set SBTs validated by the SBTi in September 2024 at the latest. This includes targets for own operations and investments.

Current targets:

- To reduce overall GHG emissions by 10% year on year from its 2022 baseline.
- To be a net-zero organisation by 2050 at the latest.

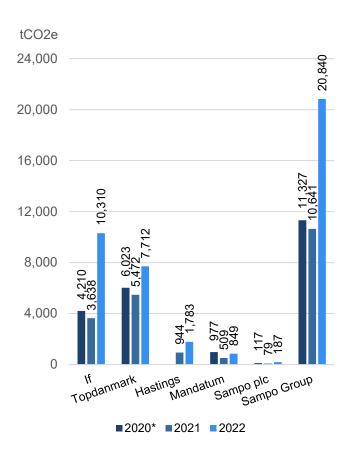
Sampo plc

To commit to the SBTi during 2023 to start the development of group-level SBTs based on the analysis of the Group companies.

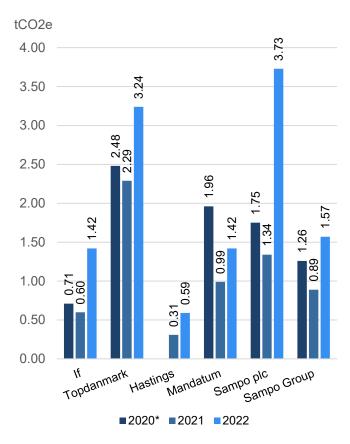


GHG emissions of own operations

GHG emissions by company

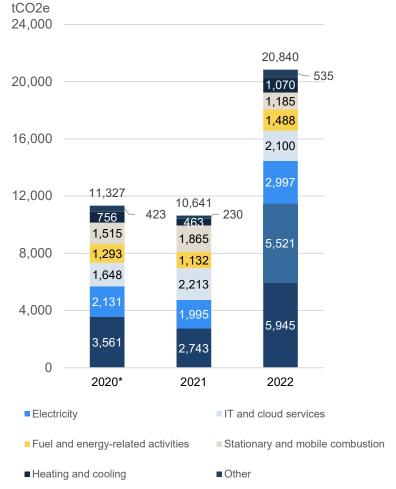


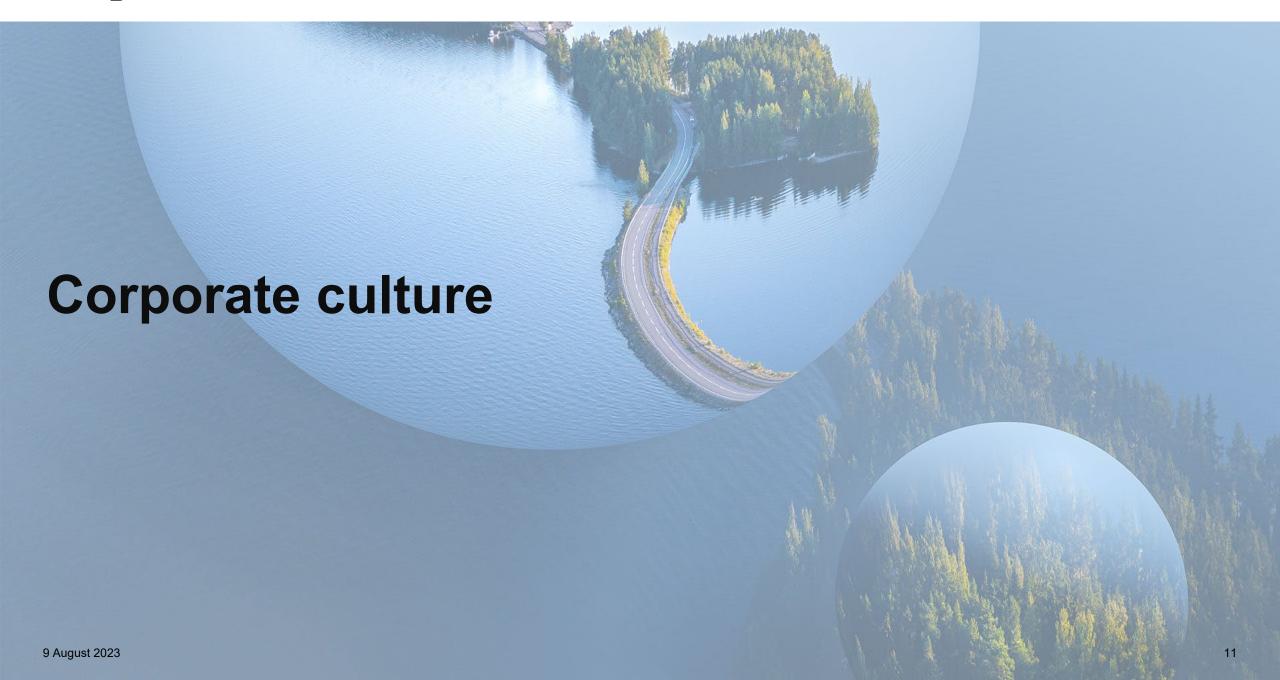
GHG emissions per employee



In 2022, the results are impacted by business returning to normal after the pandemic (e.g. business travel, heating/cooling and electricity at the offices) and improved Scope 3 reporting (e.g. inclusion of employee commuting into calculations). * Excluding Hastings

Source of GHG emissions

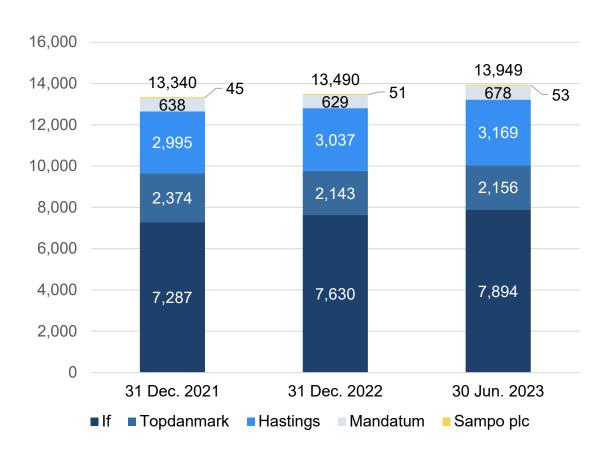




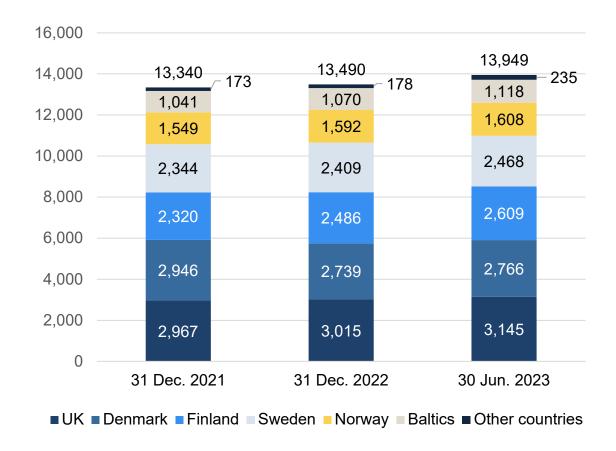


Number of employees (FTE), Sampo Group

By company

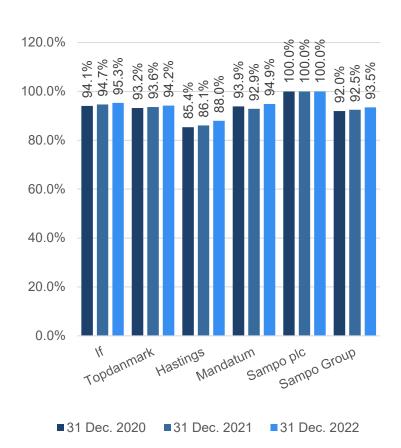


By country

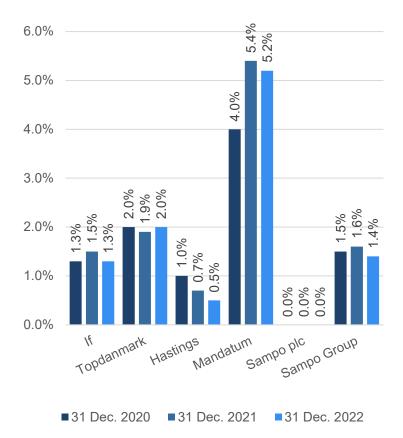


Types of employment

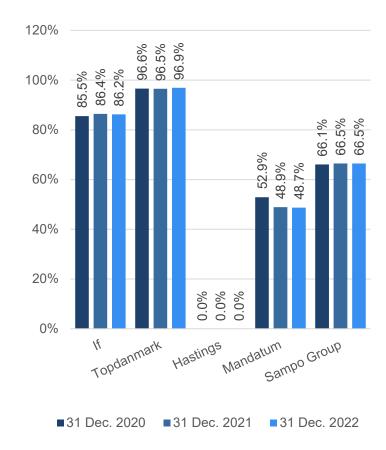
Share of full-time employees



Share of employees on temporary contracts



Share of employees covered by collective bargaining agreements*



Mandatum's Baltic business and Topdanmark's life insurance and pension business were sold in 2022.

^{*} All figures include only employees that are truly covered by collective agreements. There are many employees whose employment terms the agreement is applied to even if they are not covered by the agreement. The total number of employees in Sampo plc is too small to allow fair reporting.



Diversity, equity, and inclusion

Diversity, equity, and inclusion targets

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- Have at least 85% of employees agreeing or strongly agreeing with the statements related to inclusion in the autumn employee survey.
- Increase diversity in management teams by 30% by 2026, defined as selected underrepresented groups, including people of colour and non-binary gender.
- Have equal binary gender representation, meaning that the ratio of men/women should be 50/50 (+/- 5 percentage points), for both employees and leaders.

Topdanmark

- Have at least two of each gender among the AGM elected members of the Board of Directors.
 - Have a maximum of 60% of one gender at all levels of management.
- Have a maximum of 60% of one gender in the succession planning.

Hastings

- Be recognised in the Inclusive Top 50 UK Employers list.
- Focus on social mobility and neurodiversity in the workplace as priority areas in 2023.
- Participate in the 30%
 Club, an external mentoring programme for women.
- Maintain the company's support of the advancement of women in senior roles in the financial services sector through being an ongoing signatory of the Women in Finance Charter.

Mandatum

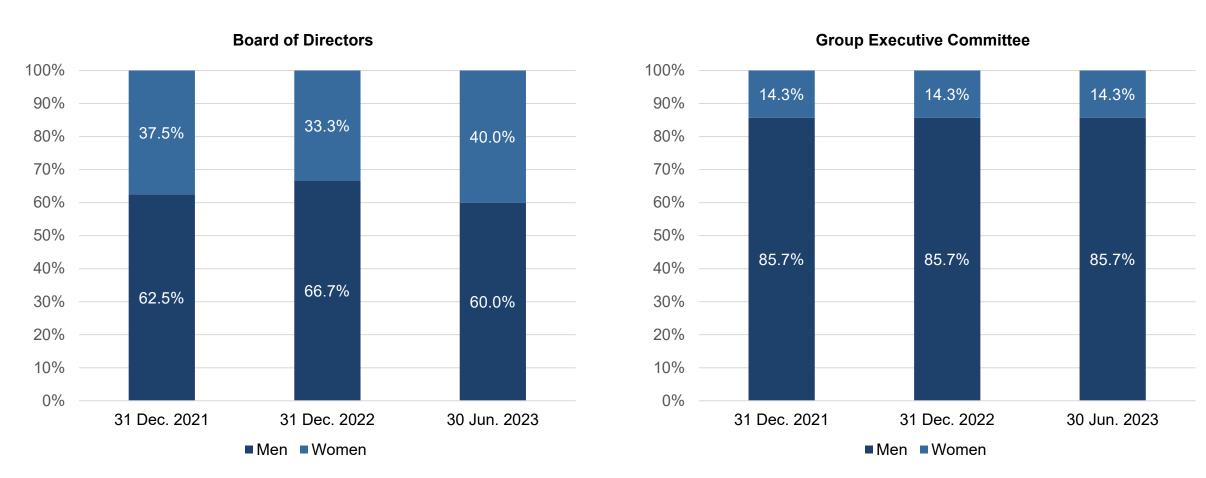
 Have a minimum of 40% of men and women at all levels of management.

Sampo plc

Have at least 37.5% of both men and women in the Board of Directors.



Binary gender distribution of the Board of Directors and the Group Executive Committee, Sampo plc



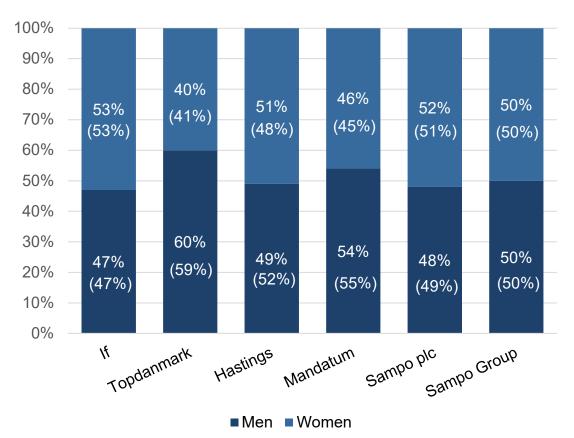
The latest composition of the Board and the Executive Committee can be viewed at www.sampo.com/board and www.sampo.com/management.



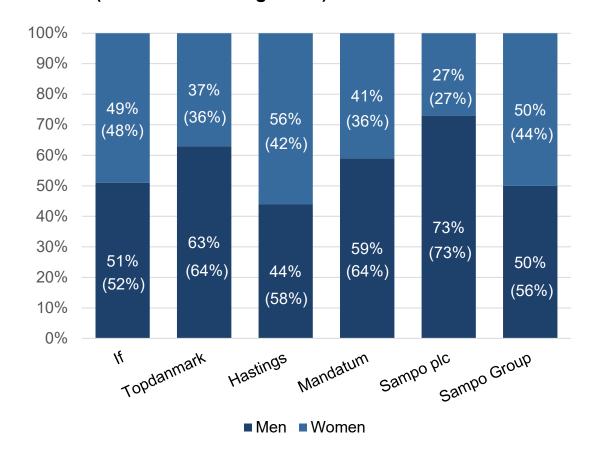
Binary gender distribution of personnel (FTE)

30 June 2023

All employees



Leaders (all levels of management)



The figures are excluding Mandatum Baltics. 31 Dec. 2022 figures in brackets. 9 August 2023



Share of women leaders at the highest management levels

31 December 2022

	Level 1 (Group CEO and President)	Level 2 (CEOs of Sampo plc's subsidiaries)	Level 3 (reporting to any of the CEOs)	Level 4 (reporting to level 3)	Total (top 4 levels)
If	- (-)	0.0% (0.0%)	25.0% (25.0%)	45.2% (46.3%)	42.3% (43.2%)
Topdanmark	- (-)	0.0% (0.0%)	28.6% (50.0%)	30.7% (29.2%)	29.8% (32.2%)
Hastings	- (-)	0.0% (0.0%)	18.9% (9.1%)	38.8% (37.2%)	34.5% (31.4%)
Mandatum	- (-)	0.0% (0.0%)	45.5% (44.4%)	27.8% (26.5%)	31.3% (29.5%)
Sampo plc	0.0% (0.0%)	- (-)	25% (25.0%)	33.3% (33.3%)	27.3% (27.3%)
Sampo Group	0.0% (0.0%)	0.0% (0.0%)	29.1% (30.4%)	37.7% (37.1%)	35.5% (35.3%)

Previous year's figures in brackets.

The number of leaders especially on levels 2 and 3 is small, and therefore a change in only a few positions can result into big changes in percentages.



Share of employees on different organisational levels

31 December 2022

	Senior-level	Mid-level	First-level
If	1.7% (1.6%)	50.6% (49.8%)	47.% (48.6%)
Topdanmark	4.3% (3.1%)	57.0% (57.6%)	38.7% (39.3%)
Hastings	2.4% (2.3%)	47.0% (45.3%)	50.7 %(52.4%)
Mandatum	7.2% (10.3%)	74.2% (69.3%)	18.7% (20.4%)
Sampo plc	29.4% (42.2%)	66.7% (48.9%)	3.9% (8.9%)
Sampo Group	2.6% (2.6%)	52.0% (51.1%)	45.5% (46.3%)

	Senior-	level	Mid-le	evel	First-level		
	Women Men		Women Men		Women	Men	
If	0.7% (0.7%)	0.9% (0.9%)	22.1% (21.5%)	28.5% (28.3%)	30.4% (31.3%)	17.4% (17.3%)	
Topdanmark	1.6% (1.3%)	2.7% (1.8%)	17.9% (17.6%)	39.1% (40.0%)	21.4% (23.1%)	17.3% (16.2%)	
Hastings	0.9% (0.9%)	1.5% (1.4%)	19.3% (18.2%)	27.7% (27.1%)	28.3% (29.2%)	22.4% (23.2%)	
Mandatum	1.4% (4.1%)	5.7% (6.3%)	31.7% (30.7%)	42.5% (38.6%)	12.3% (13.7%)	6.3% (6.7%)	
Sampo plc	11.8% (20.0%)	17.6% (22.2%)	39.2% (26.7%)	27.5% (22.2%)	0.0% (2.2%)	3.9% (6.7%)	
Sampo Group	1.0% (1.1%)	1.6% (1.5%)	21.3% (20.5%)	30.7% (30.6%)	27.5% (28.4%)	17.9% (17.9%)	

Previous year's figures in brackets.



New employees

By age group	<30 years		30–50 years		>50 years		Total	
	2021	2022	2021	2022	2021	2022	2021	2022
If	513	596	505	642	81	122	1,099	1,360
Topdanmark*	68	110	167	196	51	43	286	349
Hastings	484	474	368	362	56	40	908	876
Mandatum	53	58	44	50	10	7	107	115
Sampo plc	2	2	3	4	1	0	6	6
Sampo Group, total	1,120	1,240	1,087	1,254	199	212	2,406	2,706

By binary gender	Women		M	en	Total		
	2021	2022	2021	2022	2021	2022	
If	574	677	525	683	1,099	1,360	
Topdanmark*	106	124	180	225	286	349	
Hastings	467	423	441	453	908	876	
Mandatum	38	42	69	73	107	115	
Sampo plc	3	2	3	4	6	6	
Sampo Group, total	1,188	1,268	1,218	1,438	2,406	2,706	

Number of externally hired monthly paid new employees during the year.

^{*} In 2022, excluding life and pension business.



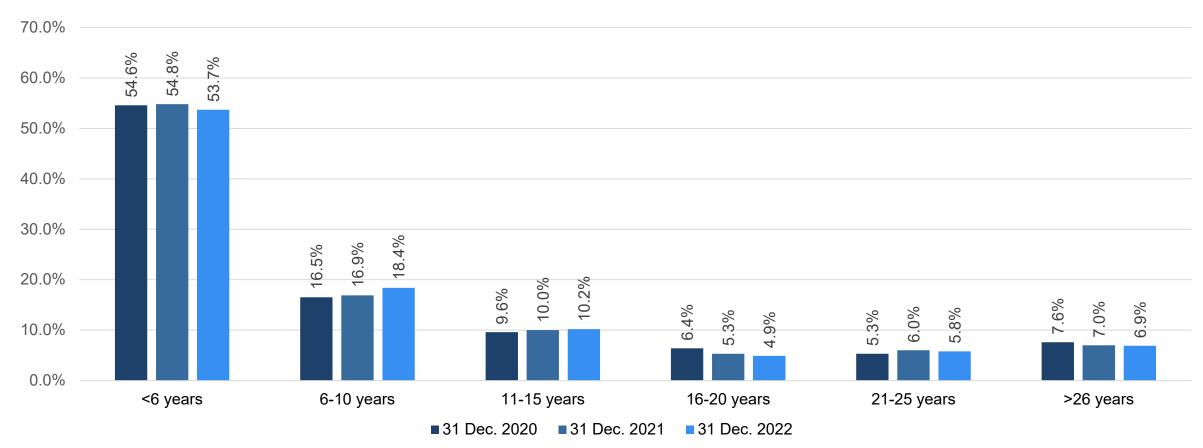
Age distribution of personnel (FTE)

	<30 years		30–50	30–50 years		years	Total	
	31 Dec. 2021	31 Dec. 2022						
lf	1,220	1,239	4,076	4,341	1,991	2,050	7,287	7,630
Topdanmark	340	320	1,233	1,121	802	702	2,374	2,143
Hastings	1,071	1,009	1,544	1,645	380	383	2,995	3,037
Mandatum	118	127	359	353	161	150	638	629
Sampo plc	6	5	20	26	19	20	45	51
Sampo Group	2,755	2,699	7,231	7,486	3,353	3,305	13,340	13,490



Years of employment

Sampo Group



Calculated according to headcount.



Health and well-being

Absence due to illness

By company By country 7.0% 7.0% Target, Target, Topdanmark: 6.0% If: below 6.0% below the average for the insurance 5.0% 5.0% industry 3.6% 3.7% 3.8% 3.5% 4% 4% 3.2% 3.2% 4.0% 4.0% 3.0% 3.0% რ. .4% 2.2% 3.0% 3.0% 2.1% 2.0% 2.0% 0.7% 0.5% 1.0% 1.0% 0.0% 0.0% United Kingdom Other countries* Sampo plc Sampo Group Sweden Finland Denmark Lithuania Norway Estonia Latvia Mandatum

In 2022, COVID-19 was still heavily present and with the re-opening of society, the spread of respiratory viruses and influenza were some of the factors impacting the results.

2020**

■2021 **■**2022

■2020** **■**2021 **■**2022

^{*} The other countries included France, the Netherlands, Spain, Germany, Gibraltar, the U.S., and Luxembourg in 2021 and 2022; France, Germany, the Netherlands, Spain, and the UK in 2020.

^{**} Excluding Hastings

^{***} In 2022, excluding life and pension business.



Share of employees covered by an occupational healthcare system

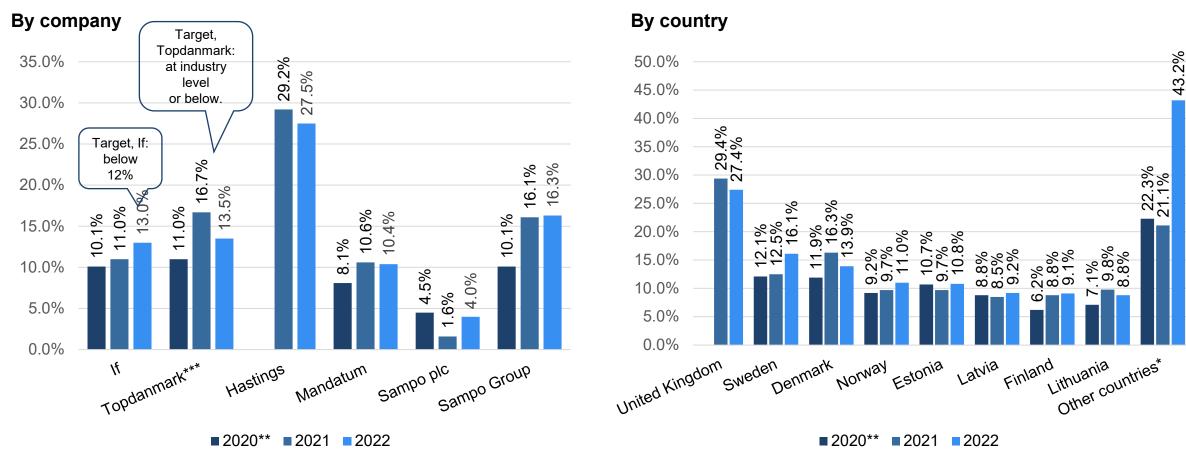
Occupational healthcare	31 Dec. 2021	31 Dec. 2022
If	100.0%	100.0%
Topdanmark	100.0%	99.3%
Hastings	100.0%	100.0%
Mandatum	99.5%	99.0%
Sampo plc	100.0%	100.0%
200000000000000000000000000000000000000	400.09/	00.09/
Sampo Group	100.0%	99.9%

Supplementary occupational healthcare	31 Dec. 2021	31 Dec. 2022
If	98.3%	98.9%
Topdanmark	0.0%	0.0%
Hastings	100.0%	100.0%
Mandatum	94.0%	99.0%
Sampo plc	100.0%	100.0%
Sampo Group	81.0%	83.5%

Mandatum's Baltic business was sold in July 2022. Topdanmark's life and pension business was sold in December 2022.

Occupational healthcare system refers to healthcare services that the employer offers to the employees. It can be either statutory or voluntarily offered. The supplementary occupational healthcare in turn covers only the healthcare services that the employer offers voluntarily without any statutory requirement.

Employee turnover



External turnover including monthly paid permanent employees and employees leaving on pension.

^{*} The other countries included France, the Netherlands, Spain, Germany, Gibraltar, the U.S., and Luxembourg in 2021 and 2022; France, Germany, the Netherlands, Spain, and the UK in 2020.

^{**} Excluding Hastings

^{***} In 2022, excluding life and pension business.

Employee engagement

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- engagement bi-annually with employee Net Promoter Score (eNPS).
- Target is that the eNPS should be above 50. The scale is -100–100.

Topdanmark

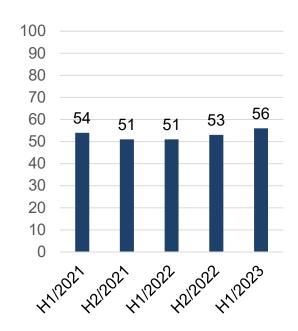
- Topdanmark measures employee engagement bi-annually with a company-wide survey on wellbeing and commitment.
- Target is to maintain at least 79 points until 2025. The scale is 0–100.

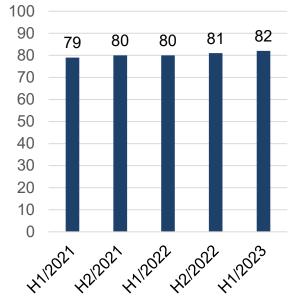
Hastings

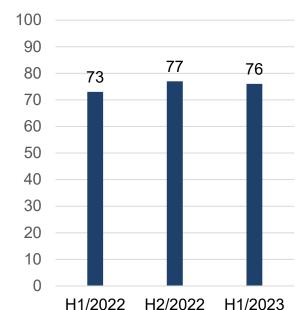
- Hastings measures employee engagement bi-annually with the "Your Voice" survey.
- The target employee satisfaction score (eSAT) is 72. The scale is 0–100.

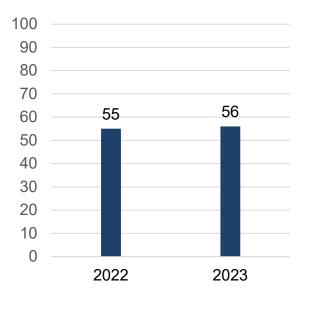
Mandatum

- Mandatum measures employee engagement annually with Siqni's employee survey and eNPS.
- The target is that eNPS should be above 50. The scale is -100–100.











Competence development



Average external training costs per employee (FTE)

EUR	2020	2021	2022
If*	372	435	942
Topdanmark**	1,367	1,090	1,187
Hastings***	-	454	318
Mandatum	539	669	1,074
Sampo plc	342	577	901
Sampo Group	617	568	852

During 2020 and 2021, many external training sessions were postponed due to COVID-19.

^{*} All leaders participate in a Leadership Compass programme that was launched in October 2022. There are more than 1,000 leaders participating from all If countries.

^{**} Includes life and pension business up until 1 Dec. 2022.

^{***} Includes both costs for internal and external training investments.

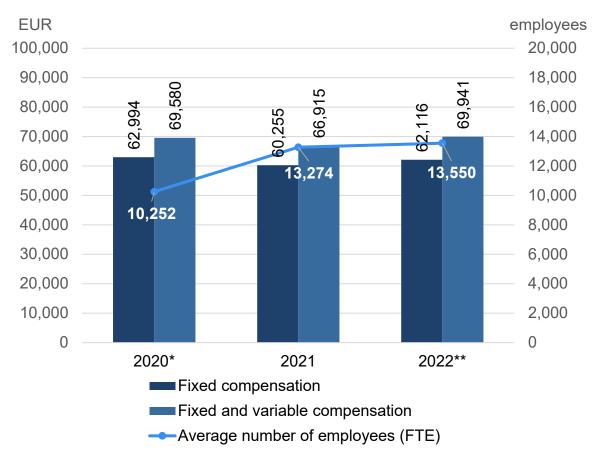


Remuneration



Employee remuneration

Average employee remuneration, Sampo Group



Average employee remuneration vs. Group CEO remuneration, Sampo Group

2020	2021	2022
69.580	66.915	69,941
00,000	00,010	00,011
1,313,694	2,511,459	3,327,858
19:1	38:1	48:1
	69,580 1,313,694	69,580 66,915 1,313,694 2,511,459

^{*} Hastings is included in the calculations as of 2021.

^{**} There was no payment from LTI 2017:1 in 2020.

^{*} Excluding Hastings

^{**} The remuneration of Topdanmark's life and pension business is included in the figure for the period 1 Jan. - 30 Nov. 2022.



Average remuneration by binary gender Sampo Group

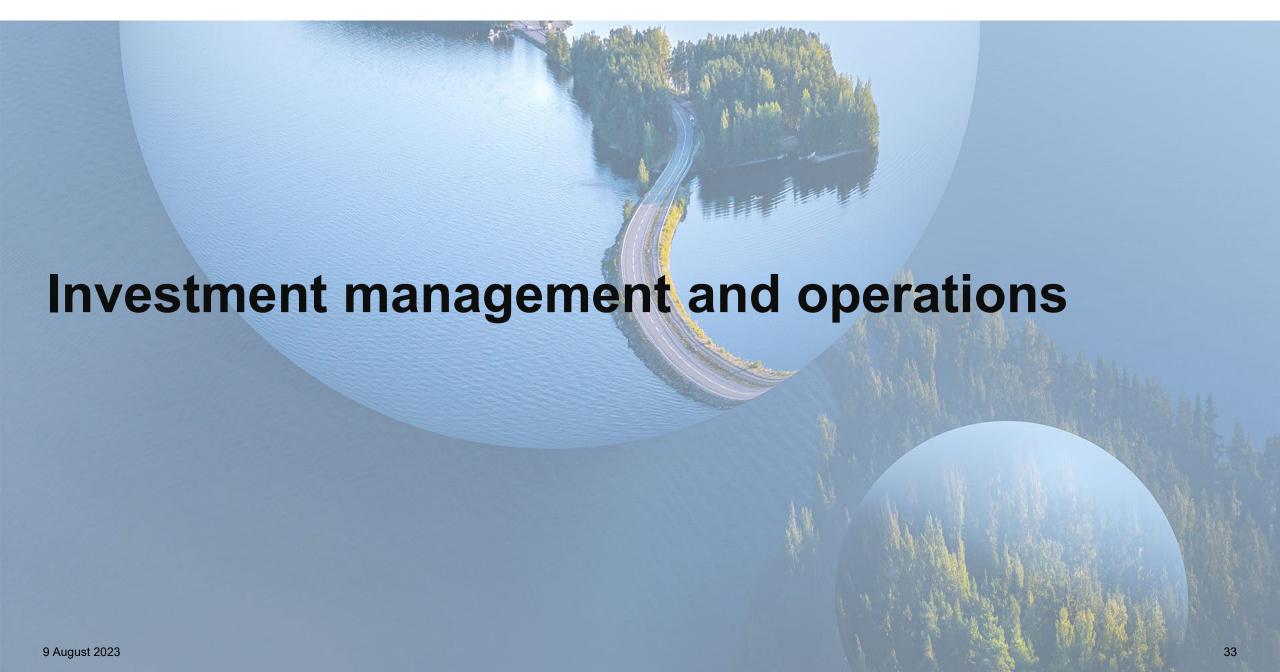
	2020**				2021				2022*			
EUR	Women	Men	Pay gap (ratio)	Pay gap (%)	Women	Men	Pay gap (ratio)	Pay gap (%)	Women	Men	Pay gap (ratio)	Pay gap (%)
Fixed remuneration	55,251	71,052	0.78	22.2	52,735	67,755	0.78	22.2	54,352	69,860	0.78	22.2
Fixed and variable remuneration	58,663	80,924	0.72	27.5	56,361	77,513	0.73	27.3	58,535	81,316	0.72	28.0

^{*} Topdanmark's pension and life insurance business is included in the figures for the period 1 Jan.-30 Nov. 2022.

Excluding the remuneration of the Group CEO.

^{**} Excluding Hastings





Climate targets: Investments

Commitment:

If

 To set SBTs validated by the SBTi in October 2023 at the latest. This includes targets for own operations, claims handling, and investments. If's SBTs have been submitted for validation during Q2/2023.

Topdanmark

Commitment:

 To set SBTs validated by the SBTi in June 2024 at the latest. This includes targets for own operations, claims handling, and investments.

Hastings

Commitment:

 To set SBTs validated by the SBTi in September 2024 at the latest. This includes targets for own operations and investments.

Current targets:

- To reduce carbon intensity in the core investment portfolio by 50% by 2030.
- To be a net-zero organisation by 2050 at the latest.

Sampo plc

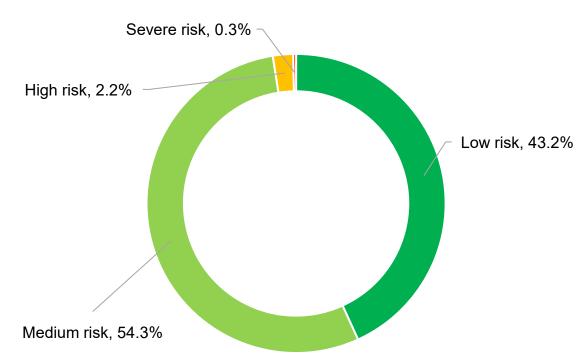
To commit to the SBTi during 2023 to start the development of group-level SBTs based on the analysis of the Group companies.



If, Mandatum, and Sampo plc

ESG integration: Traffic light model

Investment allocation according to ESG risk categories, Sampo Group (excluding Topdanmark and Hastings), 30 Jun. 2023



	30 Jun. 2023
Weighted average ESG risk rating of Sampo Group's direct fixed income and equity investments (0-100)	19
Market value of Sampo Group's direct fixed income and equity investments with ESG risk rating (EURm)	10,939
Sampo Group's total investments (EURm)	17,028
The number of companies in the severe risk category	2

The risk rating categories (low, medium, high, severe) are based on external service provider's ESG risk ratings. The thresholds for each category are determined internally.

Sector-based screening: Sensitive sectors

The share of Sampo Group's (excluding Topdanmark and Hastings) total investments in sensitive sectors on 30 Jun. 2023: 0.7% The total number of companies in sensitive sectors on 30 Jun. 2023: 5

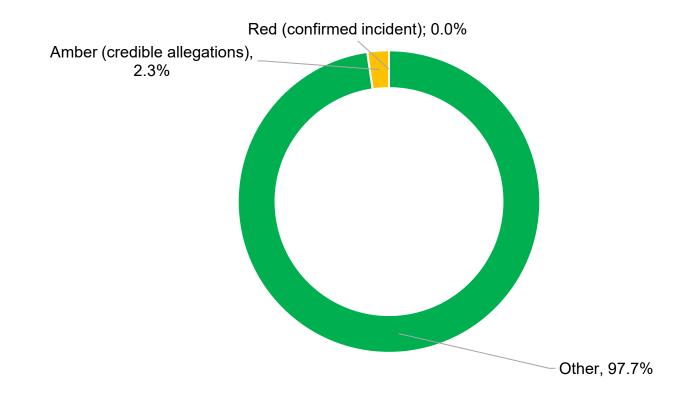
Sensitive sectors	The number of companies invested in, 30 Jun. 2023	Brief analysis
0	Direct involvement 0	
Controversial weapons	Direct involvement: 0	-
	Direct involvement: 1	
Coal mining	 Indirect involvement: 0 	-
	Direct involvement: 0	
Tobacco	 Indirect involvement: 0 	-
	Direct involvement: 0	
Adult entertainment	 Indirect involvement: 0 	-
	Direct involvement: 0	
Gambling	 Indirect involvement: 0 	-
	Direct involvement: 1	
Military equipment	 Indirect involvement: 1 	 One company with both direct and indirect involvement
	Direct involvement: 3	
Oil	Indirect involvement: 2	 Two companies with both direct and indirect involvement

Direct equity and fixed income investments of If, Mandatum, and Sampo plc. Based on information provided by an external service provider.



Norms-based screening

Investment allocation according to the norms-based screening, Sampo Group (excluding Topdanmark and Hastings), 30 Jun. 2023



Direct equity and fixed income investments of If, Mandatum, and Sampo plc. Based on information provided by an external service provider.

9 August 2023



Active ownership

Pooled engagement, Sampo Group (excluding Topdanmark and Hastings)

	The number of potential pooled engagements reviewed internally	The number of pooled engagements participated in	Reasons for the engagement(s)	Status of the engagement(s) on 30 Jun. 2023
Q1/2023	4	3	Environment, labour rights	Two engagements are suspended, and one is active.
Q2/2023	1	1	Corruption	The engagement is active.
Q3/2023	4	3	Environment, labour rights	The engagements are active.
2023, total	9	7	-	-

Voting at AGMs, Sampo Group (excluding Topdanmark and Hastings)

The number of AGMs attended (physically, pre-				
	voting, or with power of attorney)	Voting behavior		
		For the Board's proposal: 25		
January–July 2023	26	Against the Board's proposal: 1		

9 August 2023



Hastings

ESG performance summary of investments Q2/2023

Weighted average ESG rating (MSCI ESG)

 Hastings' portfolio maintains its ESG rating of AA, above the minimum ESG rating of A defined in the Hastings Responsible Investment Framework.

Weighted average ESG rating (MSCI)



Negative screening

- Issuers involved in tobacco, controversial weapons, and coal extraction and generation are excluded at time of purchase.
- Hastings' current holdings are grandfathered positions and reducing.

	Thermal coal extraction	Thermal coal generation	Tobacco	Controversial weapons
Portfolio	0.8%	0.0%	1.1%	0.0%

Norms-based screening

- Hastings has three companies in the portfolio that have a failure to comply with the principles of the UN Global Compact. These make up 1.4% of the portfolio.
- The portfolio is run on a buy and hold basis and two of these companies are grandfathered positions and excluded from further investment.



Carbon footprint of investments

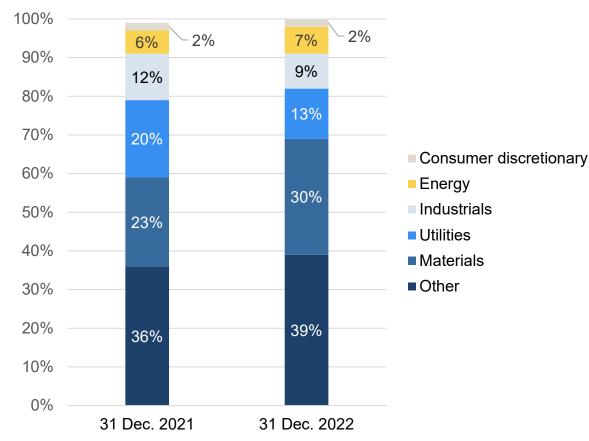


Carbon footprint of direct equity and direct fixed income investments

Carbon footprint, Sampo Group

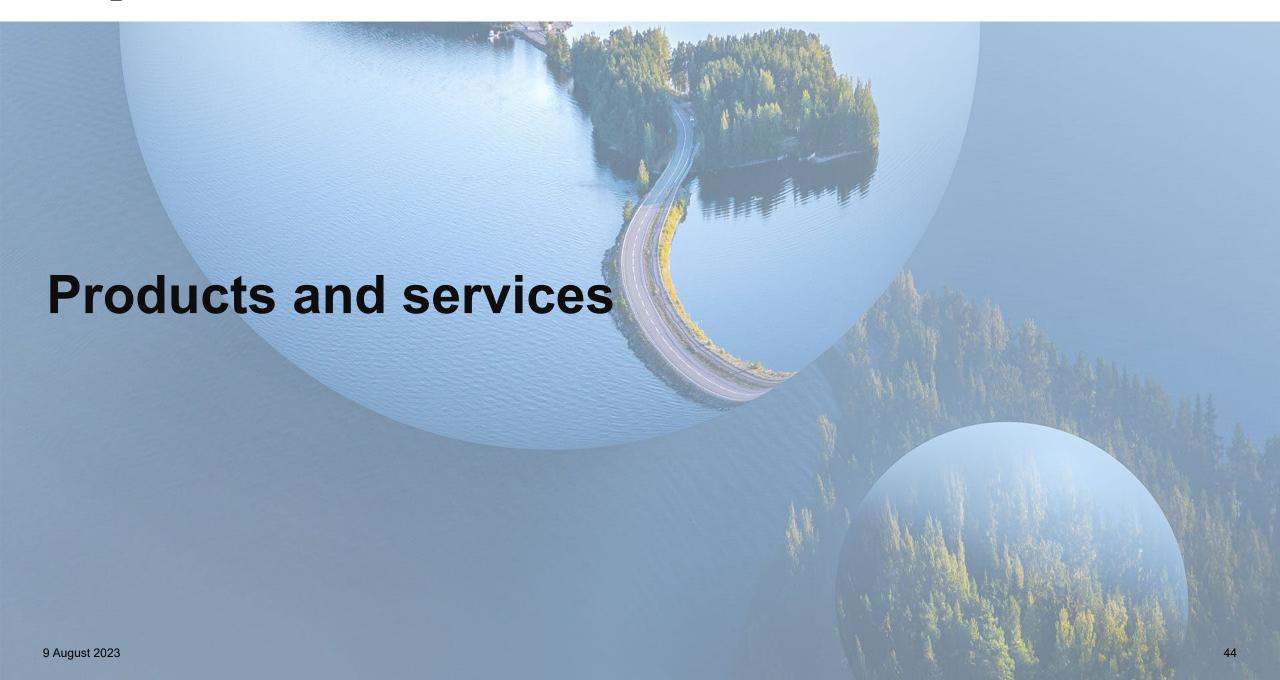
	Sampo Group's direct equity and fixed income investments, 31 Dec. 2021	Sampo Group's direct equity and fixed income investments, 31 Dec. 2022	Benchmark (iShares MSCI World ETF), 31 Dec. 2022	Net performance (Sampo 2022 vs. benchmark 2022)
Financed Scope 1 and 2 emissions (tCO2e)	601,270	470,899	627,418	-24.9%
Financed emissions including Scope 3 (tCO2e)	6,289,198	7,024,855	6,259,374	12.2%
Relative carbon footprint (tCO2e/invested)	40.11	39.29	52.35	-24.9%
Carbon intensity (tCO2e/EURm revenue)	151.53	127.56	157.31	-18.9%
Weighted average carbon intensity (tCO2e/EURm revenue)	63.31	55.75	156.15	-64.3%

Sector contributions to emissions*, Sampo Group

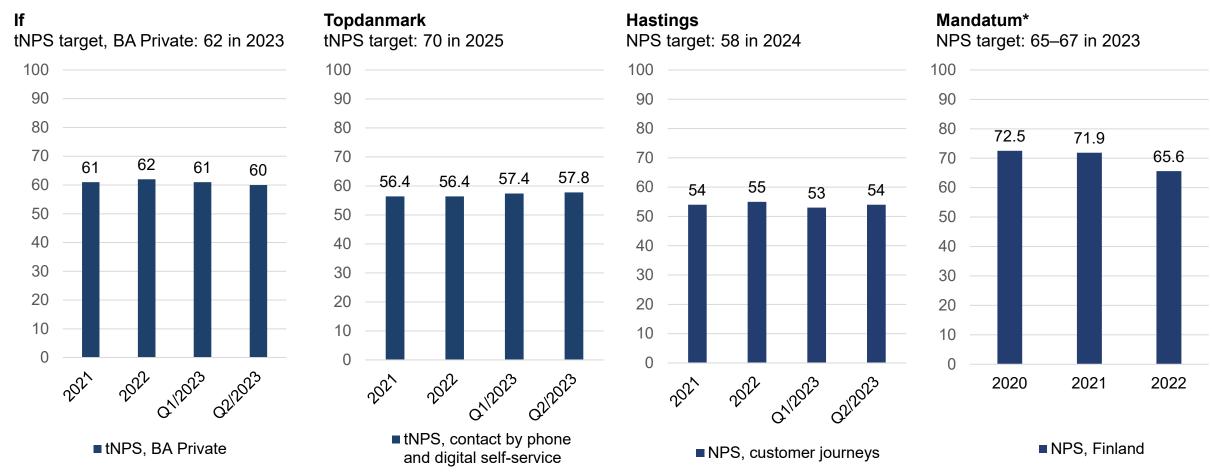


Direct equity and fixed income investments of If, Topdanmark, Hastings, Mandatum, and Sampo plc. The carbon footprint calculations included 94.8% of Sampo Group's total direct equity investments and 76.7% of direct fixed income investments as at December 31, 2022. The equity and fixed income portfolios included in the carbon footprint report had market values of EUR 1,181 million and EUR 10,803 million, respectively. That means that the carbon footprint analysis covered around 55% of all Sampo Group's investments at the end of 2022.

^{*} Emissions contributions for all other portfolio sectors is less than 1% for each sector.



Customer satisfaction



Net Promoter Score (NPS) is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. It is used as a proxy for gauging the customer's overall satisfaction with a company's product or service and the customer's loyalty to the brand. Transactional NPS (tNPS) is meant to assess the customer's opinion on a certain business transaction. The score shows whether customers want to recommend a company to others after they have been in contact with the company.

^{*} Mandatum has developed the measurement of customer satisfaction during the past three years. Therefore, the figures are not comparable. In 2020, the NPS measurement was transactional customer satisfaction. In 2021 and 2022, the NPS is a combination transactional customer satisfaction and overall customer satisfaction (customership), but the weight of the customership is higher in 2022 survey than in 2021 survey.

ESG in underwriting

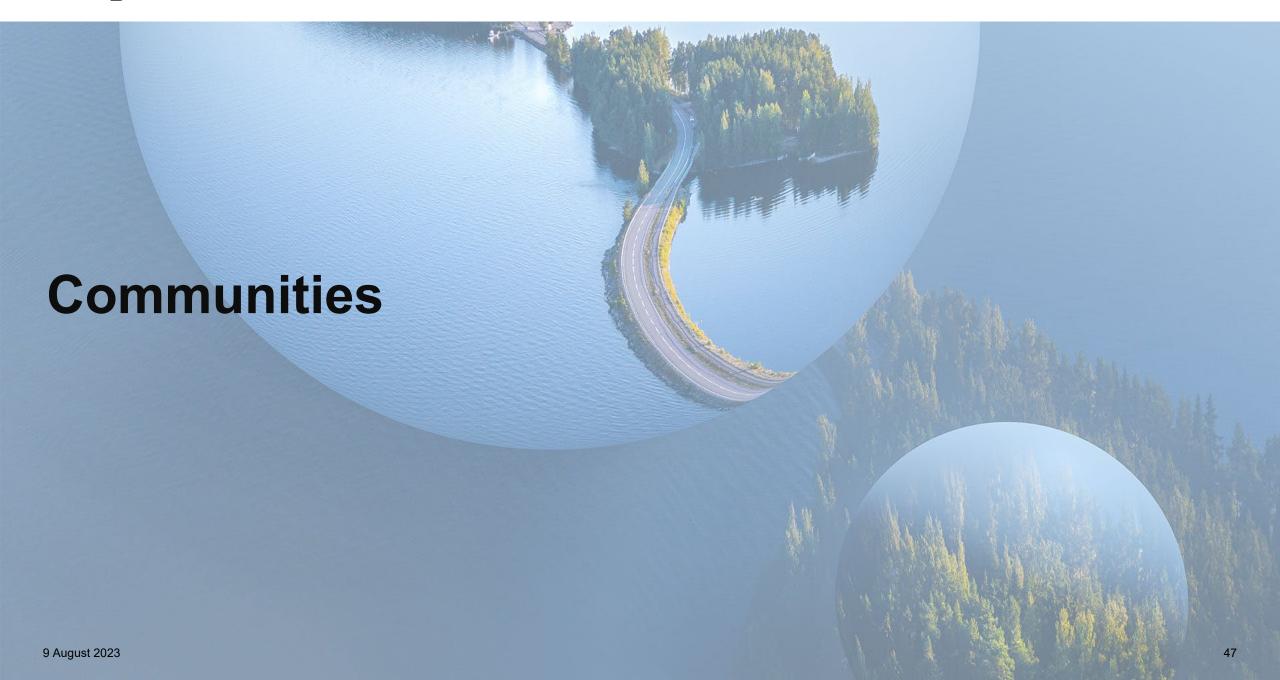
If's internal framework for ESG in underwriting

- Adopted in Q2/2021 for corporate clients
- Based on the UN Global Compact
- Norms-based research provided by external service provider
- Over 700 clients have been screened (since Q2/2021)
- ESG team assessed 1 client in Q2/2023 (20 in total since Q2/2021)
 - 2 clients will not be renewed, if their ESG ratings do not improve
 - 5 clients have improved their rating and are no longer referral cases

ESG Framework for Underwriting, If Norms-based research No ESG obstacle OK to proceed. Check the norms-based research score provided by the external service provider in CRM. Planned quotation If the score is below the internally defined threshold, there is no ESG Conditional approval. obstacle. It is OK to proceed with Assessment by an ESG team. · If the score is above the internally defined threshold, there is a possible ESG obstacle. The ESG This insurance contract is team needs to be contacted. terminated by next renewal

Topdanmark's internal framework for ESG in underwriting

- Adopted in Q4/2022 for corporate clients
- Based on the UN Global Compact
- ESG-screening conducted by external service provider
- A total of 44,000 companies (companies with minimum 2 employees) have been screened (latest screening in May 2023)
- Companies on watchlist: 15 companies
- On-going dialogue with companies: 1 company
- Other action: 2 companies have been terminated





Donations

EUR	2020	2021	2022
If*	5,000	65,020	298,327
Topdanmark	55,845	60,506	118,061
Hastings	-	169,400	114,313
Mandatum**	33,366	56,789	126,870
Sampo plc	68,366	69,000	76,800
Sampo Group, total	162,577	420,715	734,372

In 2022, the figures were impacted by the Group companies' donations to Ukraine, for example.

^{*} Previously, If booked sponsorship and donation costs both under sponsorship. In 2020, If set up new accounts for donations, and therefore, donations and sponsorship costs are now separated in the bookings. During 2020, some donations were still booked under sponsorship, which explains the figure.

^{** 2020} and 2021 figures include Kaleva as Mandatum and Kaleva make some donations together (e.g. Christmas donation).



Taxes payable and collected

Sampo Group

EURm	2020*	2021	2022
Taxes payable by the Group			
Corporate income tax	286.8	365.4	326.4
Employment taxes	118.7	146.1	172.6
Other taxes	10.5	5.2	6.0
Total	416.0	516.7	505.0
Taxes collected by the Group			
VAT	43.8	54.4	57.5
Insurance premium tax	430.0	594.0	643.8
Other taxes and charges	716.7	832.9	573.3
Withholding tax	124.3	181.1	382.5
Total	1,314.8	1,662.3	1,657.0
Total tax contribution	1,730.8	2,179.1	2,162.1

^{*} Excluding Hastings



Taxes payable and collected by company

Sampo Group, 2022

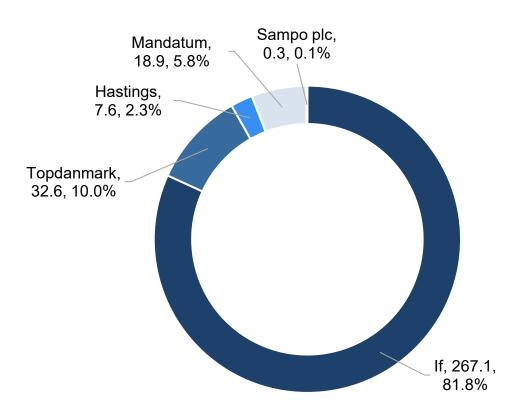
EURm	If	Topdanmark	Hastings	Mandatum	Sampo plc
Taxes payable by the Group					
Corporate income tax	267.1	32.6	7.6	18.9	0.3
Employment taxes	114.0	38.2	17.5	0.7	2.2
Other taxes	3.7	0	0.8	1.5	0
Total	384.8	70.7	25.8	21.2	2.5
Taxes collected by the Group					
VAT	39.7	4.8	6.0	3.7	3.2
Insurance premium tax	464.6	12.6	166.6	0	0
Other taxes and charges	207.9	183.7	39.4	134.0	8.2
Withholding tax	0	48.5	0	0	334.0
Total	712.2	249.6	212.0	137.7	345.4
Total tax contribution	1,097.0	320.4	237.8	158.9	348.0



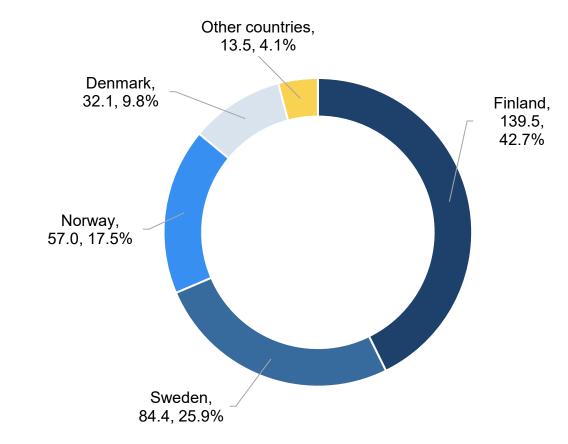
Distribution of corporate income tax

Sampo Group, 2022

By company



By country



SAMPO **S**GROUP

