

# Sustainability factbook 2023

Sampo Group

## 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 management

# 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.

Strategic sustainability themes	Material topics	Objective	Examples of business rationale	Link to the Group selected SDGs
Business management and practices	<ul style="list-style-type: none"> <li>• Anti-corruption and bribery</li> <li>• Anti-money laundering and counter-terrorist financing</li> <li>• Data privacy</li> <li>• Information security and cybersecurity</li> <li>• Human rights and labor practices</li> <li>• Environmental impacts of group operations</li> <li>• Political involvement and lobbying</li> <li>• Compliance with laws and regulations</li> </ul>	Sampo Group ensures sustainability in governance and business operations.	Compliance Risk management Stakeholder demand	  
Corporate culture	<ul style="list-style-type: none"> <li>• Empowering working environment</li> <li>• Diversity, equity, and inclusion</li> <li>• Health and well-being</li> <li>• Competence development</li> <li>• Sustainable remuneration</li> </ul>	<p>Sampo Group provides a non-discriminatory corporate culture promoting employee well-being, diversity and inclusion, and professional development.</p> <p>Sampo Group's corporate culture and employer image attract and retain talent.</p>	Compliance Risk management Employer image Financial performance Stakeholder demand	  
Investment management and operations	<ul style="list-style-type: none"> <li>• Responsible investment strategies across asset classes</li> <li>• Climate impact of investments</li> </ul>	Sampo Group integrates ESG criteria (including climate change) into its investment management and operations across asset classes.	Risk management Financial performance Stakeholder demand	 
Products and services	<ul style="list-style-type: none"> <li>• Sustainable product and service offering</li> <li>• Sustainable supply chain management</li> <li>• Sustainable sales and marketing practices</li> <li>• Customer satisfaction</li> </ul>	Sampo Group integrates ESG criteria (including climate change) into its product and service offering and supply chain management.	Compliance Risk management Financial performance Stakeholder demand	   
Communities	<ul style="list-style-type: none"> <li>• Stakeholder engagement and dialogue</li> <li>• Donations and other humanitarian efforts</li> <li>• Tax footprint</li> </ul>	Sampo Group provides safety, well-being, and financial security in society.	Risk management Employer image Stakeholder demand	 

# Sustainability organisation and reporting structure





# Examples of initiatives and commitments

## Sampo

Signatory of:



## Hastings



## If



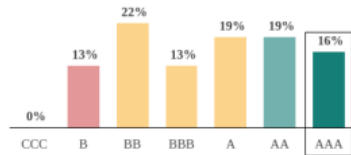

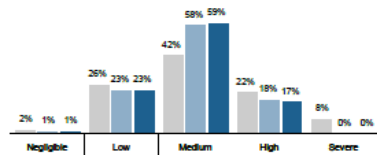




## Topdanmark



# Sampo plc's ESG ratings

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

Examples of ESG rating agencies	Rating and scale	Rating distribution and/or ranking												
	<p>Absolute Rating</p> <div><div>D- D D+ C- C C+ B- B B+ A- A A+</div></div> <p>Industry best is B-.</p>	<div><div>Decile Rank</div><div>1</div></div> <div><div>Transparency Level</div><div>Very High</div></div> <div><div>Prime Status</div><div>Prime</div></div>												
	<div><div>CCC B BB BBB A AA AAA</div></div>													
	<div><div>Low Risk</div><div><div>NEGL LOW MED HIGH SEVERE</div><div>0-10 10-20 20-30 30-40 40+</div></div></div>	 <table><thead><tr><th>UNIVERSE</th><th>RANK (1<sup>st</sup> = lowest risk)</th><th>PERCENTILE (1<sup>st</sup> = Top Score)</th></tr></thead><tbody><tr><td>Global Universe</td><td>1915/15042</td><td>13th</td></tr><tr><td>Insurance INDUSTRY</td><td>21/305</td><td>8th</td></tr><tr><td>Diversified Insurance SUBINDUSTRY</td><td>6/70</td><td>8th</td></tr></tbody></table>	UNIVERSE	RANK (1 <sup>st</sup> = lowest risk)	PERCENTILE (1 <sup>st</sup> = Top Score)	Global Universe	1915/15042	13th	Insurance INDUSTRY	21/305	8th	Diversified Insurance SUBINDUSTRY	6/70	8th
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Global Universe	1915/15042	13th												
Insurance INDUSTRY	21/305	8th												
Diversified Insurance SUBINDUSTRY	6/70	8th												
	<div><div>Rating of Sampo plc: 55/100</div><div>Industry average: 31/100</div></div>	<div>Percentile rank of Sampo plc: 86</div>												
	<div><div>ESG OVERALL SCORE</div><div><div>53</div><div>100</div></div><div>Robust</div></div>	<div><div>ESG Overall Score</div><div><div>53</div><div>47</div></div></div> <div><div>Environment</div><div><div>56</div><div>50</div></div></div> <div><div>Social</div><div><div>52</div><div>43</div></div></div> <div><div>Governance</div><div><div>55</div><div>53</div></div></div> <div><div>Company performance</div><div>Sector average performance</div></div>												

# Business management and practices

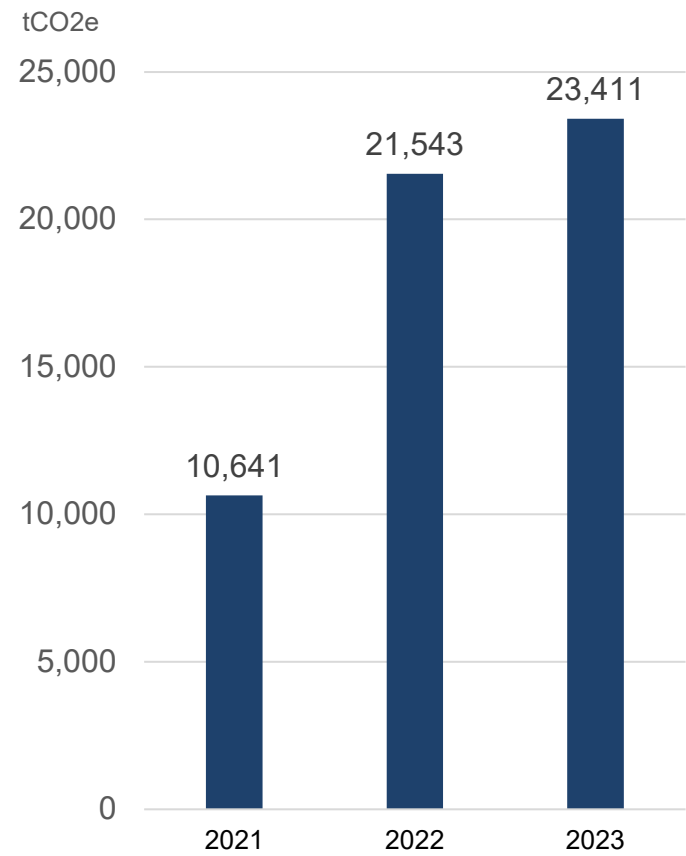


# Climate targets: Own operations

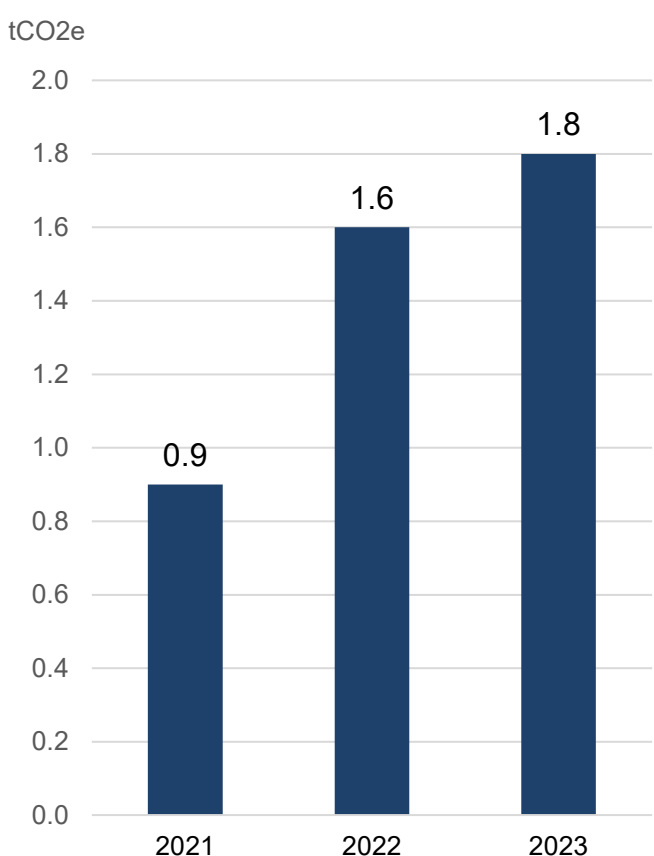
Company	Commitment to the SBTi	Current status of the SBTs	Existing climate targets
<b>Sampo plc</b>	To set group-level science-based targets (SBTs) submitted to the Science Based Targets initiative (SBTi) for validation in October 2025 at the latest. This includes targets for own operations and investments.	SBT development in process.	-
<b>If</b>	SBTs validated by the SBTi in December 2023.	Validated and published.	<ul style="list-style-type: none"> <li>• Scope 1: Reducing emissions by 48% by 2030. If will reduce emissions from 132 tCO<sub>2</sub>e in base year 2020 to 69 tCO<sub>2</sub>e by 2030 (e.g. replacing petrol and diesel cars with EVs).</li> <li>• Scope 2: Reducing emissions by 42% by 2030. If will reduce emissions from 1,488 tCO<sub>2</sub>e in base year 2020 to 863 tCO<sub>2</sub>e by 2023 (e.g. switching to green district heating, using renewable electricity).</li> </ul>
<b>Topdanmark</b>	To set SBTs submitted to the SBTi for validation in May 2024 at the latest. This includes targets for own operations, claims handling (voluntary), and investments.	SBT development in process.	<ul style="list-style-type: none"> <li>• To become carbon neutral in 2030 (including the operations of the company locations (Scope 1 and Scope 2), company driving in privately owned cars, air travel, water, and waste (Scope 3).</li> </ul>
<b>Hastings</b>	To set SBTs submitted to the SBTi for validation in September 2024 at the latest. This includes targets for own operations and investments.	SBT development in process.	<ul style="list-style-type: none"> <li>• To reduce overall GHG emissions by 10% year on year from its 2022 baseline.</li> <li>• To be a net-zero organisation by 2050 at the latest.</li> </ul>

# GHG emissions of own operations, Sampo Group

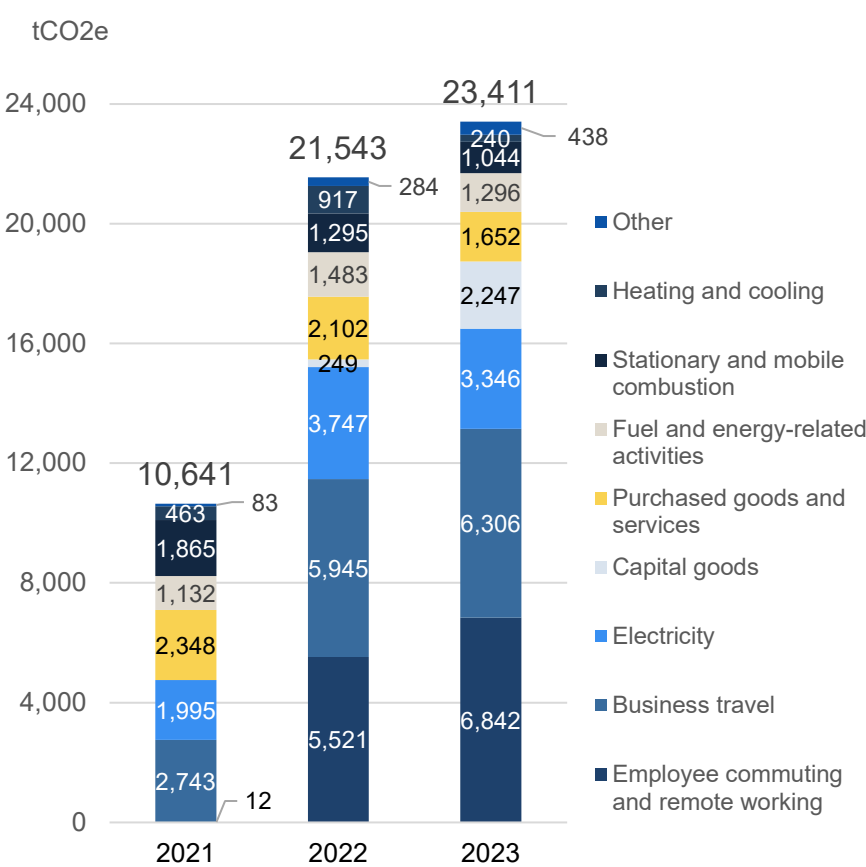
GHG emissions



GHG emissions per employee



Source of GHG emissions

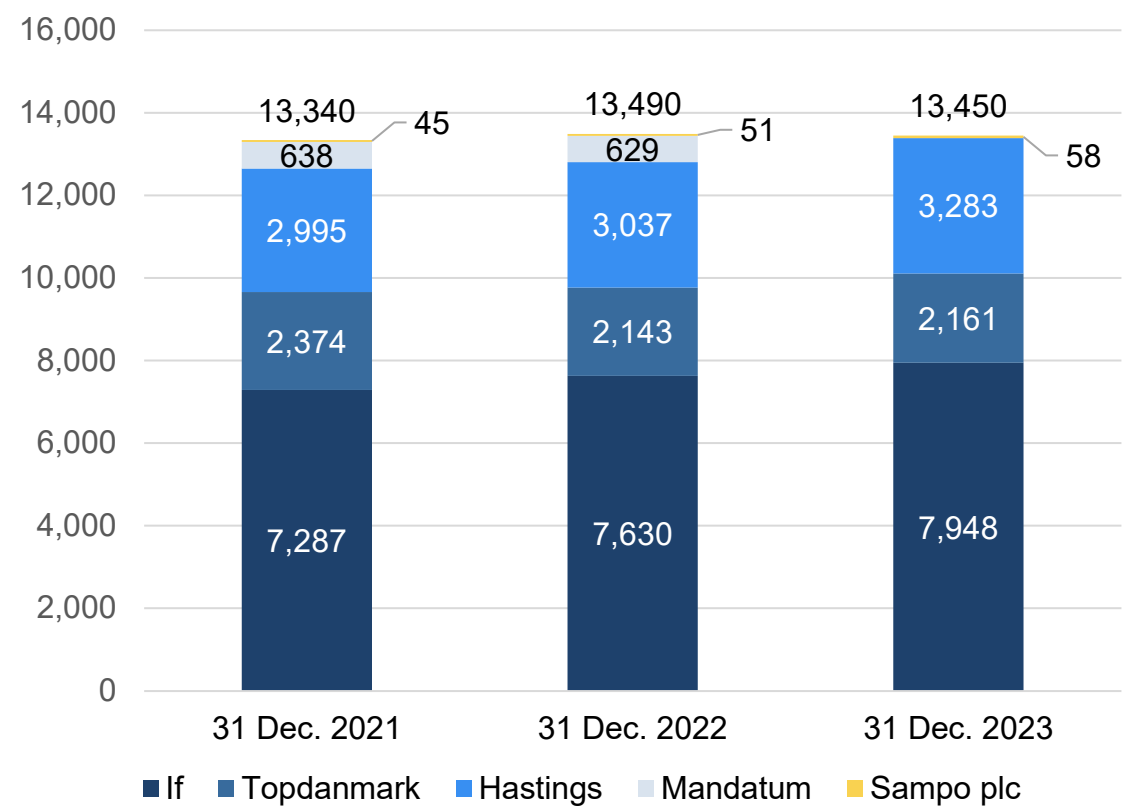


2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023. Sampo Group's 2022 results have been updated to amend errors in reporting and recalculate If's GHG emissions to align with SBTi requirements. In total, the changes increased Sampo Group's total emissions by 702.5 tCO2e in 2022. Emissions were low in 2021 due to COVID-19.

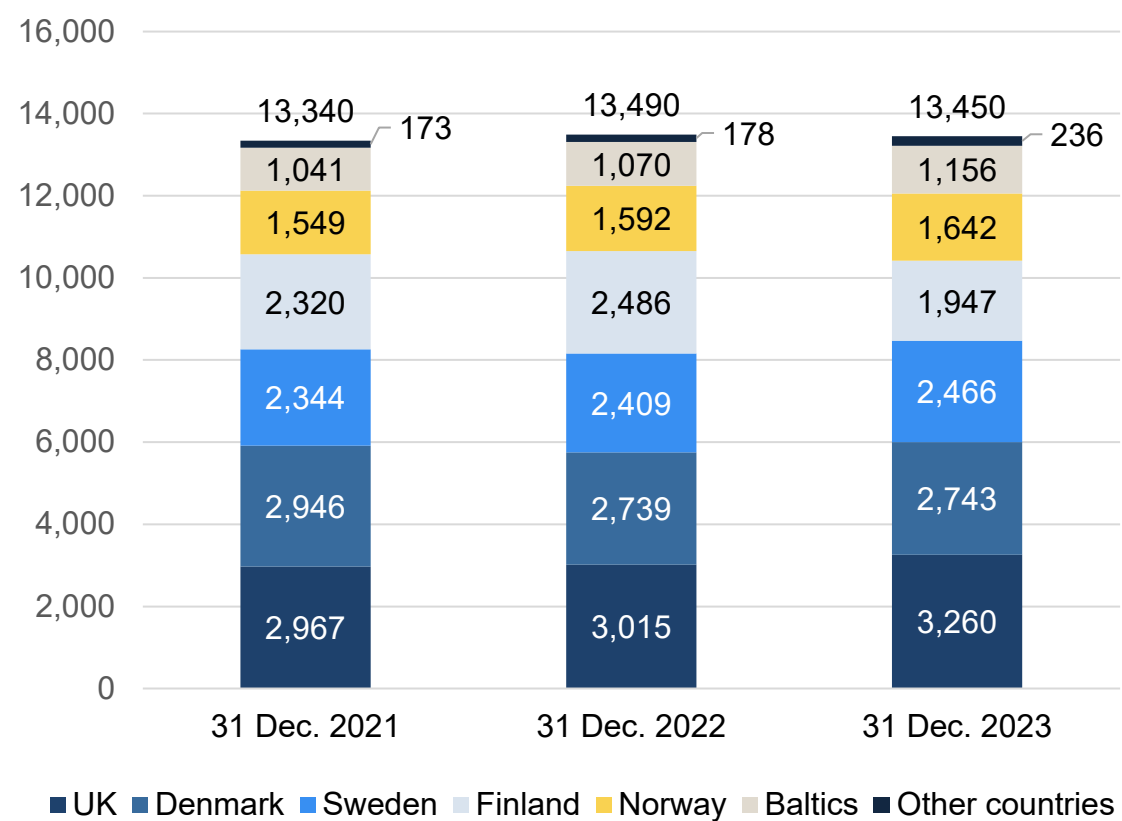
# Corporate culture

# Number of employees (FTE), Sampo Group

By company



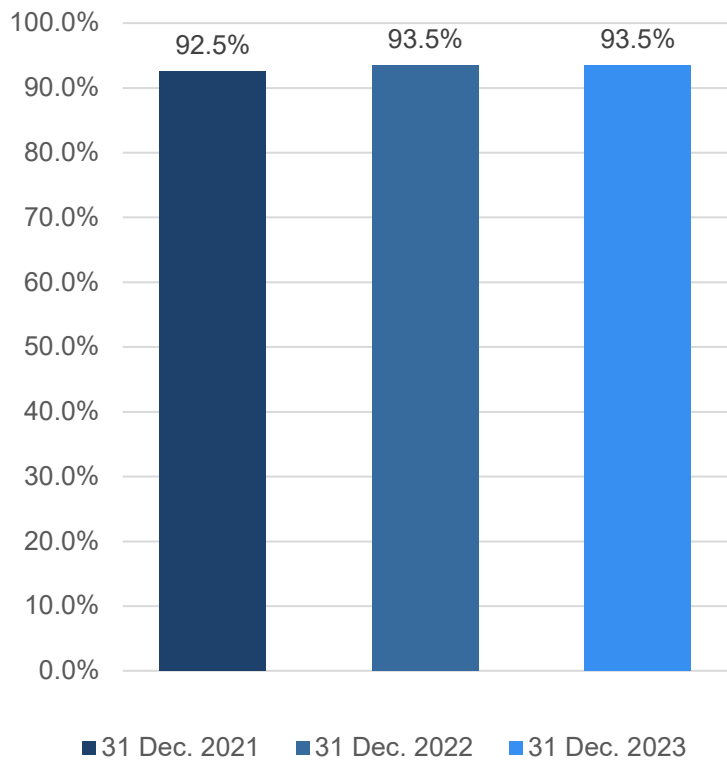
By country



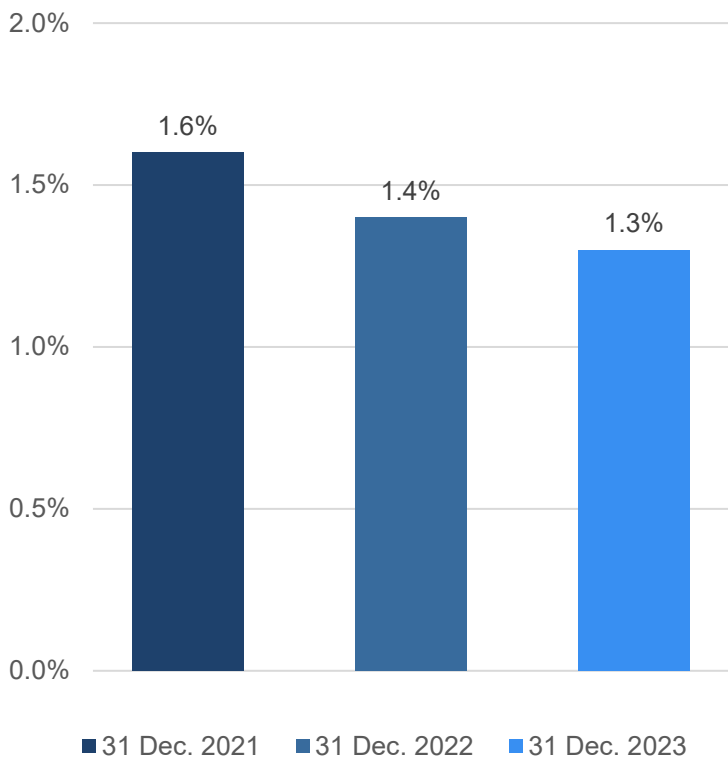
2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.  
Topdanmark's 2023 data excluding Oona Health.

# Types of employment, Sampo Group

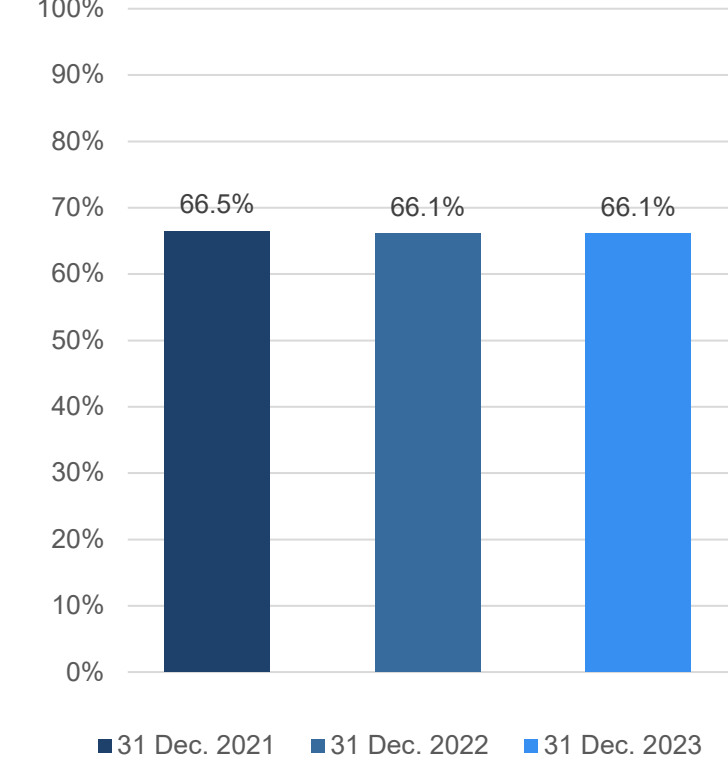
Share of full-time employees



Share of employees on temporary contracts



Share of employees covered by collective bargaining agreements\*



2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.  
\* 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.



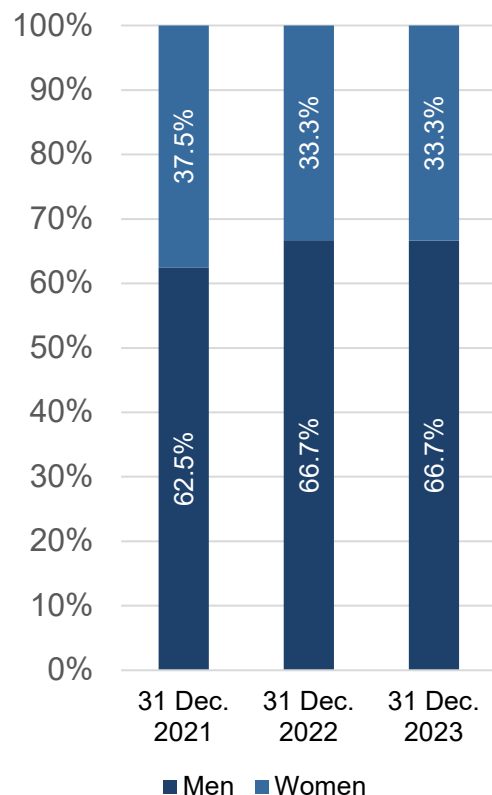
# Diversity, equity, and inclusion

# Diversity, equity, and inclusion targets

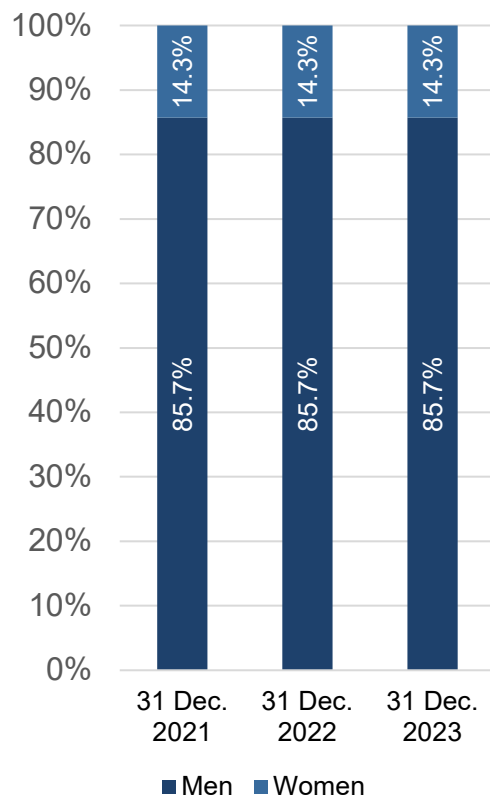
If	Topdanmark	Hastings	Sampo plc
<ul style="list-style-type: none"> <li>Have at least 85% of employees agreeing or strongly agreeing with the statements related to inclusion in the autumn employee survey. <ul style="list-style-type: none"> <li>Aurtumn 2023 survey: 87%</li> </ul> </li> <li>Have equal binary gender representation, meaning that the ratio of men/women should be 50/50 (+/- 5 percentage points), for both employees and leaders. <ul style="list-style-type: none"> <li>31 Dec. 2023: All employees – women 53% and men 47%</li> <li>31 Dec. 2023: All leaders – women 49% and men 51%</li> </ul> </li> <li>Increase diversity in management teams by 30% by 2026 (baseline 2022), defined as selected underrepresented groups, including people of colour and non-binary gender. <ul style="list-style-type: none"> <li>31 Dec. 2023: Share of women 17%</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Have at least two of each gender among the AGM elected members of the Board of Directors. <ul style="list-style-type: none"> <li>31 Dec. 2023: 2 women, 4 men</li> </ul> </li> <li>Have a maximum of 60% of one gender at all levels of management. <ul style="list-style-type: none"> <li>31 Dec. 2023: 39% women, 61% men</li> </ul> </li> <li>Have a maximum of 60% of one gender at management levels 1 and 2. <ul style="list-style-type: none"> <li>31 Dec. 2023: 28% women, 72% men</li> </ul> </li> <li>Have a maximum of 60% of one gender in the succession planning for levels 1 and 2. <ul style="list-style-type: none"> <li>31 Dec. 2023: 30% women, 70% men</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Be recognised in the Inclusive Top 50 UK Employers list. <ul style="list-style-type: none"> <li>2023/2024 survey: 4<sup>th</sup> place</li> </ul> </li> <li>Participate in the 30% Club and Women in Data, providing external mentoring and network events for women. <ul style="list-style-type: none"> <li>Yes.</li> </ul> </li> <li>Maintain the company's support of the advancement of women in senior roles in the financial services sector by being an ongoing signatory of the Women in Finance Charter. <ul style="list-style-type: none"> <li>Yes.</li> </ul> </li> <li>Achieve Disability Confident Accreditation to be able to attract, hire, and retain talent who have either visible or non-visible disabilities. <ul style="list-style-type: none"> <li>2024 target</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Have at least 37.5% of both men and women in the Board of Directors. <ul style="list-style-type: none"> <li>31 Dec. 2023: 33.3%</li> </ul> </li> </ul>

# Binary gender distribution

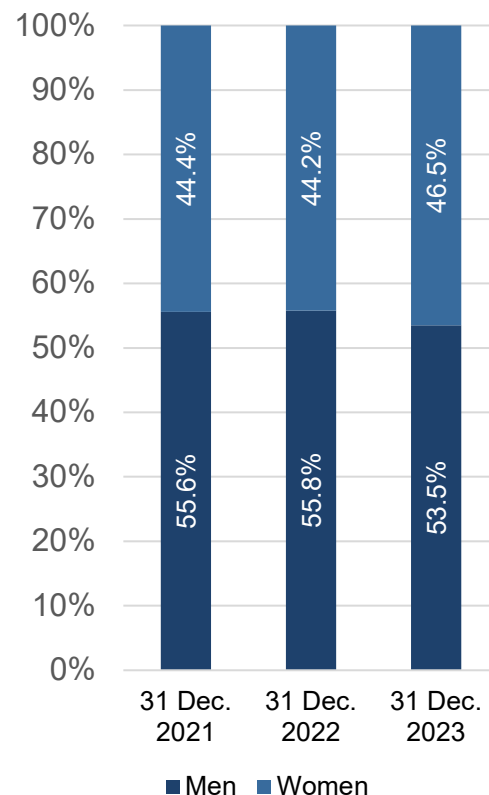
**Board of Directors,  
Sampo plc**



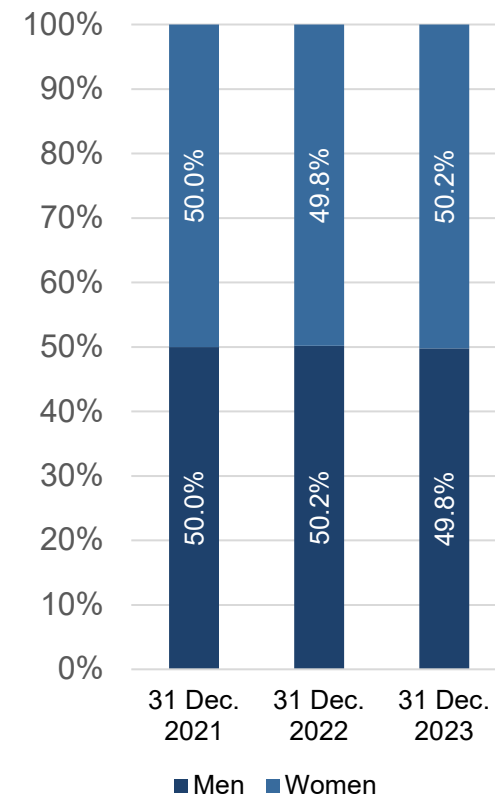
**Group Executive Committee,  
Sampo plc**



**Leaders (all levels of management),  
Sampo Group\***



**All employees,  
Sampo Group\***



\* 2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.  
The latest composition of the Board and the Executive Committee can be viewed at [www.sampo.com/board](http://www.sampo.com/board) and [www.sampo.com/management](http://www.sampo.com/management).

# Share of women leaders at the highest management levels

31 December 2023

	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%)	47.4% (45.2%)	<b>44.1% (42.3%)</b>
Topdanmark	- (-)	0.0% (0.0%)	28.6% (28.6%)	34.0% (30.7%)	<b>32.7% (29.8%)</b>
Hastings	- (-)	0.0% (0.0%)	31.2% (18.9%)	36.5% (38.8%)	<b>35.1% (34.5%)</b>
Sampo plc	0.0% (0.0%)	- (-)	25.0% (25.0%)	40.0% (33.3%)	<b>30.0% (27.3%)</b>
<b>Sampo Group*</b>	<b>0.0% (0.0%)</b>	<b>0.0% (0.0%)</b>	<b>27.6% (29.1%)</b>	<b>40.7% (37.7%)</b>	<b>37.9% (35.5%)</b>

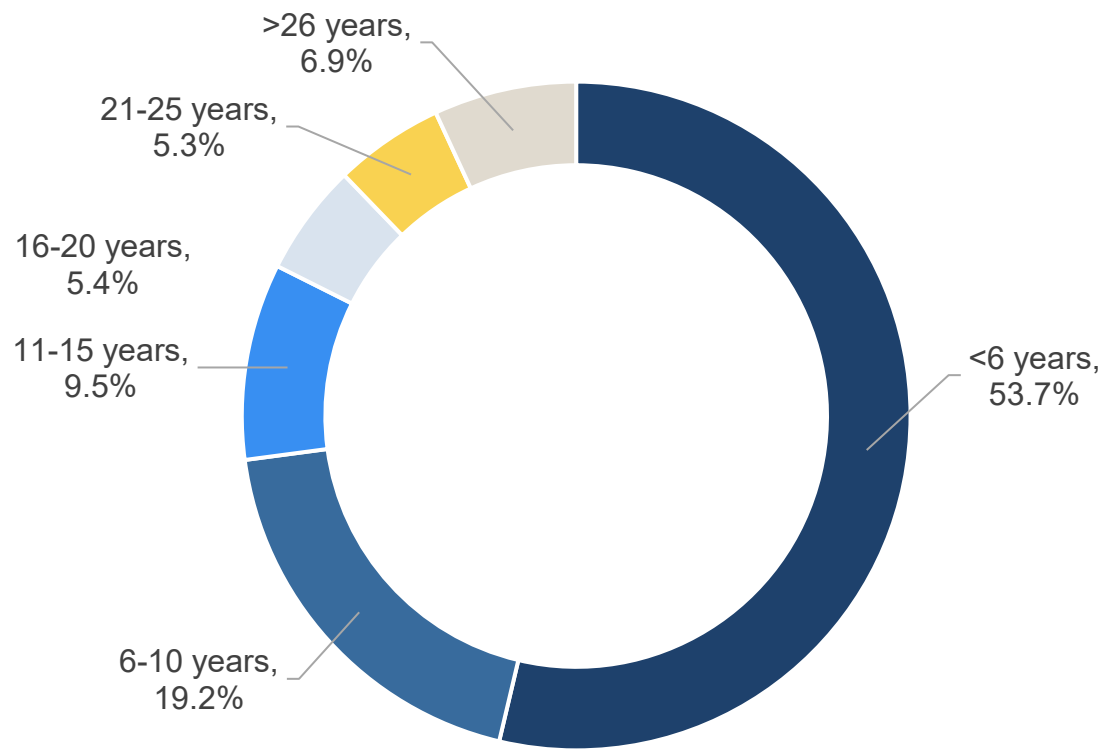
Previous year's figures in brackets.

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.

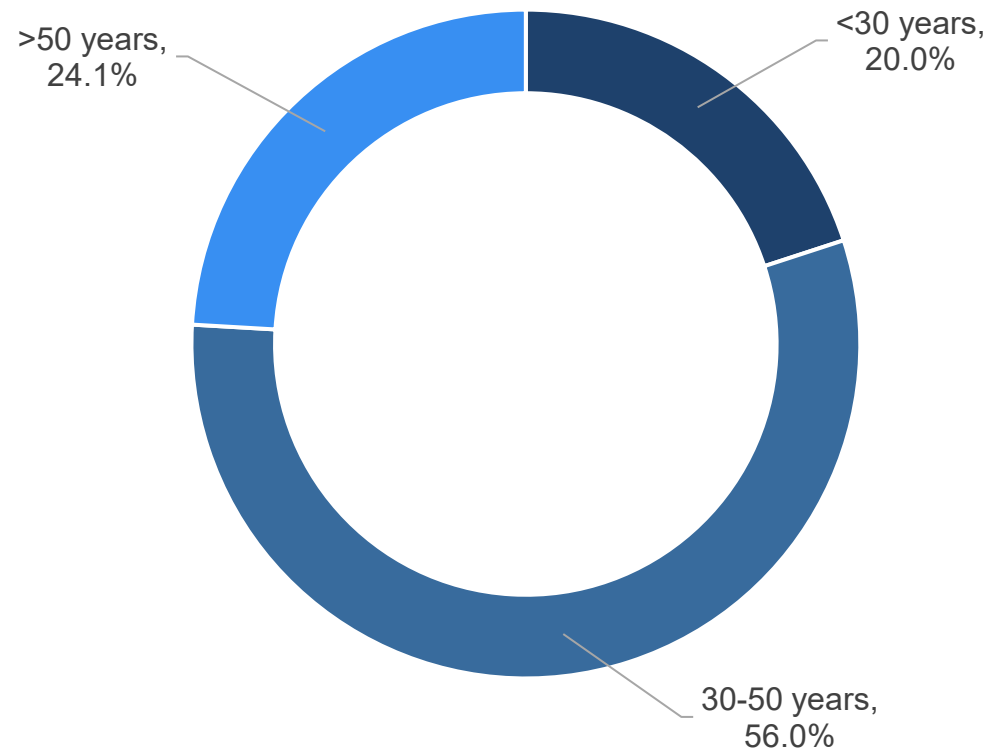
\* 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.

# Years of employment and age distribution, Sampo Group

Years of employment, 31 December 2023



Age distribution of personnel (FTE), 31 December 2023

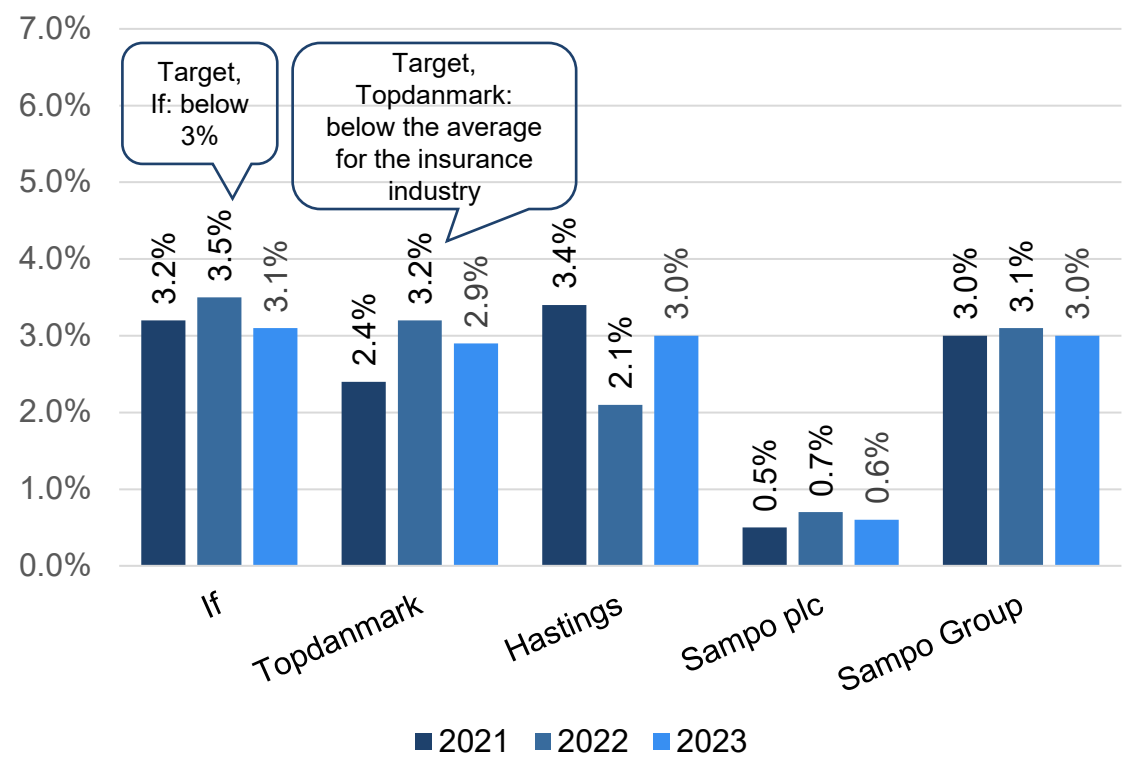




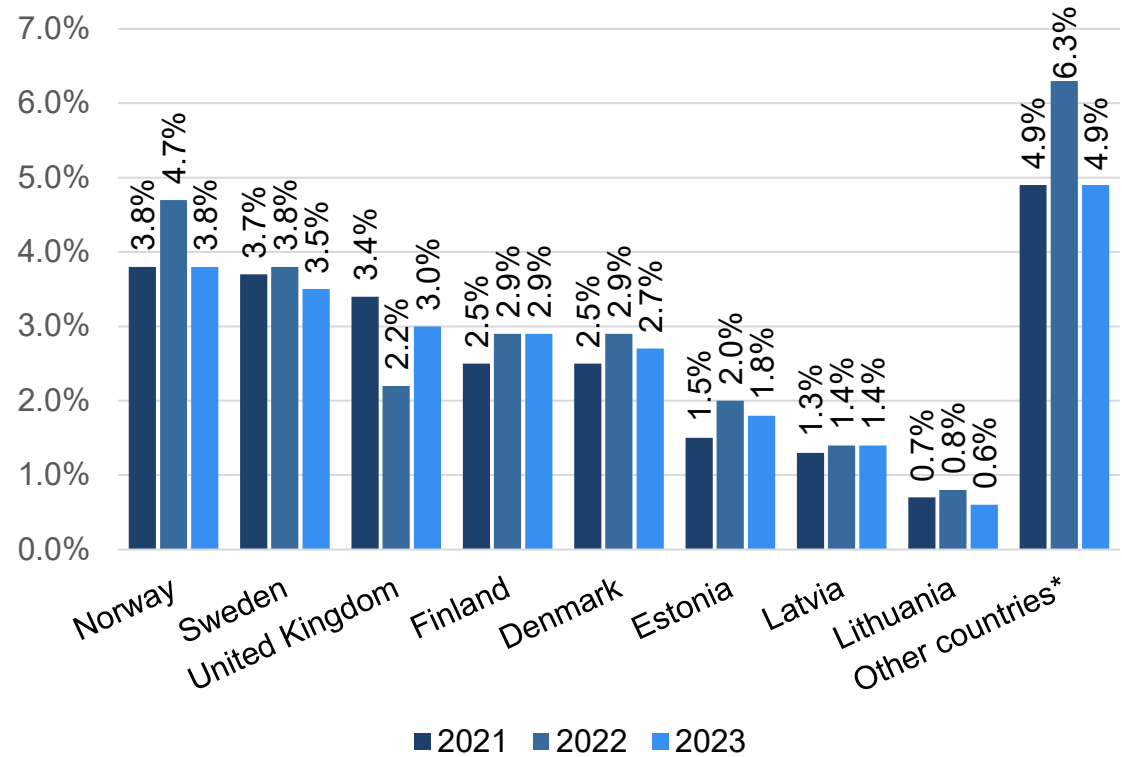
# Health and well-being

# Absence due to illness, Sampo Group

By company



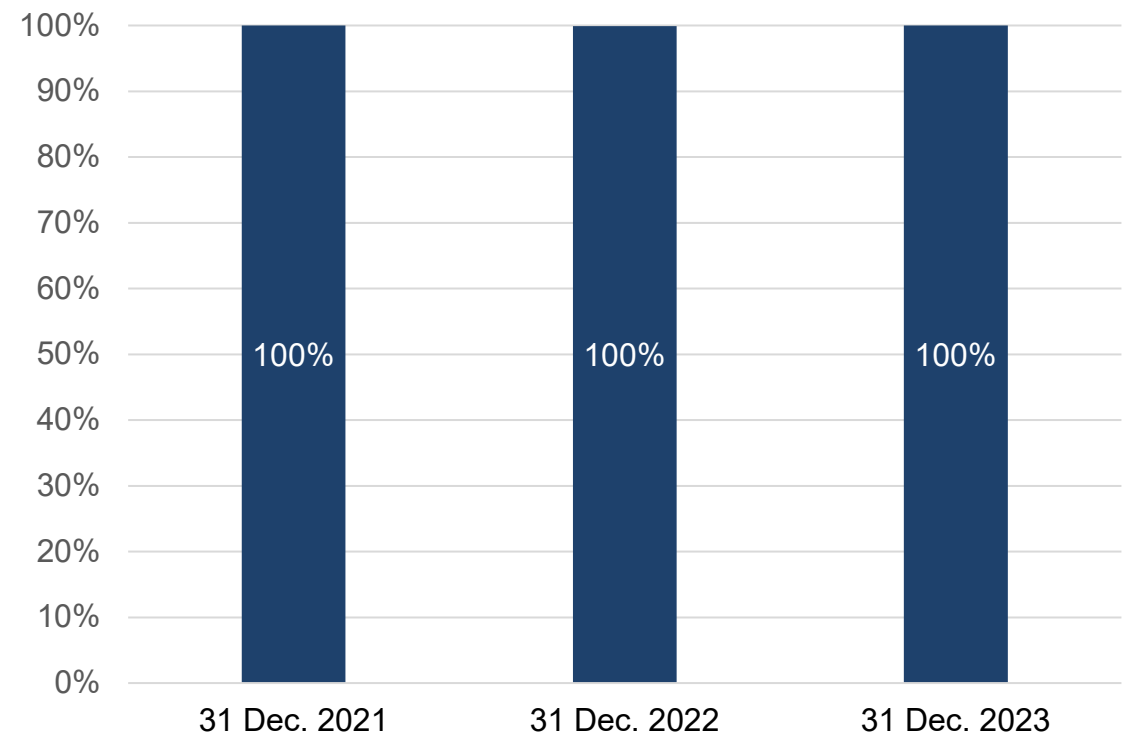
By country



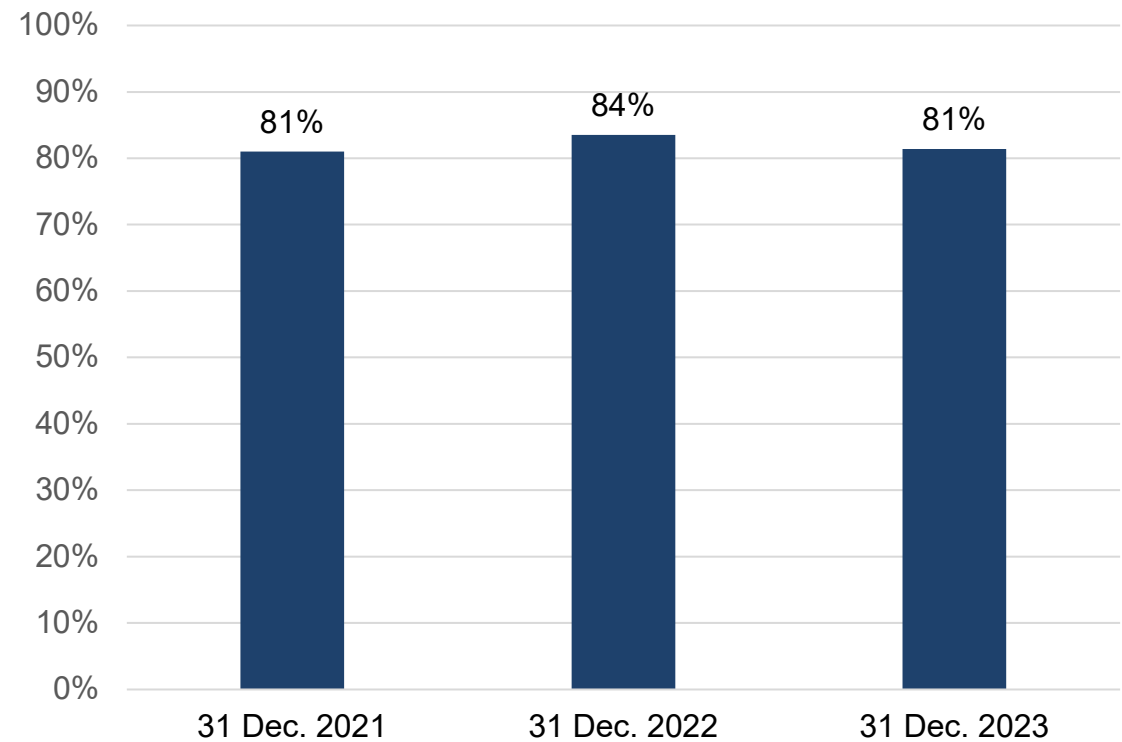
2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.  
\* The other countries include France, the Netherlands, Spain, Germany, Gibraltar, the U.S., and Luxembourg (2021 and 2022).

# Employees covered by an occupational healthcare system

Occupational healthcare, Sampo Group



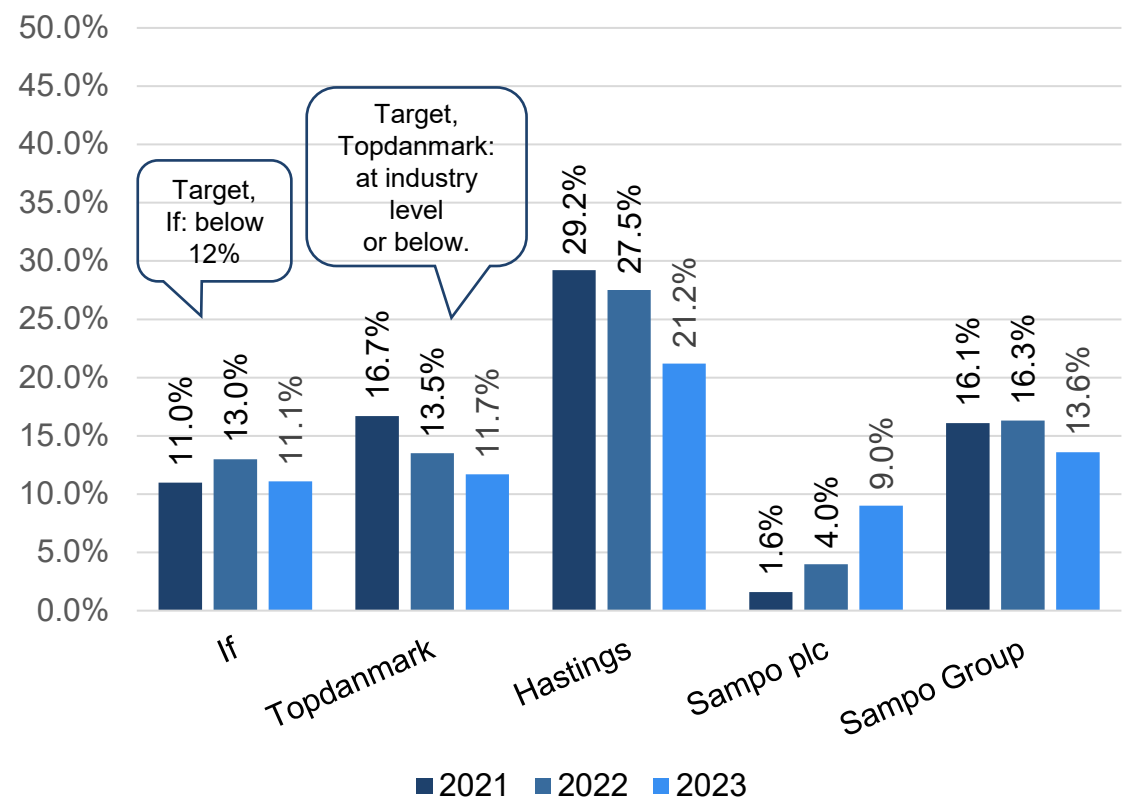
Supplementary occupational healthcare, Sampo Group



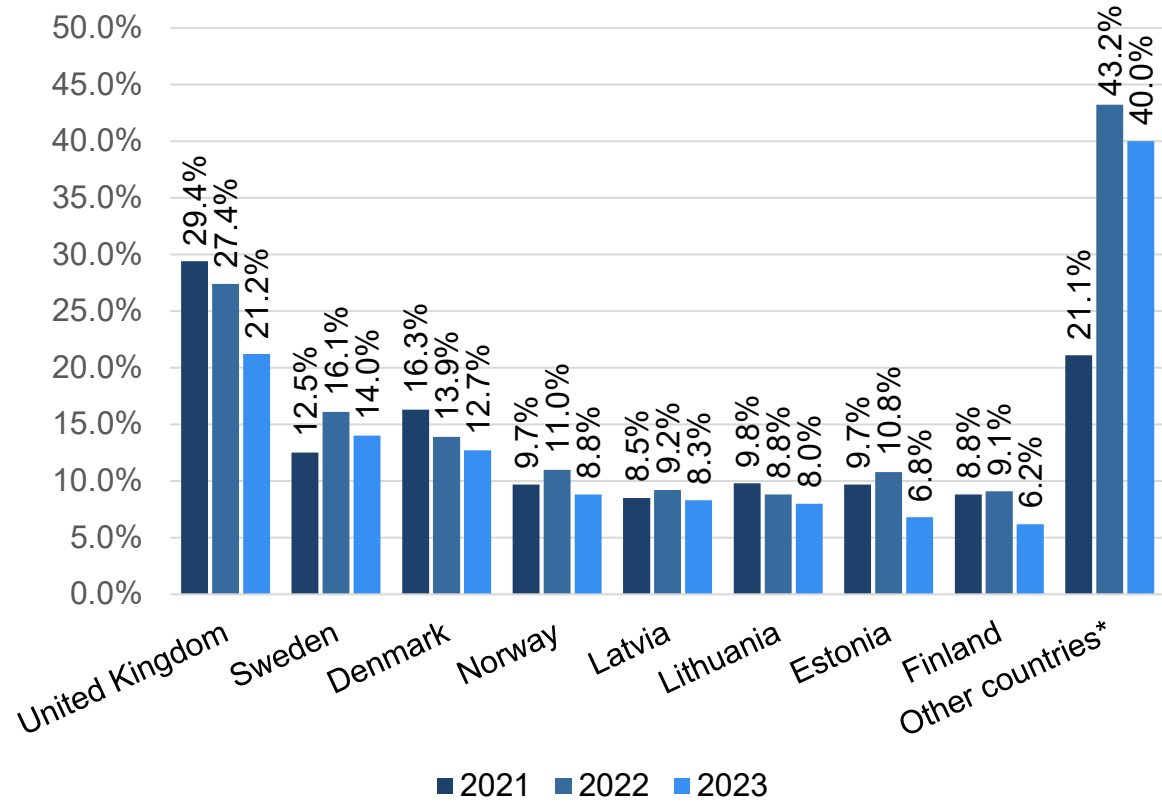
2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023. Occupational healthcare system refers to healthcare services that the employer offers to the employees. It can be either statutory or voluntarily offered. The supplementary occupational healthcare in turn covers only the healthcare services that the employer offers voluntarily without any statutory requirement.

# Employee turnover, Sampo Group

By company



By country

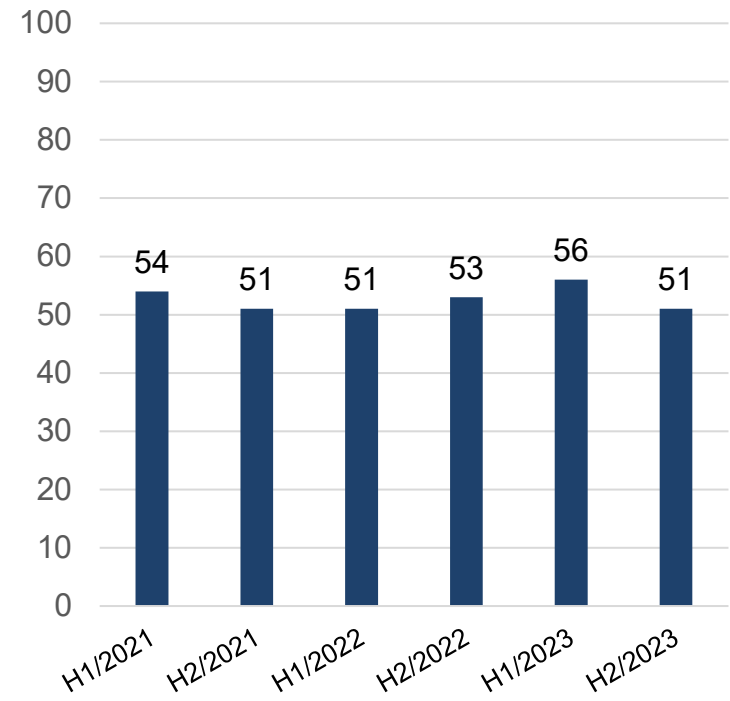


External turnover including monthly paid permanent employees and employees leaving on pension.  
2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023  
\* The other countries include France, the Netherlands, Spain, Germany, Gibraltar, the U.S., and Luxembourg (2021 and 2022).

# Employee engagement

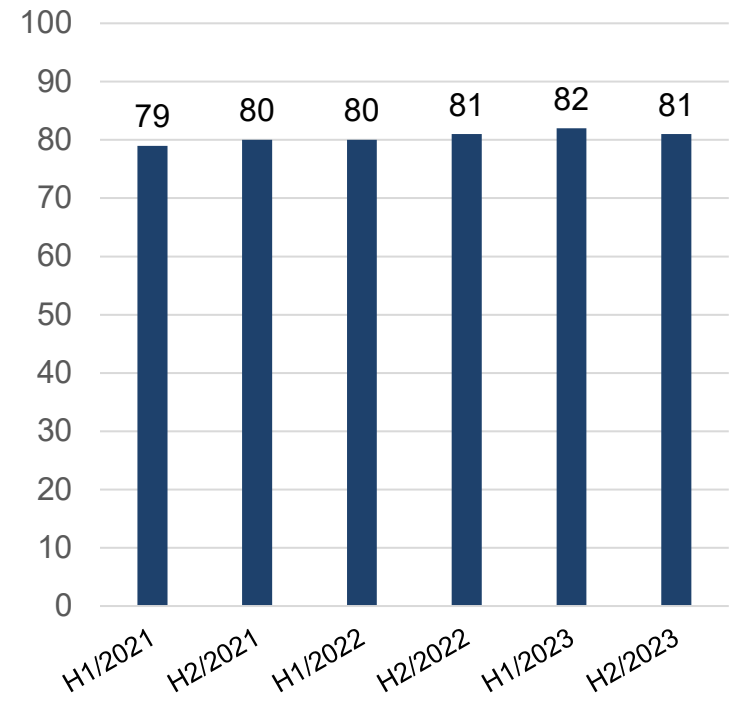
## If

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



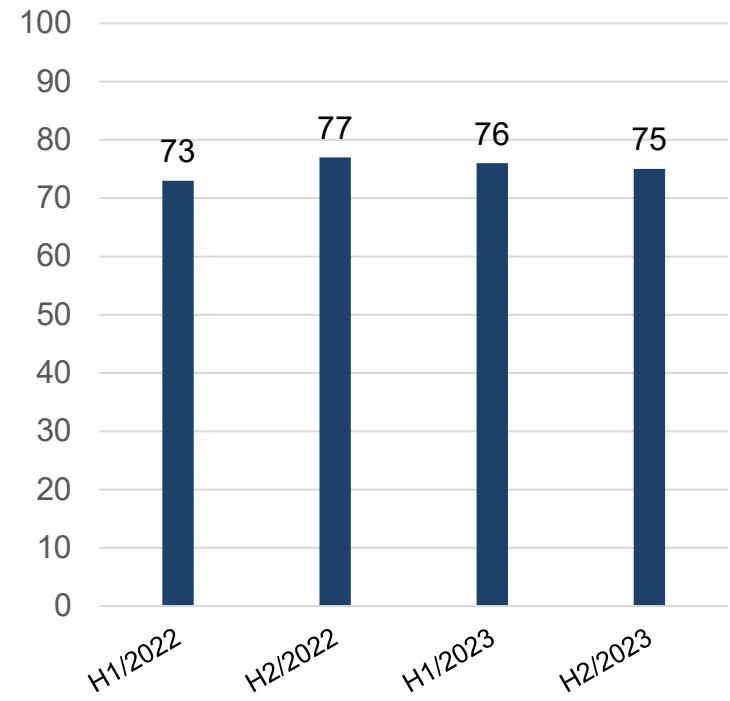
## Topdanmark

- Topdanmark measures employee engagement bi-annually with a company-wide survey on well-being and commitment.
- The target is to maintain at least 79 points until 2025 (scale: 0–100).



## Hastings

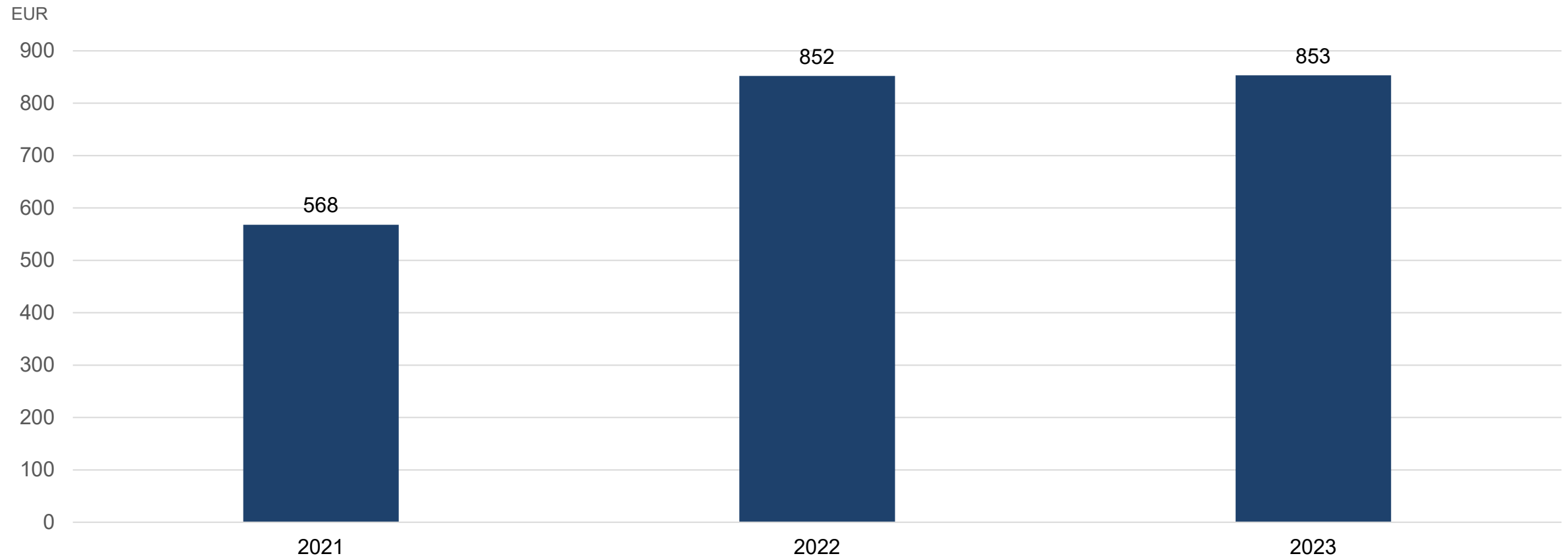
- Hastings measures employee engagement bi-annually with the "Your Voice" survey.
- The target employee satisfaction score (eSAT) is 72 (scale: 0–100).





# Competence development

## Average external training costs per employee (FTE), Sampo Group

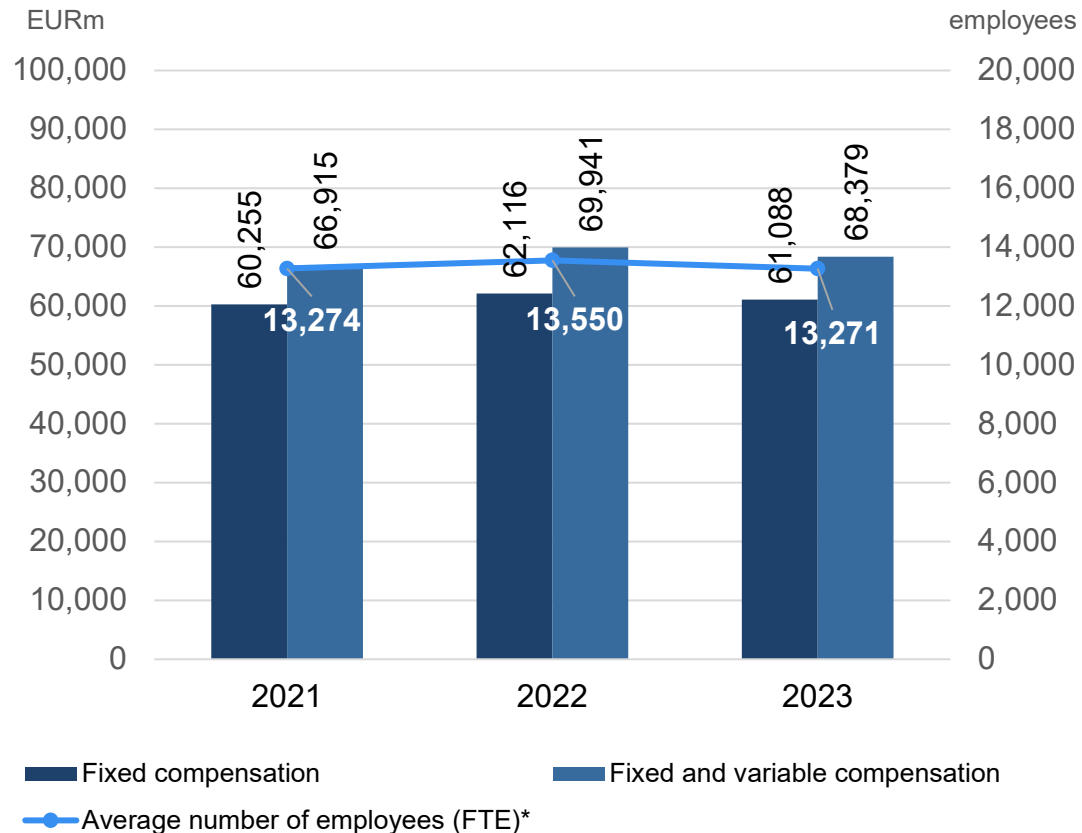


2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.

# Remuneration

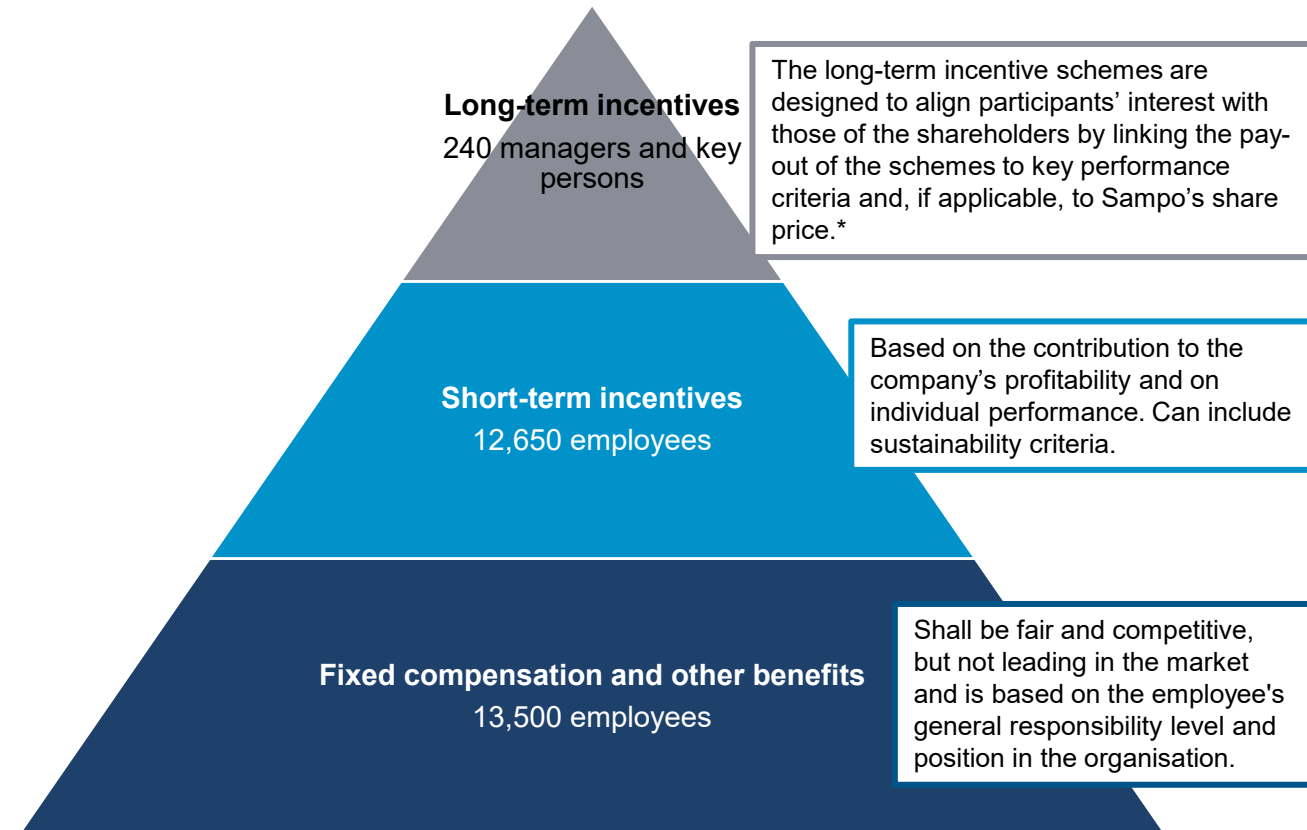
# Remuneration, Sampo Group

## Average employee remuneration



Exchange rates have an impact on the figures.  
2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.

## Remuneration structure, 2023



# Average remuneration by binary gender, Sampo Group

2021					2022				2023			
EUR	Women	Men	Pay gap (ratio)	Pay gap (%)	Women	Men	Pay gap (ratio)	Pay gap (%)	Women	Men	Pay gap (ratio)	Pay gap (%)
Fixed remuneration	52,735	67,755	0.78	22.2	54,352	69,860	0.78	22.2	53,726	68,229	0.79	21.3
Fixed and variable remuneration	56,361	77,513	0.73	27.3	58,535	81,316	0.72	28.0	57,674	78,545	0.73	26.6

Exchange rates have an impact on the figures. Figures do not show pay for the same/similar jobs.  
2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.

8 February 2024



# Investment management and operations

# Climate targets: Investments

Company	Commitment to the SBTi	Current status of the SBTs	Existing climate targets
<b>Sampo plc</b>	To set group-level science-based targets (SBTs) submitted to the Science Based Targets initiative (SBTi) for validation in October 2025 at the latest. This includes targets for own operations and investments.	SBT development in process.	-
<b>If</b>	SBTs validated by the SBTi in December 2023. If's portfolio targets cover 85% of its total investment and lending by investments and assets under management as of 2020.	Validated and published.	<ul style="list-style-type: none"> <li>Listed equity, corporate bonds, funds, and ETFs*: <ul style="list-style-type: none"> <li>To align its Scope 1 + 2 portfolio temperature score by invested value of its listed equity, corporate bond, fund, and ETFs portfolio from 2.52°C in 2020 to 2.04°C by 2027.</li> <li>To align its Scope 1 + 2 + 3 portfolio temperature score by invested value of its listed equity, corporate bond, fund, and ETFs portfolio from 2.7°C in 2020 to 2.14°C by 2027.</li> </ul> </li> <li>Corporate loans*: <ul style="list-style-type: none"> <li>To align its Scope 1 + 2 portfolio temperature score by invested value of its corporate loan portfolio from 2.91°C in 2020 to 2.25°C by 2027.</li> <li>To align its Scope 1 + 2 + 3 portfolio temperature score by invested value of its corporate loan portfolio from 2.84°C in 2020 to 2.21°C by 2027.</li> </ul> </li> <li>Corporate loans: Commercial real estate*: <ul style="list-style-type: none"> <li>To reduce GHG emissions from the commercial real estate sector within its corporate loan portfolio 57.2% per square meter by 2028 from 2020 base year.</li> </ul> </li> </ul>
<b>Topdanmark</b>	To set SBTs submitted to the SBTi for validation in May 2024 at the latest. This includes targets for own operations, claims handling (voluntary), and investments.	SBT development in process.	-
<b>Hastings</b>	To set SBTs submitted to the SBTi for validation in August 2024 at the latest. This includes targets for own operations and investments.	SBT development in process.	<ul style="list-style-type: none"> <li>To reduce carbon intensity in the core investment portfolio by 50% by 2030 and for it to be net-zero by 2050.</li> </ul>

\* If uses the Temperature Rating Approach for corporate loans, listed equity, corporate bonds, funds, and ETFs. These represent more than 90 per cent of If's total investment portfolio. The Sectoral Decarbonisation Approach (SDA), meaning emissions-based physical intensity targets, is used for commercial real estate loans, since the Temperature Rating Approach cannot be used for this asset class.

# ESG integration, Sampo Group

## If

- If evaluates its direct equity and direct fixed income investments' risks arising from ESG issues using ESG risk ratings provided by an external data provider.
  - Issuers are classified into low risk, medium risk, high risk, and severe risk categories according to the ESG risk ratings.
  - Average ESG risk rating of the portfolio is reported to monitor company exposure to ESG risks.

ESG risk categories*	Investment allocation, 31 Dec. 2023
Low risk	62.8%
Medium risk	35.4%
High risk	1.6%
Severe risk	0.2%

Weighted average ESG risk rating (0-100)**, 31 Dec. 2023	
If's portfolio	18.3

## Topdanmark

- Topdanmark evaluates its investment portfolio's (incl. covered bonds, fixed income, and equities) risks arising from ESG issues using ESG risk ratings provided by an external data provider.
  - Average ESG risk rating of the portfolio is reported to monitor company exposure to ESG risks.

Average ESG risk rating (0-100)**, 31 Dec. 2023	
Topdanmark's portfolio	16.9
Benchmark (MSCI ACWI)	21.3

## Hastings

- Hastings is committed to maintaining an average ESG rating of "A" on its fixed income portfolio, based on MSCI ratings (scale CCC–AAA).

Average MSCI ESG rating (CCC-AAA), 31 Dec. 2023	
Hastings' portfolio	AA
Hastings' target	A

\* Based on external service provider's ESG risk ratings. The thresholds for each category are determined internally.

\*\* Lower the score the better (less risks arising from ESG issues).

# Sector-based screening, Sampo Group

## If

Sector	Threshold	Number of companies invested in, 31 Dec. 2023
Controversial weapons	Direct business (production): 0% Indirect business (distribution/services): 0%	0
Adult entertainment	Direct business: 0% Indirect business: 50%	0
Coal	Direct business: 5% Indirect business: 5%	1
Gambling	Direct business: 50% Indirect business: 50%	0
Military equipment	Direct business: 50% Indirect business: 50%	1
Oil	Direct business: 30% Indirect business: 30%	2
Tobacco	Direct business: 0% Indirect business: 50%	0

## Topdanmark

Sector	Threshold	Number of companies invested in, 31 Dec. 2023
Production of fuel based on tar sands	Max. 5% of revenue	0
Production of thermal coal	-II-	0
Production of smoking tobacco	-II-	0
Production of controversial weapons	-II-	0

## Hastings

Sector	Threshold	Number of companies invested in, 31 Dec. 2023
Thermal coal extraction	Excluded	2 (grandfathered positions and reducing)
Thermal coal generation	-II-	-
Tobacco	-II-	3 (grandfathered positions and reducing)
Controversial weapons	-II-	-

At Sampo Group, certain industry sectors are considered to carry more ESG-related risks than others. Screening enables Sampo Group to better monitor and manage risks arising from these so-called sensitive sectors. Investments in these sectors are monitored closely. Sector involvement information is based on data provided by external data providers. Responsible investment policies of Sampo Group are reviewed annually, which means that the lists of sensitive sectors and the tolerance thresholds can change and develop over time.

# Norms-based screening, Sampo Group

If	Topdanmark	Hastings
<ul style="list-style-type: none"><li>On 31 December 2023, If had no investments in companies with confirmed norms violations.</li></ul>	<ul style="list-style-type: none"><li>On 31 December 2023, Topdanmark had no investments in companies with confirmed norms violations.</li></ul>	<ul style="list-style-type: none"><li>On 31 December 2023, Hastings had investments in 2 companies with confirmed norms violations (breach of the principles of the UN Global Compact). These make up 0.7% of the portfolio.</li><li>Engagement with these companies is undertaken by Hastings' external asset managers.</li></ul>

Sampo Group screens its current and potential investments for possible violations of international norms and standards (e.g. the UN Global Compact, the OECD Guidelines for Multinational Enterprises, the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy, the Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, and the Paris Climate Agreement). If a violation is detected among the current holdings, portfolio management measures may consist of direct dialogue with the company, an engagement action, or a divestment.

# Active ownership, Sampo Group

If

- If only engages with companies in which it has invested directly. Additional criteria considered include the materiality of the ESG issue, the size of the investment, actions already taken by the investee company, and geographical location.

Engagements participated in*	Reasons for engagement	Status on 31 Dec. 2023
20239	Environment, labour rights, human rights, corruption	4 suspended, 5 active

\* All pooled engagement cases are signed by Sampo Group and include those that also Mandatum had investments in.

AGMs attended (physically, pre-voting, with power of attorney)	Voting behaviour
20239	For the Board's proposal: 9

Topdanmark

- In 2023, the active ownership of Topdanmark was conducted on its ETFs (equal to approximately 67% of the company's free portfolio) invested through an external partner.
- The ETFs represented a total of 1,350 companies.

Engagement by external asset manager	Examples of reasons for engagement
2023399	Climate risk management, biodiversity conservation

AGMs where external asset managers voted on behalf of Topdanmark
2023826

Hastings

- Due to the structure of Hastings' investment portfolio (e.g. lack of direct equity investments), the company does not partake in pooled engagements or voting activities.
- Hastings' external asset managers engage with investee companies on Hastings' behalf in case of a norms-based breach (see slide on norms-based screening).

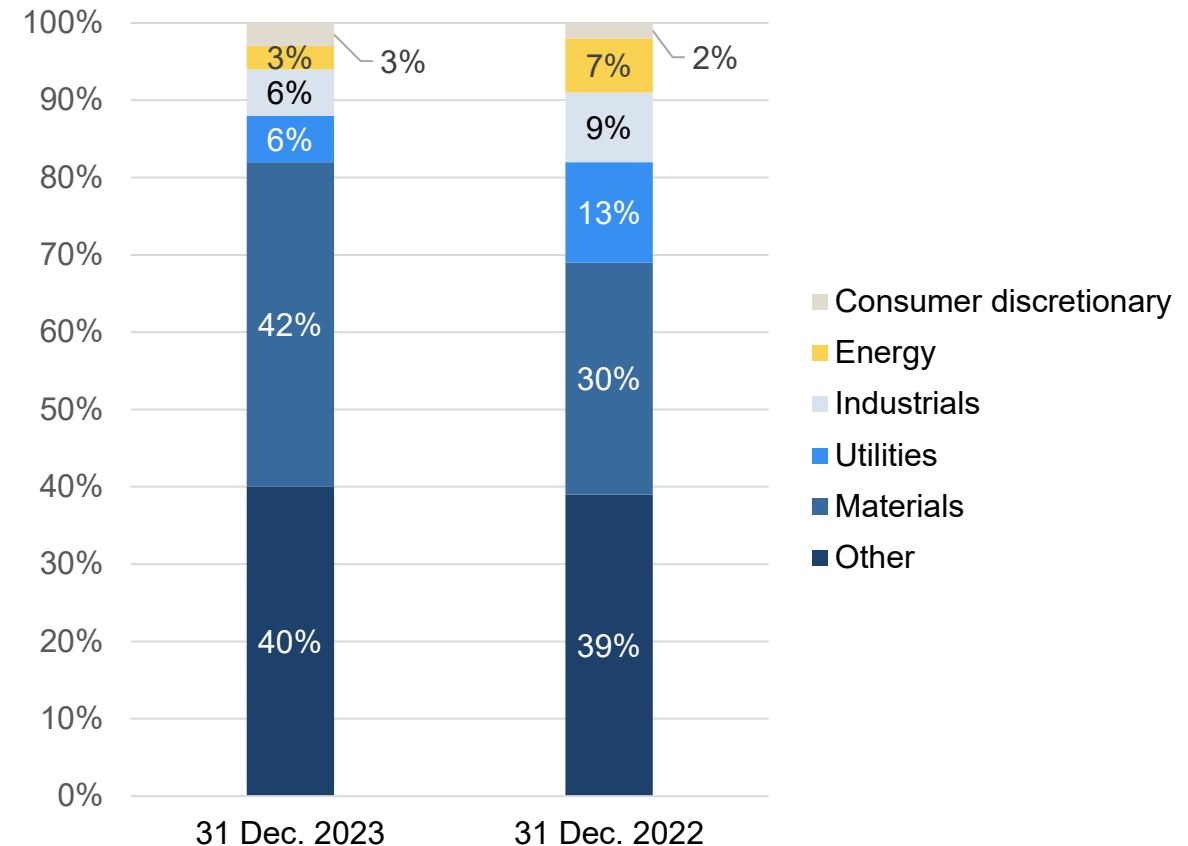
At Sampo Group, active ownership practices include internal staff engagement, voting at AGMs, and pooled engagement with other investors in the event of a verified or potential breach of international norms and standards (e.g. the UN Global Compact principles). If the dialogue does not lead to a change in conduct, it can lead to divestment. It is possible to take part in AGMs directly (If) or through an external asset manager (Topdanmark).

# Carbon footprint of investments, Sampo Group

## Carbon footprint of direct equity and fixed income investments

	31 Dec. 2023	31 Dec. 2022
Financed Scope 1 and 2 emissions (tCO <sub>2</sub> e)	300,199	470,899
Financed emissions including Scope 3 (tCO <sub>2</sub> e)	6,513,044	7,024,855
Relative carbon footprint (tCO <sub>2</sub> e/invested)	28	39
Carbon intensity (tCO <sub>2</sub> e/EURm revenue)	87	128
Weighted average carbon intensity (tCO <sub>2</sub> e/EURm revenue)	29	56

## Sector contributions to emissions\*, Sampo Group



Direct equity and fixed income investments of If, Topdanmark, Hastings, and Sampo plc (Mandatum was part of Sampo Group until and including 30 September 2023). The carbon footprint calculations covered approximately 75% of direct equity and fixed income investments as at December 31, 2023. The equity and fixed income portfolios included in the carbon footprint report had a combined market value of EUR 10,620 million. That means that the carbon footprint analysis covered around 62% of all Sampo Group's investments at the end of 2023.

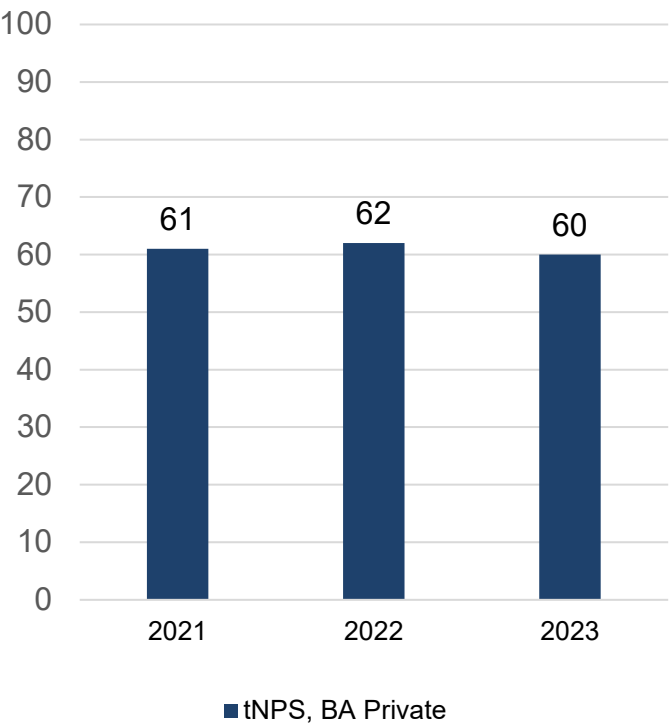
\* Emissions contributions for all other portfolio sectors is less than 1% for each sector.

# Products and services

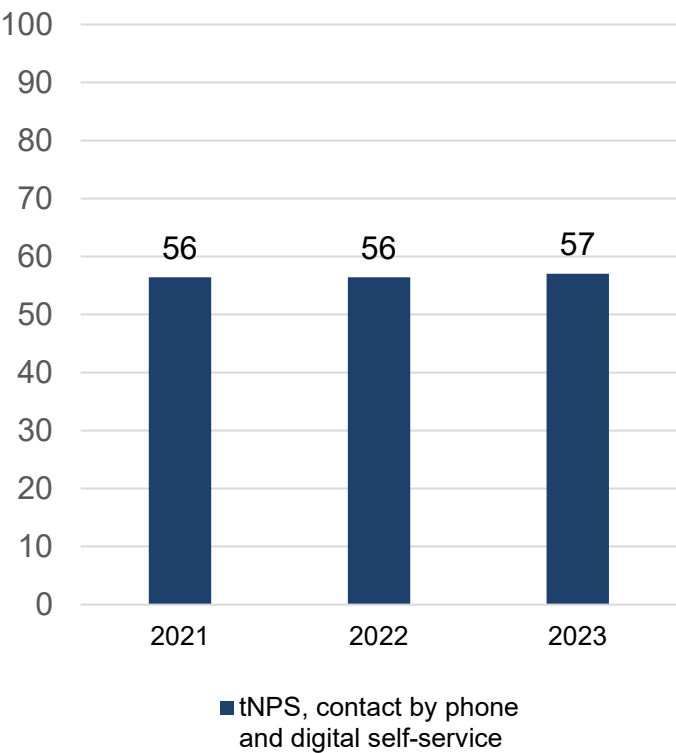


# Customer satisfaction

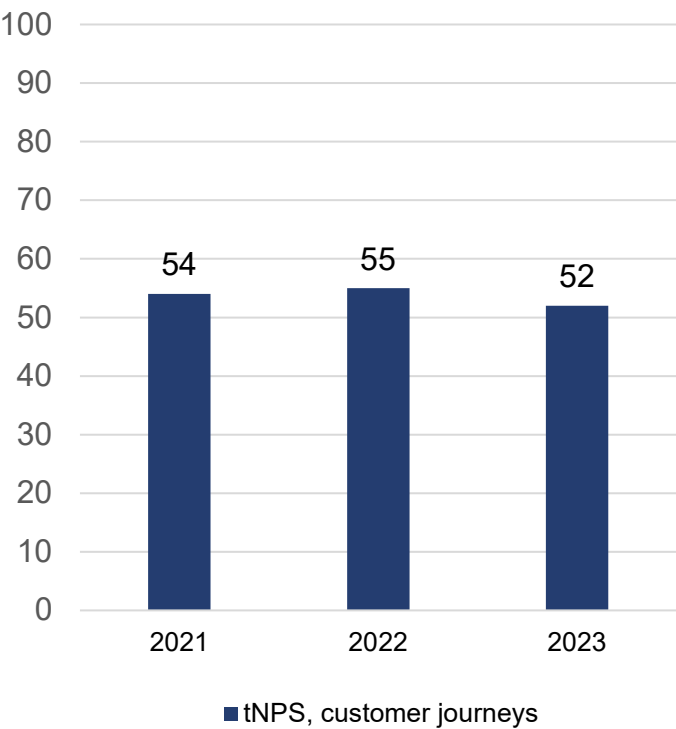
**If**  
tNPS target: 62 in 2023



**Topdanmark**  
tNPS target: 70 in 2027



**Hastings**  
tNPS target: 58 in 2024

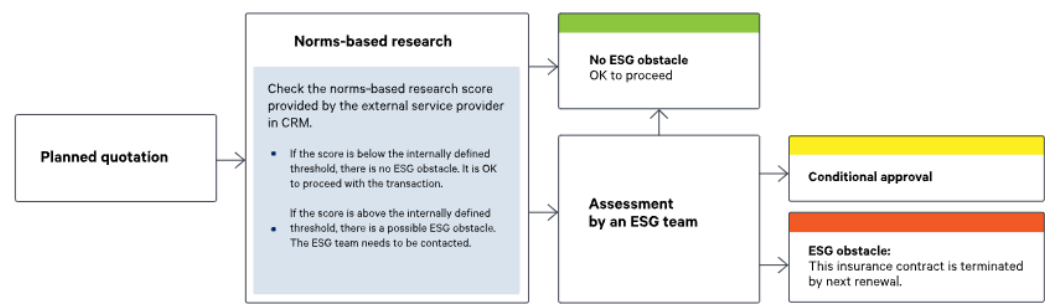


Net Promoter Score (NPS) is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. It is used as a proxy for gauging the customer's overall satisfaction with a company's product or service and the customer's loyalty to the 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.

# ESG in underwriting

## If's internal framework for ESG in underwriting

- For corporate clients
- Based on the UN Global Compact
- Norms-based research provided by an external service provider
- Over 770 clients screened in 2023
  - ESG team assessed 12 clients in 2023
    - 3 customers improved their operations during the year
    - 3 were not renewed



## Topdanmark's internal framework for ESG in underwriting

- For corporate clients
- Based on the UN Global Compact
- ESG-screening conducted by an external service provider (all companies with minimum 2 employees)

ESG screening of corporate customers	Number of customers, 31 Dec. 2023
Watchlist	9
On-going dialogue	1
Customers terminated (during 2023)	3

# Communities

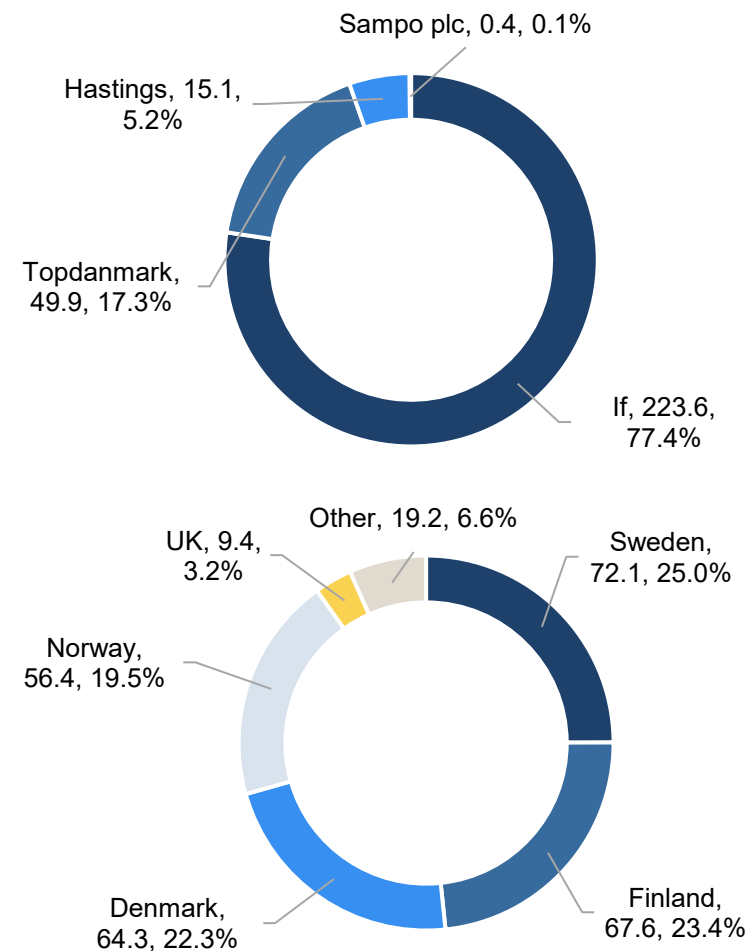
# Taxes

## Taxes payable and collected, Sampo Group

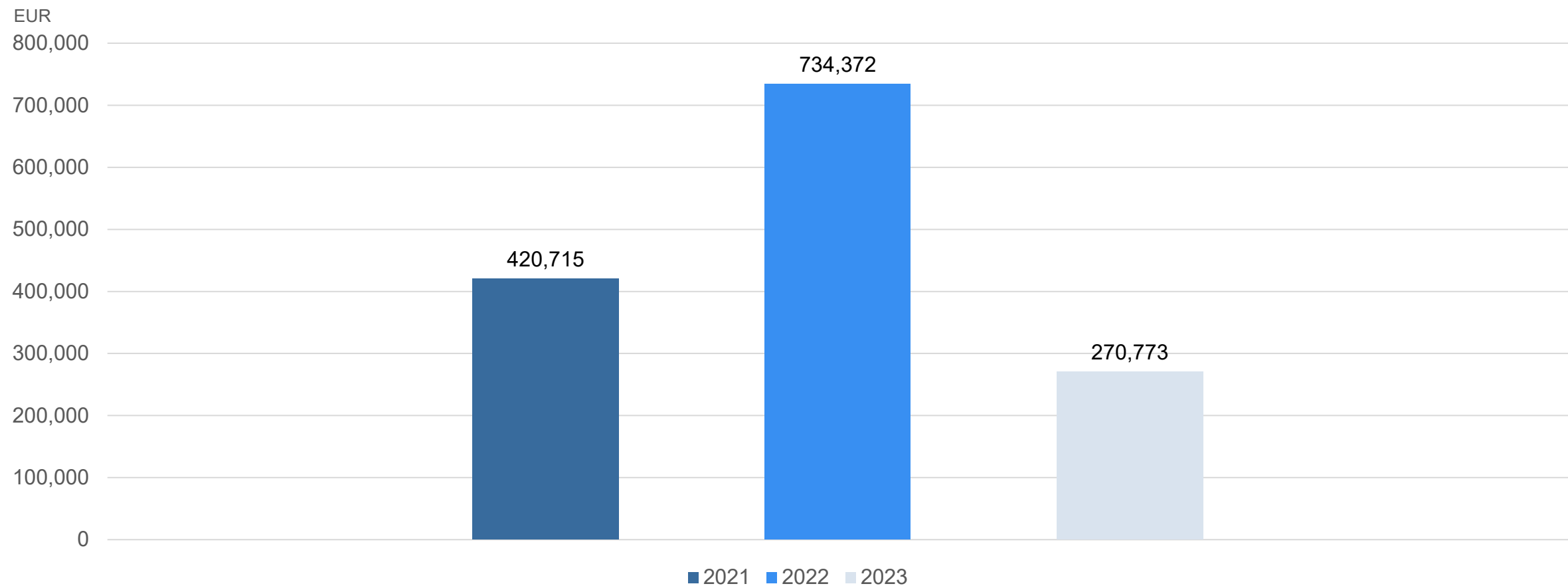
EURm	2021	2022	2023
<b>Taxes paid by the Group</b>			
Corporate income tax	365.4	326.4	289.0
Employment taxes	146.1	172.6	155.7
Other taxes	5.2	6.0	5.6
<b>Total</b>	<b>516.7</b>	<b>505.0</b>	<b>450.4</b>
<b>Taxes collected by the Group</b>			
VAT	54.4	57.5	45.7
Insurance premium tax	594.0	643.8	714.4
Other taxes and charges	832.9	573.3	350.0
Withholding tax	181.1	382.5	497.7
<b>Total</b>	<b>1,662.3</b>	<b>1,657.0</b>	<b>1,607.8</b>
<b>Total tax contribution</b>	<b>2,179.1</b>	<b>2,162.1</b>	<b>2,058.2</b>

2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.  
The tax figures are unaudited and based on advance information.

## Corporate income tax by company and country (EURm), Sampo Group, 2023







# Donations, Sampo Group



In 2021 and 2022, donations were greater due to enhanced Covid-19 support and donations to Ukraine.  
2021 and 2022 data includes Mandatum, which was part of Sampo Group until and including 30 September 2023.

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