

Sustainability report 2019



IKANO
BANK



This is our sustainability report. To us, sustainability is all about long-term-thinking. To do ethical, sustainable and profitable business that makes a positive difference for people and the planet.

Our ambition is to make sustainable choices in the way we do business, and to develop products enabling consumers and companies to make sustainable choices too. That is an important part in our business idea to enable a healthy economy for the many people.

” Simple and meaningful solutions on fair terms.

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Sustainability is in our dna

Our roots are in Småland, where people are known to be hard-working, innovative and living close to nature. Our funder Ingvar Kamprad used his no-nonsense, long-term philosophy to build IKEA and the Ikano Group.

A fair, stable, and ethically sound financial system is an important cornerstone in any sustainable society. Our business model is based on the idea of providing services for “a healthy economy for the many people”. This means that financial growth, environmental protection and social inclusion is important to us. Our culture and values shape the way we do business and create a powerful desire to do the right thing. As part of the community, wherever we operate, we recognize that we have a responsibility beyond the direct impact of our business. We are a contributor and we strive to be a good partner in society.

During 2019 we have developed a new strategy for the Bank, with six focus areas

for the next two years, and sustainability is one of the main objectives for our transformation. We want to contribute to a sustainable society in matters such as responsible lending, green offices, and social responsibility.



We want to contribute to a sustainable society

Our role is also to help our customers to make more sustainable and ethical choices. With our financing solution Ikano Jordnära we help more people invest in

solar energy, and our leasing solutions can help companies contribute to a circular economy. We are continuing our journey, and aim to develop new products and services for sustainable living.

Based on our values and a will to do good for our people, our planet, and our society we will work for a long-term sustainable bank. Together.

Henrik Eklund
CEO Ikano Bank





Ikano Bank in brief

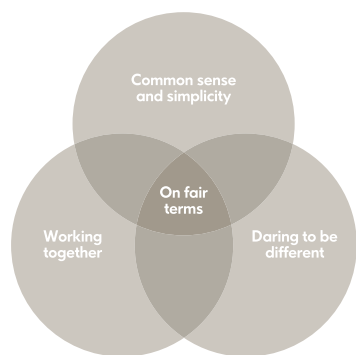
Ikano was originally a part of IKEA, but since 1988 an independent group of companies, owned by the Kamprad family. Today Ikano Bank is an international bank with operations in 8 countries. We offer financial services in the areas of consumer savings and loans, sales supporting

finance solutions and loyalty programmes, as well as leasing and factoring services to companies. All based on our ambition to enable a healthy economy for the many people.

OUR BUSINESS IDEA

We create possibilities for better living by offering simple, fair and affordable services, enabling a healthy economy for the many people

OUR VALUES AND PROMISE



NUMBER OF EMPLOYEES

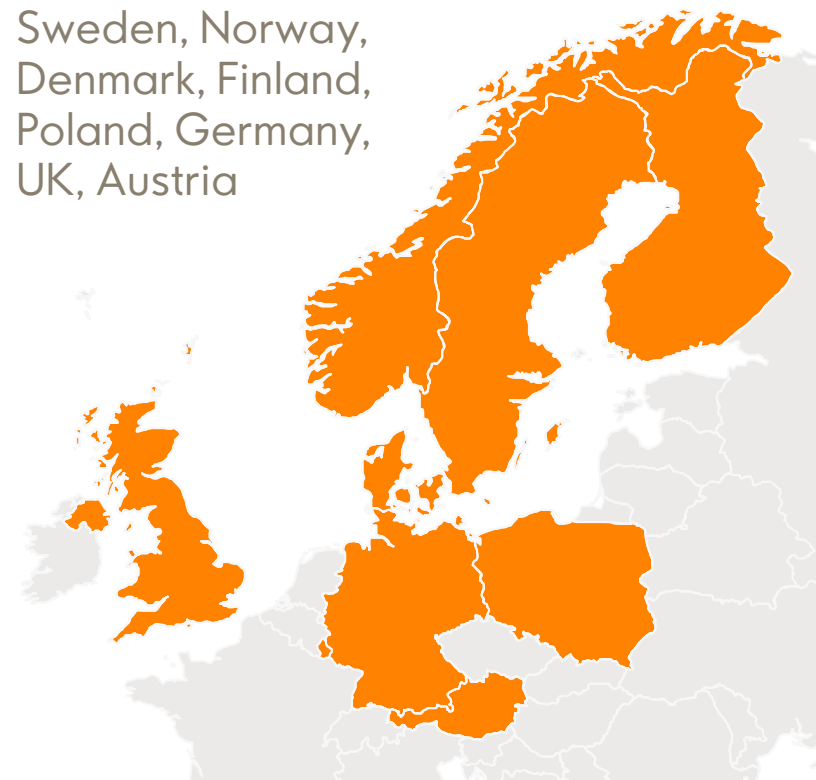


OUR VISION

To create possibilities for better living

OPERATIONS IN

Sweden, Norway, Denmark, Finland, Poland, Germany, UK, Austria



BUSINESS VOLUME 2019





Three dimensions of sustainability

Sustainability is about using resources wisely, reducing the carbon footprint and enabling sustainable choices for our customers. It's about ethics and fairness in the way we conduct our business. It's about being a caring employer and taking responsibility for the society we live in.

Financial growth

Any financial institution, like Ikano Bank, is an important part of the financial system. The long-term economic development of our society is dependent on the trustworthiness and stability of its financial institutions. This includes responsible lending, balanced risk management, and long-term access to capital, as well as having a sustainable procurement policy and a clear ethical standpoint in areas such as whistleblowing, conflict of interests, and money-laundering.



Together we work to be a bank on fair terms, with long-term thinking and financial stability.

Environmental protection

We all have a joint responsibility to use our planet's resources wisely and do our most to secure the future for upcoming generations. An environmentally sustainable approach must be integrated into every company's business, regardless of industry. From energy savings and conversion to renewable energy resources to travel policies and paper-less offices. It also means developing products and services based on sustainability, long-term thinking, and a circular economy.



Together we work to reduce our environmental footprint. And to help our customers make sustainable choices in their everyday life.

Social inclusion

Every company has an important role to play in society, and for the people living in it. Fair working terms, based on diversity and equal opportunities, and possibility for personal development at the work place is the responsibility of any employer. Companies have the power to contribute to the wider development of our society, by promoting human rights and contributing to initiatives that make a difference.



Together we make our people grow, professionally and as individuals. And we play an active part in making our society better.

Sustainability governance

We are making sustainability an integral part of our governance structure. Our sustainability focus group and forum make sure our efforts align with the overall business strategy. And our charity policy gives direction to our social responsibility.

The management team is responsible for setting the overall strategic sustainability direction of the Bank. A Sustainability forum with representatives from each local market meets four times per year to coordinate and follow-up on both local and global sustainability initiatives in the Bank.

During 2019 a Sustainability focus group with representatives from different parts of the organisation was established to review and set a basis for the Bank's long term sustainability ambition and commitments aligned with the Bank's business strategy. The Focus Group meets regularly and reports directly to the CEO.

More about how the Bank is governed can be read in the governance report of the [Annual report](#).

Charity policy

All businesses are encouraged to contribute to local charities in line with the Ikano Group charity policy supporting children and women and their opportunities for learning and developing.



Co-workers are encouraged to take an active part through Social day

The Ikano Group Brand & Sustainability committee meets twice per year and follows up on contributions made locally.

FINANCIAL

ENVIRONMENTAL

SOCIAL



The committee, chaired by Ikano Group, includes representatives from each Ikano business, including the Bank.

Co-workers are also encouraged to engage actively in projects and initiatives that they care about, which often generate the proposals for new charities to support. Ikano Bank encourage co-workers to take an active part in contributing through Social day where all co-workers are entitled to spend one day of paid leave per year supporting a local charity.

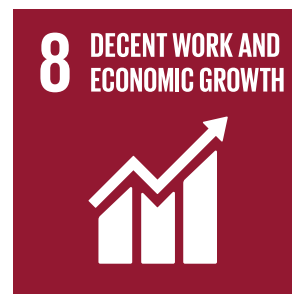


UN Development Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs). This ambitious agenda will demand the participation of all actors in

society and that all three elements of sustainable development are balanced: economic growth, social inclusion and environmental protection.

By using the UN's Sustainable Development Goals (SDGs) as a compass guiding our work we will be able to make a positive impact.





Financial growth

Our business idea includes “a healthy economy for the many people”. This is an integral part of what we want to create as a company. We act as a responsible lender and manage our business with a responsible and ethical approach.

8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE





A healthy risk culture

A healthy risk culture is imperative for maintaining good management and control of the Bank's operations. We include "a healthy economy for the many people" as an integral part of what we want to create as a company.

We manage our lending activities with a cautious risk approach, and act as a responsible lender towards our customers. We maintain sufficient capital and liquidity levels to sustain during downturn in the economic environment, as well as to support investments and growth in the business.

Integrity and confidentiality of data

Ensuring the integrity and confidentiality of customer and co-worker data, Ikano Bank has policies and guidelines in place for Information Security as well as Personal Data Protection. The Bank is subject to national and EU regulatory requirements as well as regulations and guidelines from the SFSA and the European Banking Authority (EBA).

Everybody's responsibility

It is the responsibility of all co-workers to ensure that the policies and guidelines

are adhered to and mandatory training in Information Security and Personal Data Protection is provided to all co-workers. The work with information and IT security is continuously addressed with preventive measures and we apply a process where regular operational risk assessments are conducted.

Risk reporting

Regular risk reporting to the management of the Bank includes incidents related to integrity and information security as well as customer complaints and Key Risk Indicators. The landscape for information security is constantly changing hence Ikano Bank continuously monitor and assess the threats in this area. Cooperation with external forums is a necessity and Ikano Bank collaborates with several external parties to closely monitor new threats and weaknesses.





Responsible sourcing

Responsible sourcing is an important lever for delivering sustainable development and results. Our Sourcing Department has developed tools and processes to ensure that we procure and source responsibly.

We work to ensure that business is conducted responsibly across the whole chain. This includes understanding supplier commitment to sustainability within their own organisation through our sourcing processes, performing due diligence against our supplier base further before on boarding and auditing our suppliers to ensure compliance with our partnership policy.

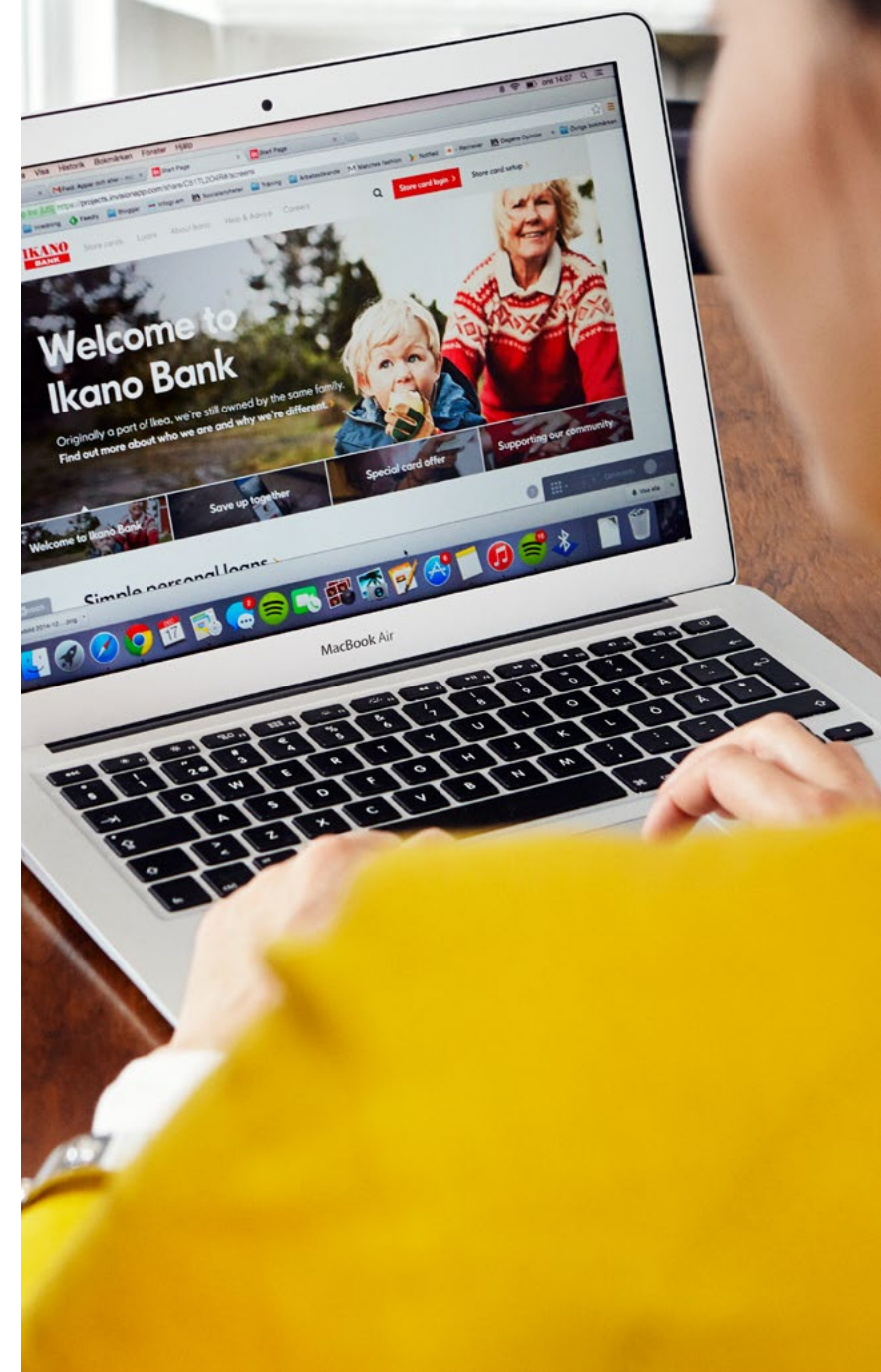
The partnership policy covers a broad range of areas such as general compliance with applicable laws, respect of labour and human rights, observance of health and safety in the workplace, environmental protection and last but not least the expectation of retaining high business morale in all partnerships.

We also proactively support suppliers to increase their awareness of responsible

Sourcing and their performance in relation to it. The result is risk mitigation for Ikano Bank, our suppliers and customers that in turn secures a commercial advantage for our business.

Our aim is to enhance Ikano Bank's business position by mitigating supplier-related risk, building trust among our stakeholders, strengthening our brand and providing a value-add when positioning ourselves in the marketplace as a trusted partner.

Effective management of our supply base is a top priority and our suppliers are required to meet our minimum standards. A critical part of the sustainable sourcing process is following up the results to ensure continuous improvement.





Ethical framework

Whistleblowing

At Ikano Bank we aim to promote and develop a culture of openness therefore we have a process in place where co-workers can report any concerns or issues within the Bank. For situations, where the co-worker does not feel comfortable with reporting a concern through the regular channels, we have a whistleblower process in place, where it is possible for co-workers to report concerns anonymously. The guideline how to use the whistleblower system is available for all co-workers of Ikano Bank.

Money laundering and financing of terrorism

As part of the financial system, Ikano Bank is exposed to the risk of being misused for money laundering and/or terrorism financing and the risk of not complying with the requirements in the AML area (AML – Anti Money Laundering). The Board of Directors of Ikano Bank have issued an AML-policy defining the overall framework for the AML-measures in Ikano Bank.

The CEO of Ikano Bank has issued further guidelines that describe the measures in more detail. A central Money Laundering Officer is appointed. In addition to this, there are local Money Laundering Reporting Officers in each of the countries where Ikano Bank operates, ensuring



We have a zero tolerance approach towards acts of bribery and corruption

compliance with the local requirements in the area.

Ikano Bank uses a risk based approach and a risk assessment is done on a regular basis to identify the risks that Ikano Bank is exposed to in this area. With basis in the risk assessment, Ikano Bank has implemented measures to mitigate the identified risks. These measures consist of, among others, processes for Customer Due Diligence, transaction monitoring, education of co-workers and internal controls.

Fraud

In the broadest of terms, fraud is a legal and social concept that generally refers to an intentional act committed using deception to secure an unfair or unlawful gain. It poses a risk of significant financial loss, reputational damage and adverse impacts to not only Ikano Bank but also our customers.

Ikano Bank works to develop and maintain its capability to prevent, detect and respond to fraud, and wherever possible seeks to minimize exposure to risk.

Bribery and anti-corruption

It is the policy of Ikano Bank to use only ethical business practices while conducting business activities and to comply with all applicable laws, rules, and regulations governing anti-bribery and corruption in all the countries where we operate.

Ikano Bank has a zero tolerance approach towards acts of bribery and corruption, by co-workers or anyone acting on our behalf. Ikano Bank has policies and procedures in place to detect and avoid bribery and corruption, including training of staff.

Market conduct

Ikano Bank follows all relevant laws, ordinances and internal regulations as well as generally accepted practices or standards regarding its licensed operations in order to have a sound governance and control culture within the Bank. The core of these efforts is to prevent non-compliance with external or internal regulations, which could increase operational risks, risks of legal sanction, supervisory risks, economic losses and damage to reputation. Ikano Bank will at all times aim to follow proper standards of market conduct.

Conflicts of Interest

Conflicts of interest may have a negative impact on customers and is an area of importance to secure the confidence in the financial market and the companies acting on it. Ikano Bank will seek to avoid all conflicts of interest, wherever they arise. If avoidance of a conflict of interest is not possible, Ikano Bank will take measures to manage and mitigate the effect of such conflict of interest.

Communication and training

Being a bank we have strict regulations around risk and compliance and provide training in relevant areas. Our aim is to provide co-worker training in an efficient manner and use best practices for developing and implementing trainings. An example is the Anti-Money Laundering (AML) e-training that has been developed by Ikano Bank. The purpose of the AML training is to give all of our co-workers an introduction and understanding of money laundering and terrorism financing, and our role in the detection and prevention of Ikano Bank being misused for these purposes.



Environmental protection

We want to contribute to a sustainable use of the earth's resources. We strive to lower emissions through our business. And aim to incorporate an environmental focus in our business model, supporting customers in making sustainable choices.

7 AFFORDABLE AND
CLEAN ENERGY



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION





Helping customers make sustainable choices

Our vision is to create possibilities for better living for the many people. That includes making choices for sustainable living within the limits of our planet's resources. With our products and services we want to help our customers to do just that.

Through our business we have the opportunity to inspire and enable consumers and companies to make sustainable choices in their everyday life. This can be anything from big decisions such as investing in solar cell panels on your roof to getting your statements digitally instead of on paper.

Scrapping paper to cut carbon footprint

As part of the Bank's drive for digital transformation, as an example the UK branch has been busy migrating over 200,000 card customers from paper to digital statements. The migration started in September 2019, and now 94% of the UK's card base receives digital statements which will save paper and lower our carbon footprint.

Replacing plastic in card solutions

Our bank cards may be small, but with billions of plastic cards being produced in the world every day developing more environmentally friendly alternatives is a step in the right direction. During 2019 we have piloted a project to test wood-based cards, in cooperation with IKEA Family. We will continue the work to overcome technical challenges and ensure security and longevity for our customers.

Solutions for a circular economy

Swapping, buying second hand, and sharing resources is a growing part of the economy and a vital part of a sustainable society. Through our products and services we can contribute to this development, by for example offering attractive leasing

solutions for companies, and in the future also possibly for consumers.

Solar energy for more of the many

In 2019 Ikano Bank financed 332 (68 in 2018) solar panels for IKEA customers in Poland, and in the UK 1,766 Ikano customers were validated in the Energy Performance Validation Scheme. In the late summer, a partnership with IKEA and SVEA Solar was announced to start offering affordable and sustainable solar panels to IKEA customers in Sweden. So far the loan stock for Ikano Jordnära represent approximately 31 "standard" solar panel installations, delivering in total 279,000 kWh electricity.





Solar energy to the many people with Ikano Jordnära

Producing green electricity with solar panels on the roof of your house is a good investment for both climate and wallet. Ikano Bank's new financing solution Ikano Jordnära means more people can afford to go through with their plans.

According to a survey by SIFO (2019) a majority of the Swedish homeowners are considering installing solar panels on the roof in order to reduce both the household's environmental impact and the total utility costs. The survey also shows that price is the most important reason why people have not yet purchased solar panels.

A sustainable collaboration

Starting in 2019 a collaboration between IKEA, SVEA Solar and Ikano Bank now makes a long-term investment in sustainable energy possible for the many people on the Swedish market. A pre-packaged

offer of solar cell panels from SVEA Solar is made available on the IKEA website under the brand name SOLSTRÅLE. To solve the financing Ikano Bank offers Ikano Jordnära, a loan for a sum up to 250,000 SEK.

Lowering the cost barrier

The goal is to make as many people as possible part of the transition to a sustainable society. The switch to solar cells should not be more expensive compared to the current electricity bill.

– We want to give the many people a chance to choose environmentally friendly alternatives. Ikano Bank's contribution is to

make the investment in solar cells financially feasible, says Parham Okhovat, Key Account Manager at Ikano Bank.

More energy sources in the future

At the moment Ikano Jordnära is only available to customers of IKEA and SVEA Solar. But in the future it is a possibility that Ikano Bank extends the loan to a variety of sustainable energy sources and not limited to solar energy.

– The name Jordnära refers to both generating your own energy and for sustainable solutions. It opens up for more similar loans in the future, says Parham Okhovat.





Sustainable offices

Creating sustainable workplaces for our employees is a main priority to us. We work to make our environmental footprint smaller, by way of renewable energy and energy-saving lighting solutions, waste management and sustainable office materials.

Energy consumption

The United Nations Sustainable Development Goals (SDGs) aims to substantially increase the share of renewable energy in the global consumption by 2030. We understand our responsibility regarding this issue and our goal is to use mainly energy from renewable sources at all our locations. To mitigate our impact on the planet we have increased the percentage of renewable energy that we use in our office facilities. Although we have adopted 100% renewable energy in some of our markets, we will keep working to reach the same goal in all locations where possible.

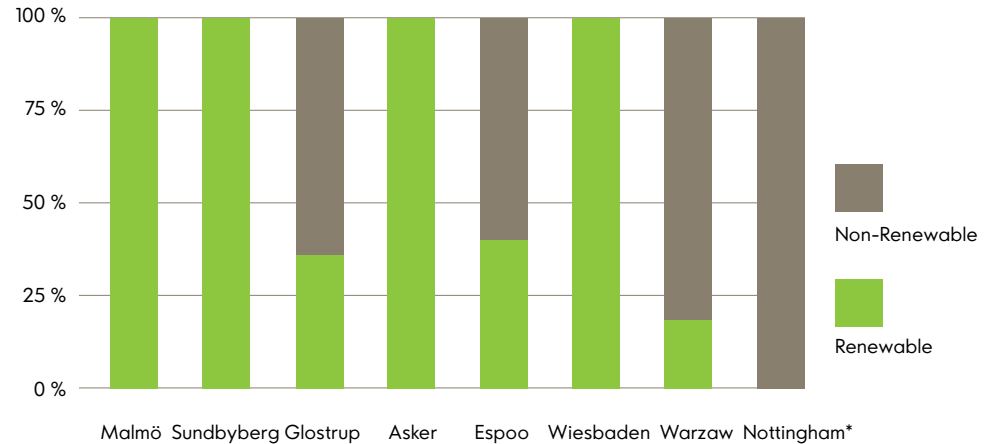
Green offices

Our Green Office self-assessment concept, which covers energy issues, recycling, selecting suppliers, environmental equipment and electronics that are designed to improve measurability and environmental performance, is being rolled out

to all markets. We have invested in equipment for smart lighting sensors and the adoption of LED bulbs in the majority of our offices, as well as recycling containers. In order to become more efficient in the way we use resources we will continue deploying such actions in all of our facilities.

Flagship for sustainability in Hyllie

Ikano Bank's Headquarters were relocated to a new office in Malmö's new climate-smart Hyllie district in 2015, an office which integrates all aspects of the Green Offices concept. It has the highest LEED certificate, Platina, and is certified as an EU Green-Building, with 50 % lower energy consumption than average. Recent research shows that companies moving into LEED-certified buildings reports less sick leave and higher productivity. The office is also self-supporting in cooling, thanks to Deep Green Cooling technology, based on a 200 metre deep drill hole.



*Energy from local low carbon waste-based energy production. A switch to renewable energy is currently not possible.



Smart travelling

In an international business like ours, our travel policy is an important part of our sustainability ambitions. We encourage our employees to travel sustainably. To and from work as well as on business trips.

At Ikano Bank, we work consciously with sustainability issues and we want to actively contribute to a reduction in the environmental burden increased travel results in. When possible we choose virtual meetings before physical, and rail travelling before flying

Travel guidelines

Rail travel is always the first choice for business trips. Rail travel must first and foremost be booked as a second class ticket. During working hours, an upgrade to first class on trains is acceptable to ensure internet access and working space.

When public transport (bus, train etc.) is safe and efficient, it shall always be the first choice before taxi, private or rental

car. Rental cars and taxi bookings shall be with Ikano Bank preferred suppliers where possible and car pooling should be coordinated whenever possible.

All of our offices are located within convenient distance to trains and/or buses. At our Swedish offices we also have bicycles to borrow.

Analyzing flight emissions

Our ambition is to minimize our air travels, by e.g. replacing physical meetings with virtual meetings, and schedule several meetings on the same dates. We also monitor our flight emissions and analyze the results (see table). In 2019 we managed to decrease our CO₂ emissions from flying with 12 % (GHGP) compared to 2018.

	2018	2019
Segments	4,530	3,686
Kilometers	3,083,040	2,685,630
CO ₂ /kg (DEFRA)	302,751.809	265,605.452
CO ₂ /kg (GHGP)	302,778.573	266,950.921

DEFRA Kg CO₂e is the UK Government's Dept for Energy, Food, and Rural Affairs. Factors and calculations for conversion are specific to the UK.

GHGP Kg CO₂e is the Green House Gas Protocol. Factors and calculations for conversion are for global data.



Social inclusion

We aim to play an active role in society, by contributing to initiatives which makes a difference. In our own organisation we actively promote human rights, fair working conditions, diversity and gender equality.

4 QUALITY EDUCATION



5 GENDER EQUALITY





Equality and diversity

We contribute to society’s development by actively promoting human rights, fair working conditions, diversity and gender equality – applying Ikano Bank’s Code of Conduct as a starting point in decision-making and how we behave.

We are proud of the unique Ikano culture and values. Living by those values is our way to build a trustful and inclusive co-worker climate. This climate is a condition for driving a change-oriented culture, and is also the basis to developing truly diversified and skilled teams that complement customer needs and expectations.

Our diversity is our strength

One of our success factors is to work together and build on our diverse backgrounds and unique strengths to build dynamic and high-performing teams. No co-worker should be discriminated against because of age, gender, religion, sexual orientation, marital or parental status, political opinion or ethnicity. All co-workers with the same experience, performance and qualifications shall receive equal pay for equal work. Freedom of association is a basic human right. This means that you are free to join – or not join – any institutional and recognized co-work-

er association of your choice, without fear of reprisal, interference, intimidation or harassment.

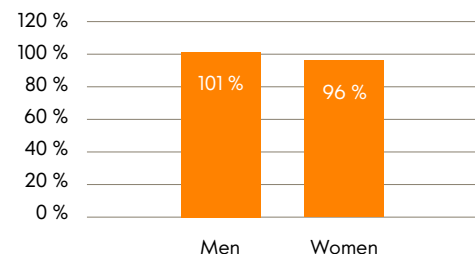
Gender pay equality analysis

Ikano Bank conducts annual Gender pay equality analysis to identify differences in the compensation of male and female employees. The bank-wide salary difference between female and male is 5 % based on its Average compa-ratio to external market midpoint. The results are promising on an overall level and the current gender pay equality gap will continue to diminish by consistently applying the gender neutral Ikano tools and governances in salary setting and reviewing. The analysis takes the complexity of the Ikano operational landscape into consideration and applies various calculations to secure cross-border comparability.

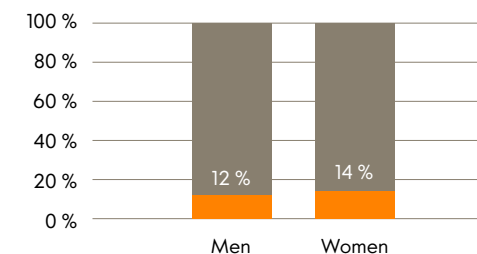
Gender distribution 2019

	Men	Women	Men	Women
Total employees	464	603	43 %	57 %
Total managers	75	93	45 %	55 %
Board members	5	2	71 %	29 %
Management team	7	3	70 %	30 %

Average compa-ratio



Employee turnover





A fair employer

Being a fair and caring employer is an important part of our social responsibility. Attracting, developing and retaining the right people is a vital part of driving our organisation forward and enabling sustainable growth.

We want to create a learning culture that builds the competence and talent needed today and in the future. A systematic approach to developing co-workers is an important part of this. Securing sustainable succession is another.

We continue to engage our people through employee engagement surveys as this is one of our strongest tools for promoting openness, honesty and improving our working environment.

Engagement Dialogue

All co-workers voices are important – their motivation, their personal development and their contribution to the business are equally important. Since 2016 we are using the Engagement Dialogue process which is meant to strengthen the co-workers engagement and commitment and combine each person's needs and wishes with the needs of Ikano Bank.

The aim of the Engagement Dialogue is to evaluate what has been achieved in the previous year and establish and agree on next year's objectives. This process and tool is the starting point for the contribution and development of all our co-workers and is important for Ikano Bank's continued success.

Our leadership program

A new leadership program was introduced during the year. Understanding how leaders influence others, what values our leadership is based on, and what we want to achieve in our leadership role is more important than ever in this changing environment. The new leadership program; My Conscious Leadership is a program to discover and develop managers' leadership skills. The program is a 9-day program run over a period of 4-5 months. In total, 25 managers started the program during the year and two new programs will be initi-

ated 2020. In addition, newly appointed and newly hired managers participate in Ikano's Culture and Leadership Program.

Health and safety

Occupational health and safety at Ikano Bank is an important and strategic issue. It is one of the factors that make our co-workers choose to work for us and also choose to stay with us.

Our commitment is to create a physical and psychosocially safe and healthy workplace for all our co-workers, where the risks of occupational injury and work-related ill-health are prevented through pro-active and timely measures.

European Works Council

The European Works Council (EWC) consists of employee representatives from all countries where Ikano Bank operates. The representatives have the right to infor-

mation and contact with the management (through the Chief People & Communication Officer and other company representatives) in matters involving at least two countries and having a significant impact on the employees.

The representatives and their deputies are appointed for a three-year period (calendar year) and meet at least twice a year, normally in May and November. Topics on the agenda could for example be the economic and financial situation of the Bank, overall employment plans and trends, re-organizations, training and development.



Social commitment

For many years, Ikano Bank has played an active role in society in the markets where we operate, by contributing to initiatives which makes a difference. Our charity policy mainly focuses on supporting children and women's opportunities to learn and develop.

Through Ikano's Charity Policy we back projects focused on supporting children and women and their opportunities for learning and developing – this includes education, health issues, accessibility to clean water and solar energy. Most of our charitable partnerships are thus handled through our businesses.

Empowerment

We are engaged in projects that contribute to the development of individuals who aren't given equal opportunities, for example mentorship programmes through MINE, a network of diversity-smart companies and public organisations that promote increased diversity and inclusion in working life, stands for Mentorship, Inspiration, Networking and Education.

Charity activities

Ikano Bank always strives to act as a socially responsible organisation, a

preferred employer and a good local neighbour. We are engaged in a number of charity organisations and activities in all the countries we are present in. As part of our sustainability strategy our goal is to have at least one sustainability initiative in each market. Some of our social commitments:

ECPAT – protecting children from sex trade

ECPAT is a global network working to eliminate child prostitution, child pornography and child sex trafficking. Ikano Bank in Sweden contributes financially, and is also part of a network working to counter pornographic images of children being sold with payments through the financial systems.

Joannahuset – crisis centre for children

Joannahuset in central Copenhagen is Denmark's first crisis center for children. Here victims of abuse, violence, and

addiction can seek advice and shelter, 24 hours a day. Joannahuset will open in the spring of 2020, and Ikano Bank Denmark is proud to contribute with financial support.

Cheese Matters – learning about money

Cheese Matters is a program designed by Ikano Bank UK in partnership with Capital One and Eversheds Sutherland, to offer financial education and advice to pupils at secondary school. "Cheese" (American slang for money) covers everything from credit ratings to monthly budgeting.

Erica's Manna Mobile – free lunch for children

Erica's Manna Mobil is an association in Germany that provides children and young people in need with a free warm lunch every day. Our co-workers regularly supports the team around Erica's Manna Mobil in cooking and preparing lunch for the children and helping with the delivery and distribution of the warm meals.

Social Day

We believe that social commitment through financial support is good, but not enough. Direct action is equally important. That's the reason we started Social Day, an initiative giving all Ikano Bank employees the opportunity to dedicate one paid work-day per year to volunteer work.

20.4%

Percentage of our co-workers in all markets who participated in Social Day 2019.



Food and fun on Social Day in Germany

33 degrees, sunshine, great food and an adventurous obstacle course – those were the ingredients when Ikano Bank Germany turned Social Day to a summer party with Manna Mobil. And all co-workers had the chance to contribute.

Manna Mobil was founded in 2007 in Wiesbaden with one goal in mind: That all children and young people should have a healthy lunch in an atmosphere of acceptance and peaceful co-existence. A “manna”, freshly cooked daily, free of charge, open to every child who is hungry and looking for community.

This year Social Day at Ikano Bank Germany focused on hosting a summer party for the children and young people in Wiesbaden, in cooperation with Manna Mobil. The event was a part of “Wiesbaden Engagiert Action Week”, where local companies, charities, and public services cooperate to make the community better.

In the weeks and days before the party, invitation flyers were handed out by Ikano Bank co-workers, and for two days they worked in the Manna Mobil kitchen to prepare the food.

On the big day a parkour-inspired obstacle course and food stations were set up by Ikano Bank co-workers. Lots of portions of healthy, well-cooked food was handed out, to give energy to the party’s playful competitions. All in all, a very successful (and sweaty) day.

– We are already looking forward to our activities next year supporting social activities through our highly motivated team, says Anita Jäger at Ikano Bank Germany.





Auditor's sign-off

Auditor's report on the statutory sustainability report

To the general meeting of the shareholders in Ikano Bank AB (publ), corporate identity number 516406-0922

Engagement and responsibility

It is the board of directors who is responsible for the statutory sustainability report for the year 2019 and that it has been prepared in accordance with the Annual Accounts Act for Credit Institutions and Securities Companies.

The scope of the audit

Our examination has been conducted in accordance with FAR's auditing standard RevR 12 The auditor's opinion regarding the statutory sustainability report. This

means that our examination of the statutory sustainability report is substantially different and less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

Opinion

A statutory sustainability report has been prepared.

Stockholm 27 March 2020

Malin Lüning
Authorised Accountant
Deloitte AB