Sustainability Report 2024

Lendo Group

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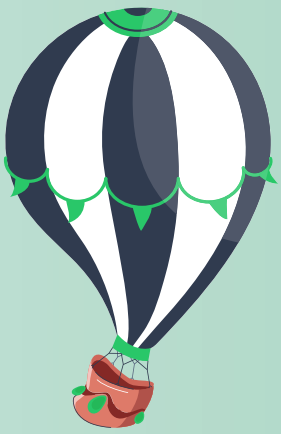


A word from the CEO of Lendo Group

Our 2024 Sustainability Journey: Renewed Focus and Stronger Impact

2024 was a year marked by transformation – not just in the financial services sector, but also within Lendo Group. Across the Nordics, we saw rising interest rates and new regulatory proposals. The financial market is complex and heavily regulated, this further underlined the urgent need for transparent, responsible, and trustworthy financial services.

Throughout the year, we acted on that need. We continued to develop tools and services that empower consumers to make informed financial decisions. Our teams delivered new digital features across markets, supported consumers with clear and relevant communication, and contributed to the public conversation on responsible finance. We strengthened our fraud prevention efforts and deepened our partnerships to better protect users and ensure a safe financial ecosystem. At the same time, we worked internally to raise awareness of topics like business ethics, data protection, and employee well-being.

At Lendo Group, we don't just respond to change – we prepare for it. In 2024, we also laid the groundwork for the future by reshaping our sustainability strategy for 2025 and beyond. We streamlined our focus to three strategic areas where we believe we can have the greatest impact: financial inclusion, consumer protection, and fraud prevention. These aren't new priorities – they've always been part of our mission – but we are now bringing them into sharper focus and placing clear responsibility within each market and brand.

Our mission remains unchanged: to empower poeple to make smart financial decisions. We do this not just through technology, but through collaboration, advocacy, and an unwavering commitment to acting responsibly – every day.

I hope this report offers you a clear and honest view of our sustainability work in 2024 – and how we are preparing for an even more impactful future.

Roar Bjærum
CEO of Lendo Group

1. About Lendo Group

Lendo Group is owned by Vend (former Schibsted Marketplaces) and consists of the companies Lendo (in Sweden and Norway) Mybanker in Denmark (including the Lendo brand Denmark) and Compricer (Sweden). Lendo Group operates marketplaces for price comparison of financial products and household expenses. This includes products such as consumer loans, car loans, business loans, credit cards, mortgages, and insurances, together with electricity and broadband.

Lendo was founded in Sweden back in 2007 when few players offered price comparison for consumer loans without affecting customers' credit scores. Back then, the credit check system worked differently and lenders on the loan market offered very little transparency. Together with a few chosen banks and the Swedish Credit Reference Agency, Lendo innovated the market by making it possible for users to receive sharp offers from lenders through our comparison site based on only one credit check. This resulted in better offers for loan takers and a more transparent market.

Lendo operates in Norway, Sweden, and Denmark. Lendo has always been about helping people keep control over their personal finances and lenders find quality customers. As a leader in our category, we have made it easier for people to get a fair price on loans, often reducing their interest rates substantially. We believe in a market built on trust and transparency. This is why we strive for openness between our customers and partners.

In 2022, Compricer and Mybanker became a part of Lendo Group to offer our customers smart financial choices within more categories (e.g., mortgages, private banking, and household expenses like insurance, electricity, and broadband).

Today, we are an established group of companies and a market-leading marketplace in Scandinavia. We still see ourselves as challengers and innovators, and that is reflected in our company culture.

The Lendo Group headquarters is located in Oslo. Due to Lendo Group being fully owned by Vend, please read the Annual Report 2024, including the Sustainability Statement, for further financial and compliance-related information about Lendo Group.

2. Sustainability At Lendo Group

2.1 Defining Sustainability at Lendo Group

Making positive contributions to the environment and the community is a fundamental pillar of our future value creation. A sustainable way of working is deeply rooted in the company's DNA and has been since the start in 2007. Lendo Group's purpose is to empower people to make smart financial decisions that actually make a difference in their lives. The business model itself has a positive impact on society. Providing digital marketplaces enables partners to compete on equal terms, which in the end benefits users. Our services bring transparency to the market, and users can find offers to reduce their financial costs.

However, Lendo Group's sustainability agenda goes beyond this. Defining our societal and environmental impact and understanding our stakeholders' priorities form the foundation of our sustainability focus areas and goals. Our point of departure is a materiality analysis based on an impact assessment and stakeholder dialogue conducted during 2020. In 2021, the company started measuring progress, which is the subject of this report.

Sustainability is a broad subject and can include various definitions and measures. This report highlights how Lendo Group affects the community through various initiatives and priorities within this area. These goals are divided into different aspects. Each aspect is presented with our long-term ambitions and what we have achieved so far, with a focus on our short-term goals in 2024.

2.2 Materiality analysis

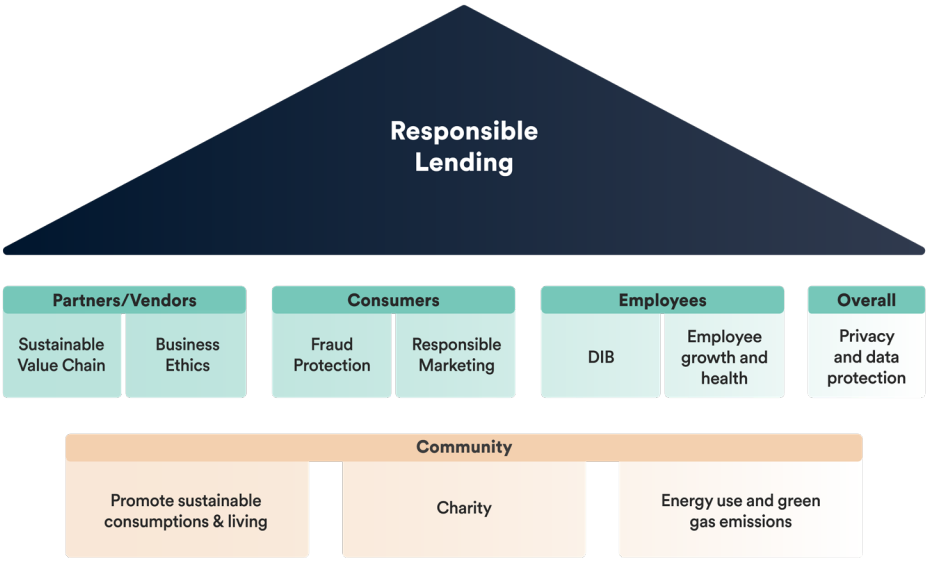
In 2019, we conducted our very first materiality analysis. We identified a list of 16 sustainability aspects covering all our material sustainability areas. It was based on previously identified aspects and a risk and opportunity analysis of Lendo's value chain. Our most important stakeholders were identified by mapping stakeholders based on interest in and influence on our business. The identified stakeholders were: users, lending partners, employees, regulators, media, and owners. Through a combination of surveys and analysis, we invited employees and users to prioritise the identified sustainability aspects. For some stakeholder groups, we performed a desktop analysis to identify their priorities.

Employees and users were also able to suggest additional aspects that they considered important. An impact assessment was conducted on the identified sustainability aspects, based on their relevance to Lendo and on the economic, environmental, and societal impacts of our operations. By combining the results from our stakeholder surveys and analysis with the impact assessment, we could further prioritise and select our material aspects. The result was presented, discussed, and validated in a management workshop. The material topics identified through the materiality analysis were prioritised according to three levels of importance: hygiene aspects, progress aspects, and our lead aspects.

In 2023, we updated and streamlined our sustainability plan and went from 16 aspects to 11. Some aspects were merged and others renamed for simplification and clarification of Lendo Group's ambitions. This was a result of Lendo Group developing and deepening our knowledge about sustainability. Details regarding the updates, including specific changes to each aspect, will be provided under the respective sections later in this report.

In 2024, Lendo Group revised the strategy to better meet the needs of stakeholders both internally and externally, and introduced a new governance structure. This did not affect the ongoing targets for 2024 and will be presented in the next sustainability report for 2025.

Sustainability Strategy 2024



2.3 Stakeholders engagement

Who did we engage with	How did we engage with them	Ranking from the stakeholder perspective
Users	Web survey	User perspectives are missing due to a lack of feedback.
Lending Partners	Interviews	Responsible Finance Employee growth and health Sustainable investments and lending
Employees	Web survey	Empowering people to make informed financial choices Responsible Finance Business ethics
Regulators	Desktop Analysis	Responsible Finance Empowering people to make informed financial choices Sustainable investments and lending
Media	Desktop Analysis	Responsible lending Responsible marketing Sustainable investments and lending
Owners, Vend	Interviews	Empowering people to make informed financial choices Privacy and protection of user data Diversity, Inclusion and Belonging Responsible marketing Fraud Protection

2.4 Ambitions and targets

Our service impacts our surroundings significantly, and being aware of the positive and negative environmental and societal impacts will be, and has always been, and will continue to be, considered in our business decisions. Our sustainability direction is based on the materiality analysis. To ensure an effective strategy that is suited to its purpose and aligned with the materiality analysis, we have defined a scope, long-term ambitions, and short-term targets for each aspect. Our performance will be evaluated yearly by the Board and management team, and the outcome of previously stated ambitions and targets is reported throughout this report.

3. The Lendo Group Story

3.1 Owners

Lendo Group is a fully owned subsidiary of Vend (former Schibsted Marketplaces), a family of digital brands with a strong Scandinavian position. Vend's strong focus on sustainability allows Lendo Group to continue to build on the already established sustainability platform. It gives Lendo Group the opportunity to grow, improve, and leverage expertise and the Vend sustainability network. Being owned by Vend also gives Lendo Group ethical guidelines and group policies to adhere to. These policies outline principles and standards for conducting business and act as our most important sustainability policy. Because the business we operate in is complex and Vend's guidelines do not cover all of Lendo Group's sustainability efforts, we have chosen to publish our own sustainability report. This report highlights some of the aspects from the Vend sustainability report but focuses on sustainable actions taken by Lendo Group in 2024 that are tightly connected to the business operations.

A Marketplace for Financial Services

Loan intermediation, Lendo Group's largest business area, is crucial for consumers and businesses to ensure economic freedom and growth. Many things are too expensive to pay for all at once. With a loan, it is possible to pay over time and access products and services needed now. It is a key attribute of any modern society. However, knowing where to get a loan is difficult. There are swarms of credit providers that have different ways of evaluating creditworthiness.

This is why people need Lendo Group. We are marketplaces for financial services - places to seek guidance, browse, get, and manage consumer loans, car loans, business loans, credit cards, mortgages and other household expenses. As the market leader in our category, we take it upon ourselves to shape and further develop the category to ensure the market grows on the right terms. This is why we believe in responsible finance as the new normal. This is also why we strive for openness between our customers and partners. But we must never forget to listen and respond to our customers' and partners' needs, providing them with the tools to navigate their financial landscape.

We take it upon ourselves to make comparison of financial products easy. At the end of the day, people deserve to borrow money on fair and transparent terms. Our goal is to make sure people who need and qualify for loans are presented with the best set of alternatives and empowered to make the choice that best suits their needs, and to make it easy for our partners to acquire high-quality customers. We truly believe the market needs our category and work hard to prove it every day.

A growing business

Lendo Group has broadened its business scope to better serve our users by incorporating price comparisons of additional financial products and household expenses. This expansion was facilitated through the acquisition of Mybanker in Denmark and Compricer in Sweden. Consequently, Lendo Group is now tasked with deepening its understanding and assessing the implications these new categories have on our sustainability strategy, as we are no longer just operating as a marketplace for loans.

Our goal is to ensure that we continue to empower individuals to make smart financial decisions that contribute to a sustainable future, extending beyond responsible lending into these new areas. This initiative began gradually in 2023, as reflected in the target evaluations described in this report.

3.2 Our purpose

Our purpose is to empower people to make smart financial decisions that actually make a difference in their lives. We know what our contribution means to people, and this is why we are proud to be working in Lendo Group.

3.3 Sustainability governance model

The Lendo Group executive management team oversees and governs Lendo Group's sustainability performance, as do the Lendo Group and Vend Board.

We aim to incorporate responsibility for sustainability into our core business. For each sustainability aspect identified, a member of the Lendo Group Management team is assigned responsibility for defining scope, ambitions, and targets related to the sustainability material aspects. Additionally, implementing, communicating, and evaluating performance according to the defined ambitions and targets are part of the yearly sustainability evaluation process. Each aspect owner is supported by the Sustainability Manager in designing and implementing the action plan for each aspect and for monitoring and communicating with the Country Managers within Lendo Group. The Sustainability Manager has overall responsibility for guiding the organisation and communicating our sustainability ambitions and targets, both internally and externally. The Sustainability Manager reports weekly to the Chief Strategy and Finance at Lendo Group.

The management team in Lendo Group consists of the Country Managers for Lendo Sweden,and Norway, the CEO of Mybanker, the CEO of Compricer, the Chief Financial Officer, Chief Product And Technology, and the CEO of Lendo Group. This composition enables the sustainability work to be integrated with the local market organisations.

Lendo Group has initiated an internal programme to boost the implementation of sustainability throughout the organisation. In 2024, about 8 employees were appointed as part of the Lendo Group Sustainability community, driving local market sustainability projects and also supporting aspect and action plan owners. The Sustainability Manager coordinates the community and acts as a link between the management team and the community.

3.4 Code of conduct and policies

Everyone within Lendo Group has a responsibility to uphold Lendo Group's reputation and principles. Due to Lendo Group being a fully owned subsidiary of Vend, we also have a responsibility to uphold Vend's reputation and principles. Through the way we interact with each other, meet our customers, and relate to our business partners, we build and strengthen our reputation as a group. The Vend Code of Conduct outlines our principles and standards for conducting business and serves as our key sustainability policy. It includes principles on human rights, labour rights, business ethics, equal opportunities, anti-discrimination, child and forced labour, anti-corruption, and protection of the environment. Lendo Group has no company-specific Code of Conduct but complements the Vend Code of Conduct with relevant employee training, such as anti-bribery training. Please find more information on the Vend Code of Conduct in Vend's Sustainability statement in their annual report.

The Vend Code of Conduct is available for all employees on our intranet, Vend Buzz, and training is given when deemed necessary. On the intranet, a link to the Speak Up Channel can also be found, enabling anonymous reporting of misconduct and breaches or potential violations. The Head of Legal within Vend receives these cases and delegates them to the appropriate managers to follow up. In Vend's Sustainability statement in their annual report for 2024, a list of all the policies included in Vend can be found, which is also active and available for Lendo Group employees.

4. Sustainability Risk Management

Constantly mitigating risks in our daily operations is key to a successful business. Our risks are annually reviewed by the responsible management teams. All senior managers have a responsibility to understand how sustainability risks intertwine with Lendo Group's operational, financial, legal, and reputational risks to ensure we are always compliant and proactive. Lendo Group has identified the following key sustainability risks:

4.1 Cyber threats

External cyber-attacks, misuse of our services, and threats against our internal IT security may cause incidents such as loss of personal data, fraud, loss of sensitive business data, and inaccessible or unreliable services. Incidents like these may cause reputational loss, litigation, and serious leakage of sensitive personal data, potentially threatening the privacy of users.

4.2 Fraud

Fraud, including identity theft and financial scams, continues to rise each year, harming innocent individuals. The loan industry attracts fraudsters because most financial providers rely solely on digital identification and online services. Fraudsters have misused the Lendo brand, among others, to deceive victims and commit financial fraud. This may cause operational and reputational loss.

5. Social impact

The “Lendo Group footprint”

The following sections include a deep dive into the materiality aspects that Lendo Group has assessed to be of the highest importance for our stakeholders combined. Each aspect is introduced by defining the management approach. In each section, Lendo Group explains the definition of the aspect, the long-term ambitions, the concluded actions and targets specific to 2024, the boundary and any limitations regarding the boundary of the impact, and finally the achieved progress on each aspect for 2024. The aspects are divided into sections that refer to the kind of impact that each aspect can be primarily linked to, which in this report includes: Societal impact, Our people, and Environmental impact.

Due to the service we provide and our significant market presence, we have a societal impact and a responsibility to deliver on our users’ expectations. Our service has, since the start, empowered people’s decision-making about loans and finances. We have also strengthened their influence and power towards banks and lenders, putting them in a position where lenders need to compete and be transparent to win customers.

In addition to this positive contribution, we also have an important responsibility to minimise the negative impact associated with our services. The negative impact could be attracting users who do not fully understand the long-term consequences of applying for a loan. We know that marketplaces for financial services have an impact on people’s financial situations and that users trust us to be an enabler of transparency in the market for loans.

Many of the sustainability areas that we in Lendo Group have defined as important to proactively make a positive contribution to have a societal impact on the communities we are part of. We start off with our most prioritised aspect - responsible finance.

Users trust and rely on the fact that our service strengthens their decision-making and is safe to use. We therefore play an important role in the lending and comparison value chain. Users will always have the possibility to scan the market for loan offers via the Lendo Group Services if they qualify for this. And if the user does not qualify, no sharp offers will appear. All of the above is at the core of what we believe responsible finance is about.

User empowerment and being a frontrunner in changing lending practices for the better in our category of marketplaces for loans are two sustainability perspectives we bear with us daily. We want to take ownership of the term responsible finance and make sure it grows as a must-have in our category. The aspects that measure the impact we have on society are:

- **Responsible finance** (p. 13)
- **Business ethics** (p. 19)
- **Privacy & data protection** (p. 21)
- **Fraud protection** (p. 23)
- **Responsible marketing** (p. 26)
- **Sustainable consumption** (p. 28)
- **Sustainable supply chain** (p. 30)
- **Charity** (p. 32)

5.1 Responsible finance

In today's rapidly evolving financial landscape, the need for responsible finance has never been greater. Consumers face increasingly complex financial products and varying levels of financial literacy. At the same time, the industry must navigate shifting regulations and growing demands for transparency and accountability. These challenges highlight the critical importance of building a financial ecosystem that is fair, ethical, and sustainable — a mission that lies at the heart of Lendo Group's approach to responsible finance. By focusing on responsible finance, we can also contribute to decreasing the overindebtedness existing in our society.

At Lendo Group, responsible finance is more than a commitment — it's our responsibility to lead by example. By addressing these interconnected challenges, we aim to empower consumers, protect their interests, and maintain a resilient and trustworthy financial ecosystem that benefits all stakeholders.

In 2024, this mission was structured by focusing on four areas of responsible finance:

Knowledge sharing

Internal knowledge sharing on principles to uphold responsible business practices.

Industry collaborations

Collaborate with industry actors and policymakers to change lending practices for the better.

Product development and customization

Developing customised products related to financial health.

Transparency & Empowerment

Transparently empowering users about the risks of over-indebtedness.

To ensure that the whole organisation works to uphold these principles, Lendo Group decided on 7 targets to achieve in 2024. We also decided to change the aspect name from responsible lending, to responsible finance, to better describe our ambition among all of our brands.

Material aspect	Ambition (long term)	Targets - 2024 (short term)	Responsible finance category	Progress on target
Responsible finance	Ensure that our services are transparent, and our users are aware of the risks of over-indebtedness	Build awareness of Responsible Finance Principles internally	**Knowledge sharing**	
		Improving Visibility of Impact KPIs	**Knowledge sharing**	
		Define Responsible finance for Compricer and Mybanker	**Knowledge sharing**	
		Championing Responsible Finance and Informed Choices	**Collaboration**	
		Develop personal finance tools & features to empower more people to make informed decisions	**Product development / customization**	
		Secure more Lendo customers through insurance	**Product development / customization**	
		Strengthen our responsible market leader position externally	**Transparency & empowerment**	

Evaluation of progress on targets in 2024

Knowledge Sharing

Building Internal Awareness of Responsible Finance

In 2024, we focused on strengthening internal awareness of responsible finance and integrating our Responsible Finance Principles into onboarding and employee engagement. While an overview of Lendo Group's sustainability strategy was included early in the onboarding program, the development of the principles took longer than expected and was finalized late in the year. As a result, promotion efforts were initiated, but full implementation was postponed until 2025.

The principles were introduced to new hires and shared with all employees through our "Lendo Group Talk" forum, as well as added to onboarding materials. Some teams took the initiative to discuss them further, notably the Danish customer service team, which held a workshop on the topic in autumn 2024.

In Q3, the sustainability manager and business development manager conducted workshops with all management teams to present the sustainability agenda and the Responsible Finance Principles. This led to a request from local teams to review and adapt the principles for local use and define local sustainability ambitions. These adaptations are set to be completed by spring 2025.

Improving Visibility of Impact KPIs

Lendo aimed to enhance internal visibility of In 2024, we aimed to improve internal visibility of the KPIs "savings for customers" and "number of people helped." While these metrics were used in smaller sustainability discussions, they were not communicated as broadly as planned, for example in group-wide all-hands meetings.

However, significant progress was made in defining and finalising the methodology for reporting "number of people helped" across markets. This provides a clearer view of our customer impact and lays the foundation for consistent reporting going forward.

Extending Responsible Finance to Compricer and Mybanker

In 2024, we set out to define what responsible finance means for Compricer and Mybanker, and to ensure their business models were reflected in Lendo Group's sustainability agenda.

Both Compricer and Mybanker began defining their local approach and targets to continue to move our company towards the long term ambition for responsible finance, during 2024, and by early 2025, both brands had established sustainability-related actions and targets aligned with the Group's principles.

Collaborations

Championing Responsible Finance and Informed Choices

In 2024, Lendo Group strengthened its public policy work by finalising a group-wide plan aligned with regulatory developments in Sweden. The plan outlines our role in promoting responsible practices and consumer protection as part of the lending ecosystem. Sharon Lavie, Savings economist for Lendo Sweden, participated in a panel debate during Almedalen, arranged by Swedbank, where she represented Lendo's perspective on consumer protection. This engagement further established Lendo as a thought leader in the societal conversation around the finance industry.

Throughout the year, all our Savings Economists – including the newly appointed economist in Norway – consistently contributed to public discourse through weekly media appearances, helping consumers make informed financial decisions and reinforcing our position on responsible lending.

We also planned a partner event on fraud prevention and consumer protection in collaboration with our banking partners. The event was held in early 2025, with planning and invitations initiated in late 2024.

Product development and customization

Develop personal finance tools & features to empower more people to make informed decisions

In 2024, Lendo Group continued integrating responsible finance into product development across all markets. Although the finalisation of new local sustainability key results was delayed until the end of the year, responsible finance remained a key priority and was actively embedded in both product enhancements and strategic planning.

Our commitment to developing personal finance tools that support long-term financial health resulted in tangible progress across the Group:

In Norway, Min Lendo was further enhanced with interest monitoring features.

In Sweden, Kreddy introduced interest monitoring for consumer loans and began exploring similar features for mortgages.

In Denmark, Mybanker launched mortgage interest surveillance as part of its profile offering.

Compricer continued to develop MyCompricer, supporting users in managing fixed household expenses.

In total, we reached 76% of our user target and achieved 88% of our overall goals when factoring in service improvements. These digital services reflect our commitment to responsible finance by helping users monitor loan conditions, understand their financial position, and make informed, sustainable choices.

Help secure more Lendo customers through insurance

In 2024, Lendo Group continued developing its insurance offering as part of our commitment to broader consumer protection. Insurance is a key element in helping consumers safeguard their financial well-being, and efforts were made to move from pilot to production phase in several markets.

We focused on increasing the share of customers who include insurance in their loan journey, and while attachment rates improved, the number of active insurances fell short of target. Overall, we reached 66% of our combined insurance-related goals.

The work carried out in 2024 laid a strong foundation for scaling insurance offerings further across markets, ensuring more customers have access to products that protect their financial health.

Transparency & Empowerment

Strengthening Our Position as a Responsible Market Leader

In 2024, Lendo Group continued reinforcing its role as a responsible market leader through increased transparency and knowledge sharing. We updated the sustainability sections across our Group websites, clearly stating our beliefs and commitments.
Our spokespersons across brands – including Lendo Sweden, Lendo Norway, Mybanker, and Compricer – frequently shared insights and data in the media on topics such as personal finance, consumer behaviour, and how to make smart financial decisions and save money. This consistent presence supported our ambition to empower consumers with timely, relevant information.

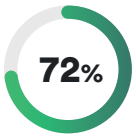
While the idea of producing a joint market report was explored, the decision was made to postpone it. Instead, we focused on sharing existing insights more continuously via our owned channels, social media, and media collaborations. These efforts contributed to our visibility and credibility as a responsible voice in the financial industry.

5.2 Business ethics

Long-term sustainable growth is fundamentally linked to robust business ethics. At Lendo Group, we understand that ethical practices are not just about adhering to regulations; they are about leading with integrity in every aspect of our business. We continuously evaluate and enhance our policies to prevent corruption, fraud, and other unethical behaviours, ensuring our actions align with our strong ethical standards.

In 2023, to simplify and clarify our focus, we changed the name of this aspect from "Fair Business Practices & Business Ethics" to just "Business Ethics." Operating in a highly regulated financial market, this refined focus enhances our commitment to compliance, which is crucial for our pivotal role in the lending value chain—bridging lending partners and end users. We provide clear guidelines and anonymous reporting channels to support our employees in addressing any unethical conduct they might encounter.

To ensure we keep moving forward in this area, we set up five targets within this aspect for 2024.

Material aspect	Ambition (long term)	Targets - 2024 (short term)	Progress on target
Business ethics	Act above compliance and strive to become the company setting the next ethical standard in our industry	Gather all static documents related to code of conduct	
		Improve awareness about whistleblowing channel, incidents etc.	
		Decide organizational ownership for Lendo Group's LMS	
		Add specific ethics related trainings to our LMS	
		Create a content plan on employee training	

Evaluation of progress on targets in 2024

Gather all static documents related to Code of Conduct

During 2024, we gathered all key documents related to our Code of Conduct and made them accessible to all employees via the internal Lendo Group information site. The site is now live, and this initiative was supported by clear communication: information was sent to all employees in our internal Slack channel and reinforced during a Lendo Group Talk on business ethics / Code of Conduct in autumn 2024.

Improve awareness about whistleblowing channel, incidents etc.

To strengthen transparency and trust, we continued our work to raise awareness about the whistleblowing channel. Two reminders were posted throughout the year on our internal Slack channel, and the information is also included in the onboarding material for new employees. This ensures that all employees know how to report concerns.

Decide organizational ownership for Lendo Group's LMS

We were not able to assign a dedicated owner for the Lendo Learning Management System (LMS) in 2024. However, the topic remains important and we aim to revisit it later. In the meantime, we uploaded several relevant trainings to the LMS to boost employee training in general and started discussions on how we could tailor the learning content to better fit our organization's specific needs.

Add specific ethics-related trainings to our LMS

Throughout the year, we explored ways to strengthen our ethics-related training. Although we initially planned to implement training through interactive dilemma scenarios or onboarding videos, we decided instead to focus on building awareness through other formats. This included a Lendo Group Talk on Code of Conduct/ business ethics explaining why this topic matters and how it ties into daily work. The session was recorded to enable wider distribution.

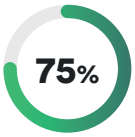
Create a content plan on employee training

A content plan for ethics-related training on our LMS was created, focusing on relevant themes such as ethical dilemmas in customer interactions. Due to limited resources, not all planned trainings were implemented. Still, we made progress: for example, all employees were invited to participate in a Lendo Group Code of Conduct session, which highlighted key principles and where to access additional learning resources. The customer service team also developed internal material around ethical challenges in customer-facing roles.

5.3 Privacy and data protection

At Lendo Group, we are committed to maintaining a high standard of security, privacy, and ethical responsibility across our organization. Our ambition is to ensure that all systems have clear ownership, that employees are equipped with the right knowledge through structured training, and that we have robust processes in place to manage data risks and incidents. By continuously improving internal competence and aligning with recognized frameworks such as NIST, we aim to build a secure and compliant digital environment that supports responsible innovation.

To reach our long-term ambition, we set three targets within Privacy and data protection in 2024.

Material aspect	**Ambition (long term)**	**Targets - 2024 (short term)**	**Progress on target**
Privacy & Data Protection	Ensure that we always respect and prioritise privacy and secure knowledge amongst employees and key functions within the organisation.	Internal competence and good processes	
		Follow up on privacy and data protection compliance	
		Keep security level and manage data risk	

Evaluation of progress on targets in 2024

Internal competence and good processes

In 2024, we continued strengthening our internal security governance by working towards assigning clear system ownership across the organization. A majority of our systems now have a designated owner with defined responsibilities. However, due to organizational changes and ongoing structural work in Mybanker Denmark, Lendo Norway, and Compricer, full implementation is still in progress. An asset registry was created in ServiceNow (Q2), and system owner assignments were mostly completed during Q3. Instructions for system owners are planned for rollout in 2025.

Follow up on privacy and data protection compliance

To maintain high standards in privacy and data protection, we ran a mandatory privacy training via our LMS platform during Q2. The course was based on previously developed video material and aimed to ensure that all employees across Lendo Group were aware of their responsibilities. Completion rates were high, contributing to a strengthened privacy culture across the organization.

Keep security level and manage data risk

Maintain NIST security score
In 2024, we maintained our commitment to strong IT security by keeping our NIST (National Institute of Standards and Technology) self-assessment score at or above 3.0. This annual score helps us monitor security maturity across systems, processes, and governance. The most recent assessment confirmed that we met our target. For the upcoming year, evaluations will be conducted at both local (country-specific) and group levels to provide a more granular view of our security posture.

Automate incident management
We made progress in implementing the Vend IMAS process for incident management, aiming to improve speed and consistency in handling security incidents. While the process has been introduced, full automation is still under development. In 2025, this work will continue with a broader focus on defining and aligning what constitutes an “incident” across the Lendo Group. This is a key step towards creating a unified and automated incident management framework for the organization.

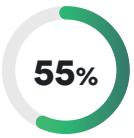
5.4 Fraud protection

Protecting customers and their data from fraudulent activities remains a top priority for Lendo Group. As our marketplaces are digital, we recognise that our platforms may be exploited by fraudsters, making it essential to uphold strong fraud protection controls. These include complying with regulatory requirements, strengthening automated security processes, and providing responsive and well-trained customer support.

In 2024, we aimed to take a more proactive and structured approach to fraud prevention across all Lendo Group brands. Our ambition was to improve internal coordination, foster stronger collaboration with partners, and increase both internal and external awareness. Through cross-market forums and targeted initiatives, we worked to build a safer environment for our customers. This approach also laid the groundwork for future innovation in this area, including exploring how artificial intelligence can support early detection of fraudulent activity.

Our long-term goal is to automate and enhance fraud detection mechanisms as early as possible in the application process. Collaboration with partners will continue to be critical, allowing us to receive timely feedback and anticipate new security threats. These combined efforts are intended to empower users, reduce risk exposure, and contribute to a more secure financial ecosystem.

To support this ambition, we set five concrete targets for 2024:

Material aspect	Ambition (long term)	Targets - 2024 (short term)	Progress on target
User Safety & Fraud Protection	Proactively work to prevent fraud incidents through our services	Continue developing Fraud forum	
		Enhance internal monitoring	
		Decrease the number of fraud applications i Lendo Sweden	
		Investigate fraud risks for Compricer and Mybanker	
		Create awareness internally and externally about our commitment to fraud prevention	

Evaluation of progress on targets in 2024

Continue developing the Fraud Forum

In 2024, we conducted three fraud forums as planned, bringing together key roles from Customer Relations and Partner teams across markets. The forums focused on identifying proactive ways to protect customers, address fraud trends, and increase knowledge-sharing across the group.

Enhance internal monitoring

We strengthened our internal oversight through several coordinated actions.

- **Reporting suspicious activity**

Surveillance of application data became more advanced, including continuous real-time monitoring of consistency, completeness, and behavioural anomalies in user submissions. In Lendo Sweden, we introduced technical safeguards such as disabling copy-paste functionality in the loan application form to reduce manipulation and scripting attempts.

- **Surveillance on tracking sources for marketing vendors**

We continued to develop our surveillance of referral traffic from marketing vendors to detect irregularities and identify suspicious traffic clusters. These actions enabled us to proactively block fraudulent behaviour before it progressed, particularly in Sweden where marketing sources had previously been exploited. Our teams are trained to recognise red flags, escalate incidents quickly, and follow defined protocols—strengthening our ability to act rapidly and protect customers.

- **Quarterly fraud reports for internal revisions**

Quarterly fraud reports were compiled and analysed to track evolving patterns, assess the effectiveness of our controls, and inform both tactical responses and long-term strategy.

- **Rigorous quality assurance of customer service including training**

To ensure that only legitimate users proceed through the application process, we strengthened our identity verification procedures, measurements and procedures varies from market to market but to mention some of our improvements we:

We improved our ID checks measures including for example: requiring the submission of each applicant's national identification number (CPR) to further validate identity and protect against impersonation. In cases involving third parties, we implemented a formalised power of attorney process, ensuring secure handling of relationships involving legal or family representation.

Decrease the Number of Fraud Applications

Thanks to a combination of these tools, stronger internal routines, and employee training, we achieved a 90% reduction in fraudulent loan applications from marketing vendors between 2023 and 2024. We focused on improvements in Lendo Sweden since this is our biggest market with most customers, and we plan to take learnings from this process further into our other markets.

Investigate Fraud Risks for Compricer and Mybanker

This initiative was initiated in late 2024 and will continue into 2025 as fraud prevention emerged as a strategic sustainability priority for the 2025 strategy. Local teams at Compricer and Mybanker are developing tailored risk mitigation strategies. Fraud prevention has been elevated to a strategic priority in these brands as well, and the Group is exploring AI-based tools to detect fraud more efficiently across platforms.

Create Internal and External Awareness of Our Commitment

Raising awareness was a key focus area in 2024:

- Our customer service teams received updated training on what signs to look for and routines if suspicions raises, supported by rigorous quality assurance reviews and continued implementation of the Customer Service Code of Conduct that reflects expectations for fraud handling and reporting.

- A partner event on fraud prevention was held in early 2025, featuring guest speakers from law enforcement and the banking industry. This forum aimed to build cross-sector knowledge, encourage shared accountability, and promote new collaboration models. Selected employees were invited to help arrange and attend the event, further spreading awareness across the organization.

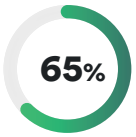
5.5 Responsible marketing

Marketing our services remains a fundamental component of our operations at Lendo Group. Upholding responsible marketing practices is essential, not only to maintain user trust but also to continue being a role model in the financial industry. As we navigate the stringent national and international regulations that govern financial service marketing, our commitment to ethical practices is more critical than ever.

Lendo Group is dedicated to empowering consumers by providing transparent and reliable information that enables informed decision-making. This approach has not only strengthened consumer trust but also enhanced their ability to make conscious choices about financial products. Over the past years, we focused on aligning our marketing practices with our long-term ambition to lead the industry in responsible marketing across all markets.

In 2024, our ambition was to promote responsible marketing across Lendo Group by strengthening internal awareness and ensuring that our communication supports informed and sustainable financial decisions. We focused on preventing non-compliant marketing practices by encouraging knowledge sharing between markets and began work on providing helpful content to customers who are denied credit, with the aim of reducing the risk of over-indebtedness.

We set two targets in 2024 to support our long-term ambition. Through these targeted initiatives, Lendo Group continues to lead by example, reinforcing our commitment to responsible marketing practices that not only adhere to high ethical standards but also contribute positively to the consumer experience.

Material aspect	**Ambition (long term)**	**Targets - 2024 (short term)**	**Progress on target**
Responsible Marketing	Promote and continue to be a frontrunner for responsible marketing within our industry in all markets	Increase awareness in marketing teams of how we prevent non-compliance marketing incidents across Lendo Group	
		Provide denied customers content to prevent over indebtedness	

Evaluation of progress on targets in 2024

Increase awareness in marketing teams of how we prevent non-compliance marketing incidents across Lendo Group

In 2024, we focused on increasing awareness around responsible marketing and preventing non-compliance incidents across all markets. As part of this, we shared Denmark's structured routines as a reference point for other markets to evaluate and strengthen their own processes. The topic was also discussed during the Group Marketing Meet-Up in early autumn, where the sustainability team joined to emphasize the importance of monitoring marketing practices. A group guideline was also created. Each market was encouraged to follow up locally.

Provide denied customers content to prevent over-indebtedness

To support consumers who are denied credit, we began exploring ways to provide helpful and preventive content in the rejection communication. The aim is to guide individuals toward better financial understanding and avoid over-indebtedness. This work, led by CRM and content teams, is ongoing and informed by how other brands within the group are approaching similar messaging. We did not, due to priorities, manage to implement this in all markets but this initiative will be revisited in 2025 with the goal of embedding this support as a part of our customer communication.

5.6 Sustainable consumption

Increased awareness of sustainability issues among consumers and regulators is changing current consumption patterns. The rising demand for sustainable products, along with the practices of sharing, renting, reusing, and repairing goods instead of discarding them, is reshaping traditional consumption habits. To ensure that Lendo Group continues to offer products and services that remain relevant to our users, we must adapt to these evolving consumer behaviours. Our position in the value chain allows us to influence consumer behaviour. Therefore, it is crucial for us to continuously support sustainable consumption.

Our long-term ambition in this area is to create awareness about sustainable consumption and promote environmental and social awareness about consumption. To foster our long-term ambition, we set one goal within this area in 2024.

In 2024, our ambition was to use our marketing channels to promote sustainable living and consumption, with a particular focus on financial sustainability. By providing educational content and expert insights, we aimed to support healthier financial habits among consumers and help build long-term financial resilience. While we made strong progress in promoting financial well-being, we identified room for growth in connecting our messaging more directly to environmental sustainability.

Material aspect	**Ambition (long term)**	**Targets - 2024 (short term)**	**Progress on target**
Sustainable Consumption	Create awareness about sustainable consumption and launch new products promoting it	Promote sustainable living and consumption in marketing channels	

Evaluation of progress on targets in 2024

Promote sustainable living and consumption in marketing channels

Throughout 2024, we worked to strengthen the role of financial education in our marketing and PR channels. Each market now has a dedicated savings economist or chief economist responsible for producing content that promotes financial literacy and sustainable financial behavior. Together, we published several blog posts and earned mentions in trusted media outlets, helping to raise awareness about responsible spending and saving. Although we did not fully meet our ambitions in promoting environmental sustainability, our work on financial sustainability provides a strong foundation for 2025.

5.7 Sustainable supply chain

In 2024, our ambition was to strengthen transparency and sustainability across our value chain by implementing structured follow-up with strategic vendors and engaging in dialogue with industry partners. We focused on assessing our partners' approach to sustainability, their understanding of our Code of Conduct, and how we can collectively promote responsible business practices in the lending ecosystem.

This work supports our long-term goal of building a more ethical, inclusive, and sustainable market.

Our long-term ambition is to raise the industry standard on responsible practices to increase the financial well-being of end users. Consequently, we established two short-term goals for 2024:

Material aspect	**Ambition (long term)**	**Targets - 2024 (short term)**	**Progress on target**
Sustainable Supply Chain	Contribute to raising the industry standard on responsible practices in favour for our users	Continued Implementation of routine for vendor assessment on their sustainability approach and/or knowledge of Lendo Group/Vend Code of Conduct	
		Be an active voice in the industry dialogue on the importance of responsible ownership and leadership	

Evaluation of progress on targets in 2024

Continued implementation of routine for vendor assessment (on strategic partnerships) on their sustainability approach and/or knowledge of Lendo Group/ Vend Code of Conduct

We continued the implementation of our vendor assessment process across Lendo Group by rolling out structured surveys to selected strategic partners in banking, marketing, and technology. The survey focused on vendors' sustainability practices and their familiarity with Lendo Group's and Vend's Code of Conduct. By the end of 2024, the surveys had been sent out to key partners, IT and marketing vendors. The responses confirmed that all participating vendors had ethical guidelines in place and had not identified risks related to human rights or working conditions. This forms part of a broader annual process we are committed to maintaining and expanding going forward. This action was also to meet the requirements of the Transparency Act in Norway.

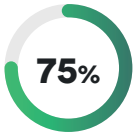
Be an active voice in the industry dialogue on the importance of responsible ownership and leadership

In 2024, we worked to strengthen our role as an active voice in promoting responsible ownership within the lending industry. We planned and prepared a partner event focused on fraud prevention and new regulations, which was held in early 2025. Leading up to the event, we engaged in multiple conversations with our partners about how we can collectively raise the bar for industry standards. These discussions marked an important step toward fostering shared responsibility for ethical practices across the value chain, and we intend to build on this momentum in 2025. At the event, our CEO held a speech mentioning how we support stricter regulations and better fraud prevention to better protect consumers.

5.8 Charity

Lendo Group has a longstanding commitment to supporting charitable causes that align with our corporate values and enhance community well-being. Historically, our involvement in charity has been both a reflection of our corporate responsibility and a source of pride for our employees, fostering a culture of empowerment and collective contribution.

In 2024, however, we faced challenges in our unified charitble agenda engagements since we did not prioritize this in our sustainability agenda. Our ambition was to clarify our approach to charitable engagement across Lendo Group—whether to unite around a single Group-wide cause or support local initiatives in each market. Our goal was to ensure that our efforts are meaningful, relevant, and aligned with local needs and company values.

Material aspect	**Ambition (long term)**	**Targets - 2024 (short term)**	**Progress on target**
Charity	Continue to supporting non profit organisations and initiatives that aims to help other people in the world that are in need of financial support and or other support	Decide if we should have a common Charity to support or do individual initiatives in each market/company	
		Assess which charity organisations we are supporting in Lendo	

Evaluation of progress on targets in 2024

Decide if we should have a common charity to support or do individual initiatives in each market/ company

After evaluating different approaches, we decided to let each market decide on what and how to support local charity initiatives, rather than adopting a single Group-wide cause. This allows each country team to choose partnerships and causes that resonate with their local communities and employees. A message was shared with country managers and local responsibilities to support this direction and encourage the start of local initiatives aligned with this decision.

Assess which charity organisations we are supporting in Lendo Group

In addition to identifying the charity set up in Lendo Group, it was also our goal to assess which charity organisations were supported locally by our subsidiaries. Lendo Sweden supported “Barncancerfonden” and Compricer supported “Min Stora Dag.” Although a thorough assessment was not prioritised, it is unlikely that a more detailed investigation would have yielded different results.

6. Our people

The success of Lendo Group is deeply rooted in our commitment to our people. We strive to create a workplace that not only complies with laws and regulations but also reflects the values set out in both Lendo Group and Vend Group policies. These include clear guidelines on anti-discrimination, bullying, and harassment, as well as accessible tools like our whistleblowing channel. Acting responsibly and fostering an engaging, respectful work environment are fundamental to attracting and retaining.

We believe that optimal performance is achieved through a diverse and inclusive workforce—one where every employee feels safe to contribute their ideas, be themselves, and grow. Diversity, inclusion, and belonging (DIB) are therefore central to how we define success. Our policies are supported by concrete initiatives and leadership engagement to ensure everyone has equal opportunities to thrive.

As part of our broader sustainability strategy, we prioritise creating a culture that supports professional development, innovation, and personal well-being. This includes providing tools and opportunities for growth, promoting work-life balance, and respecting employee integrity. In 2024, our consistently low attrition rate continued to reflect a healthy work environment and a high level of employee engagement—an outcome we monitor closely and aim to strengthen further through structured talent development and leadership initiatives.

6.1 Sustainable Employeeship

At Lendo Group, our people are at the heart of everything we do. In 2024, we advanced our long-term ambition to build a workplace where employees feel empowered to grow, supported in their well-being, and included for who they are. Recognising the deep connection between development, inclusion, and health, we have brought these efforts together under one unified focus area: Sustainable Employeeship.

This approach reflects our belief that building a thriving, innovative organisation requires more than individual initiatives—it requires a culture where learning, leadership, and belonging go hand in hand.

In 2024, we supported employee growth through tools, developing our talent management process and its various modules, and launching a Lendo Group Talk on navigating one's own development. We ran two successful Health Weeks focused on mental and physical well-being, and introduced training on psychological safety for leaders. Our people strategy continued to be embedded in regular planning and review routines across the business.

We maintained a strong commitment to Diversity, Inclusion & Belonging (DIB). We expanded our efforts to include Compricer, launched inclusive training for all employees, and initiated follow-up workshops to deepen the impact of previous DIB learning. For us, diversity means recognising all visible and invisible differences. Inclusion is about embracing and respecting them — and belonging is the culture we create when those differences are equally valued.

By investing in sustainable employeeship, we continue to strengthen our people, our culture, and our capacity to grow together — responsibly and resiliently.

Material aspect	**Ambition (long term)**	**Targets - 2024 (short term)**	**Progress on target**
Sustainable Employeeship	Create a workplace where all employees are provided with the necessary tools to develop skills and knowledge, and contribute to innovation while fostering an inclusive culture where everyone feels like they can be themselves.	Help employees driving their own development	
		Arrange two "Healthweeks"	
		Continuing the work with implementing the people strategy	
		Arrange one competence building activity for leaders "psychological safety"	
		Include Compricer in the DIB work	

Evaluation of progress on targets in 2024

Help employees driving their own development

We want all employees to feel ownership of their own learning journey. To support this, we hosted a Lendo Group Talk on how to navigate personal development, which is now available in our LMS for all employees to revisit. We also planned to do a practical handbook to help guide employees in reflecting on their growth, goals, and career opportunities at Lendo Group, but due to resource constraints, we were unable to publish or implement it.

Arrange two "Healthweeks"

In 2024, we successfully ran two Lendo Group Health Weeks. The first, "Move in May," was a step competition across offices. The second, held in the fall, focused on both mental and physical health. Activities included laughter yoga, hiking, digital sessions on positive thinking, and a "cudos wall" where employees could show appreciation for colleagues. The initiatives brought teams together and highlighted the importance of well-being in a fun and engaging way.

Continuing the work with implementing the people strategy

The implementation of our people strategy continued across the group, guided by clear communication, integration into business review routines, and a focus on career development and leadership. While the structure around business review integration is still being refined, the commitment to embedding the people strategy in day-to-day leadership and planning is strong and ongoing.

Arrange one competence building activity for leaders: "Psychological safety"

As part of our leadership development efforts, we introduced training on psychological safety — a key component of inclusive and high-performing teams. This was done through existing leadership gatherings and also explored through available digital courses, ensuring flexibility and relevance across markets.

Include Compricer in the DIB work

In 2024, we extended our Diversity, Inclusion & Belonging (DIB) initiatives to include Compricer. All employees at Compricer completed unconscious bias training, and leaders received the Vend leadership toolbox. This helped lay the foundation for more inclusive leadership across the broader group.

Arrange inspirational training for all (digitally) on being curious about colleagues' visible and invisible competences and personality

We tied this initiative to a Vend DIB crash course, making it accessible via Workday. A digital Lendo Group Talk also provided insight into how curiosity and inclusion support collaboration and innovation.

Follow-up team workshops on Vend's DIB training

To deepen the impact of previous DIB training, we initiated the planning of team workshops as follow-up activities. The ambition is to enable Lendo Group Managers (LGM) to lead future workshops themselves. While the full rollout is scheduled for 2025, groundwork and leadership engagement began in 2024.

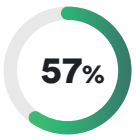
7. Sustainable business model & Environmental impact

This section focuses on the environmental impact and outlines the identified material aspects that organise our work in this area.

7.1 Energy use and green gas emissions

Lendo Group is committed to reducing our greenhouse gas emissions in alignment with Vend's ambitious targets. As key members of the Vend family, Lendo and Compricer in Sweden, as well as Lendo in Norway, operate from Vend-owned office buildings. This strategic alignment ensures that our initiatives and targets for lowering emissions are seamlessly integrated with those of Vend.

Our efforts focus on supporting Vend's energy and emission initiatives within our shared office spaces. We recognise that our day-to-day activities, from recycling efforts to managing energy consumption in our offices and during business travel, contribute significantly to our overall environmental impact. Consequently, we remain committed to Vend's high standards for sustainability.

Material aspect	Ambition (long term)	Targets - 2024 (short term)	Progress on target
Energy use and green gas emissions	Lower our greenhouse gas emissions in line with Science Based Targets.	Continue to follow and support Vend objectives on emission and energy improvement initiatives within the offices located in the Vend buildings	
		Investigate how we can improve on this aspect in our non Vend operated offices i.e the Danish office	
		Share internal knowledge on sustainability report and Climate Roadmap to 2040	
		Create a Lendo Group Travel Policy	

Evaluation of progress on targets in 2024

Continue to follow and support Vend objectives on emission and energy improvement initiatives within the offices located in the Vend buildings

Throughout 2024, we actively continued to align with Vend's environmental objectives. This included supporting shared initiatives related to emissions and energy use in offices located within Vend buildings. By following their group-wide improvement measures, we contributed to a more sustainable office environment and ensured alignment with overarching climate goals.

Investigate how we can improve on this aspect in our non-Vend operated offices (i.e. the Danish Mybanker office)

Recognising that not all Lendo Group offices are located within Vend-owned premises, we launched several small-scale initiatives in Denmark to explore improvements in day-to-day office sustainability. This included switching to a more sustainable lunch caterer, introducing coffee ground recycling, and reducing single-use waste. These initiatives were successful and well received. However, due to resource constraints, work on establishing a policy for IT equipment and lifecycle management is still in progress.

Share internal knowledge on sustainability report and Climate Roadmap to 2040

One of our goals was to create more awareness internally around Vend's Climate Roadmap to 2040 by including it in a Lendo Group Talk or All Hands meeting. While planning was initiated, we did not reach this target in 2024 due to limited resources. We still aim to carry this out by inviting a representative from Vend's sustainability team to present the roadmap to our employees in 2025.

Create a Lendo Group Travel Policy

We began the process of creating a Lendo-specific travel policy based on Vend's framework. A draft was developed during the year, and work was initiated to assess travel tools like Egencia for the Danish team. While this target was not fully implemented by year-end, the groundwork is in place and will be finalised as resources allow.

8. Strategy 2025

Strengthening Responsible Finance

To further integrate sustainability into Lendo Group's core business and strengthen our position as a leader in responsible finance, we have refined our framework and governance structure. In 2025, we will focus on three strategic areas: Financial Inclusion, Consumer Protection, and Fraud Prevention. These are supported by ongoing work in sustainability culture, people, and operations.

A key change for 2025 is that Lendo Group Management is no longer responsible for individual focus areas. Instead, each Country Manager is now fully responsible for delivering across all three focus areas within their local market, ensuring stronger ownership and more integrated execution.

1. Financial Inclusion

- Develop and promote personal finance tools and features that improve financial literacy and decision-making (e.g. PFM services)
- Increase external communication and marketing efforts to empower consumers and reduce the stigma around debt
- Build internal awareness of responsible finance across local teams

2. Consumer Protection

- Continue public policy advocacy to improve lending practices and prevent over-indebtedness
- Strengthen Lendo Group's voice in public discussions across all markets
- Provide clear, educational information to denied customers on how to improve their financial health
- Support local teams with regulatory engagement and insights

3. Fraud Prevention

- Expand the internal Fraud Forum for cross-market learning
- Launch the first Lendo Partner Forum on fraud prevention and consumer protection
- Strengthen collaboration with partners to raise industry awareness
- Drive internal innovation and detection capabilities to stay ahead of fraud

9. About the report

This is Lendo Group's fourth sustainability report, covering the period from 1 January to 31 December 2024. We have also chosen to include key focus areas for 2025 at the end of the report that will lay the ground for our fifth sustainability report. Our ambition for this report is to be transparent and share our approach, performance, progress, and targets in the area of sustainability from 2024 onwards.

It is important to note that this report has not been quality assured by an external body. However, like the 2023 report, it has been prepared using the international measurement framework of the GRI Standards as a source of inspiration on how to display a materiality analysis, stakeholder analysis, the management approach, governance, targets for 2024 and the KPI measurements that Lendo Group has used to measure progress for 2024. For further details on the reported data referring to sustainability, please refer to the Vend annual report, which includes the Vend Sustainability Statement for 2024.

This report does not adhere to ESG (Environmental, Social, and Governance) standards, but it aligns with our commitment to transparency and continuous improvement in our sustainability efforts. For comprehensive ESG-related data and analysis, please consult Vend's annual report.

We would also like to acknowledge that this report has been drafted with the assistance of ChatGPT.

9.1 Scope and boundaries

Data is gathered through central management systems or functions if no other information is stated. The base year for data is 2024.

Environmental data

This report states no measurements on environmental data related to greenhouse gases. To gain insights in this area, refer to the Sustainability Statement in the Vend annual report, which includes some environmental data such as greenhouse gases.

9.2 Point of contact

If you have any questions about the sustainability report, you are welcome to contact

Johanna Björnbäck, Sustainability Manager at *sustainability-lendo@lendo.group*