



Sustainability Report 2017

intrum

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CEO foreword

It has now been two years since I had the honor of announcing Intrum's participation in the United Nation's Global Compact initiative. Since then, we have worked committedly to advance Intrum's efforts to integrate its principles into our business strategy, culture and day-to-day operations.

In this report, we would like to share our progress towards meeting the principles, stipulated in the United Nation's Global Compact, with regard to human rights, labor, the environment and anti-corruption.

Effective from 2017, Intrum is obliged to report its progress on sustainability in accordance with the EU Directive on the Disclosure of Non-Financial and Diversity Information, and this report has been developed to meet the requirements of that directive.

As the undisputed market leader in the credit management services sector, we have a strong responsibility to contribute to and lead the way to a sound economy. Both for individuals, companies and for the entire society.

It is my pleasure to confirm our continued support for the United Nation's Global Compact. At Intrum, we are dedicated to continuously advancing our integration of the Global Compact and its ten principles into our business. Starting in 2018, Intrum will also be making the utmost effort to work towards and advance the United Nations' Sustainable Development Goals.

Mikael Ericson
CEO and President, Intrum



Intrum in brief

Intrum is the undisputed market leader in credit management in Europe. We help companies prosper by caring for their customers and considerably helping people to become debt-free. There are more than 8,000 of us working in 24 European countries. Intrum is working actively to lead the way towards a sound economy where payment flows work, and people become debt-free and achieve sound private finances.

We offer a complete range of credit management services that cover companies' entire credit management chain, from credit optimization and payment services to collection services. With Intrum's financial services, such as factoring, payment solutions for e-commerce companies and purchased debt, we help our customers to succeed.

Intrum has around 80,000 clients in Europe that operate in virtually all sectors. We work with tens of thousands of small, entrepreneurial companies and medium-sized companies that see the benefit of focusing on their operations rather than on payment management.

Lindorff was founded in 1898 and Intrum Justitia was founded in 1923. Together, we became Intrum in 2017. With more than 100 years of experience in the credit market behind us, Intrum is today Europe's leading credit management company. In addition, we partner with representatives in some 160 other countries to assist clients with their operations and to help people become debt-free both within Europe and beyond.

Introduction

Leading the way towards a sound economy is Intrum's purpose. Our foremost contribution to sustainability is our commitment to promoting financial sustainability and a sound economy for individuals, companies and entire societies. In order for us to approach our vision of being trusted and respected by all who provide or receive credit, pursuing sustainable business practices is a prerequisite.

Economic sustainability

Payments being made on time are fundamental to sustainable communities. By ensuring that companies are paid on time while helping people to become debt-free, Intrum contributes to the growth of society and to a sound economy for all. We are keen on pursuing our business with high ethical standards, including zero tolerance towards corruption and bribery and other illicit behavior.

Environmental sustainability

Intrum's environmental policy stipulates that we are to limit our climate impact to the greatest possible extent. We work actively to reduce our direct and indirect emissions of greenhouse gases.

Social sustainability

Efforts in social sustainability comprise an important process not only internally within Intrum, but also externally. For us, this means dedicated work to promote the fundamental human rights, as well as providing our employees with the best possible working conditions.



As the undisputed market leader, we bear a great responsibility, particularly in terms of sustainable development. Financial sustainability goes hand in hand with environmental and social responsibility. As the market leader, promoting the development of a sound economy, we are required to pursue dedicated efforts in economic, environmental, as well as social sustainability.

Framework

Intrum has been a signatory of the United Nations Global Compact since 2016. Accordingly, we are committed to integrating the Global Compact and its ten principles into our strategy, culture and daily operations. The ten principles originate from internationally recognized conventions and declarations relating to human rights, labor, the environment and anti-corruption. These principles serve as our guiding framework in our sustainability work and reporting. Our commit-

ment as signatories of the Global Compact is incorporated into our principal policy – our Code of Conduct.

Code of Conduct

We are committed to high standards of business conduct and integrity in everything we do. Intrum's Code of Conduct provides the framework within which all employees and business practices involving Intrum and our subsidiaries are governed, conducted, managed and regulated. The Code of Conduct forms a substantial part of Intrum's corporate governance structure and is outlined through Group-wide instructions providing further guidance, procedures and information on how to manage particular situations.

The Code of Conduct affirms our long-standing commitment to comply with laws and regulations, but also to conduct our business in alignment with our core mission: to help companies



prosper by caring for their customers, guided by our contribution to sustainable development, and our defined values of Empathy, Ethics, Dedication and Solutions.

Our ambition is to secure the integration the Global Compact and its principles throughout our operations and our value chain. The Code of Conduct shall be signed by a wide range of those involved in our business, ranging from our employees to independent contractors, suppliers, field collectors, agencies, consultants, external board members or anyone representing Intrum. We only cooperate with clients, business partners and suppliers who operate in compliance with laws and regulations, good business practices and who maintain high ethical standards. It is mandatory for all of our employees to complete a training program on our Code of Conduct.

The Code of Conduct is approved by the Board of Directors. The Compliance function is responsible for monitoring, control and annual review of the policy, and also ensures that material breaches or incidents are immediately escalated to the CEO and the Board.

Reporting breaches of the Code of Conduct

We encourage all of our employees to report known or suspected misconduct under our Code of Conduct and related policies. Failing to report an infringement may itself be a breach of the policy. Reports shall, to the greatest extent possible,

be reported to the assigned officers, or escalated directly to the Group Compliance Officer or the Head of the Group Internal Audit.

Reports can also be made anonymously through a whistle-blower mechanism – our Code of Conduct Hotline. The Hotline is a multilingual service available through the web and by telephone. Reports made through the Hotline system are forwarded to the Ethics Council. The Council evaluates and assess the information received in strict confidentiality and determines the appropriate course of action.

We apply a strict policy of non-retaliation against reports of known or suspected misconduct or violations. Regardless of whether an issue is escalated anonymously or not, the assigned officers receiving such reports treat all information in strict confidence.

As signatories of the United Nations Global Compact initiative, Intrum has committed to operating responsibly in alignment with the ten Global Compact principles.

We report our progress annually, making the Global Compact and its principles an integral part of our company.

We support the vision of a world where everyone everywhere fully enjoys universal human rights. That vision can only be realized if we, as a company, take responsibility by respecting and promoting human rights. We are role models in our sector, which affords us both the opportunity and the responsibility to support and respect the protection of internationally proclaimed human rights.

Human rights

Significant impact areas

Intrum's overarching goal for all social, environmental and economic topics covered by this report is to limit our negative impact and to seize opportunities to enhance our positive impact. We have identified the areas where we have the most significant impact in relation to our business – positive as well as negative. Based on our significant impact areas, our goals for the near future are set out in alignment with the relevant sustainable development goals (SDGs) for each topic.

The significant areas of impact on Human rights, where our business is concerned are:

- 1. Data protection**
- 2. Equality and non-discrimination**
- 3. Labor rights**
- 4. Education**
- 5. Stakeholder engagement**
- 6. Philanthropic activities.**

Our impacts are considered under each section, as well as our policies and actions relating to the respective topic.

1. Data protection

The nature of our business involves dealing with large quantities of personal data. Misuse of sensitive information could inflict major harm, for people and for our own reputation. For us, the human right of freedom from arbitrary interference with privacy is a central premise. We have clearly formulated policies to ensure that this fundamental right is met.

Confidential information such as personal data can only be discussed among employees when necessary to carry out required work tasks. Personal data is any information relating to an identifiable natural person, directly or indirectly, by reference to an identification number, and/or specifics like physical, physiological, mental, economic, cultural or social factors. The protection of natural persons in relation to processing personal data is a fundamental right, whatever the background, nationality or residence of the individual. This is stated in our Code of Conduct. In addition, we have a Data Protection Instruction that applies to all of our employees. Each of our operational entities has a Data Protection Officer who is responsible for compliance with legal

requirements, promoting awareness and providing guidance, among other things.

In 2017, we worked rigorously to enhance the protection of personal data and to ensure compliance with the General Data Protection Regulation (GDPR). We are prepared to be compliant with GDPR by the enforcement date of May 25, 2018.

2. Equality and non-discrimination

Violations of the fundamental principle of equality and non-discrimination could inflict major harm for a considerable number of people.

For us, this principle is highly relevant for all with whom we interact. That includes our own employees and everyone who represents us and extends to our customers, clients and all of the consumers with whom we seek to communicate. We only cooperate with clients, business partners and suppliers operating in compliance with laws and regulations, good business practices and who maintain high ethical standards. All of our employees have completed a training program on our Code of Conduct which informs them about how to interact with different stakeholders in our daily operations, including clients, customers, business partners and society.

For us, this fundamental right, entails both opportunities and responsibilities. The right to equality and non-discrimination is protected and explicitly formulated in our Code of Conduct and Human Resource (HR) Instruction. Intrum expressly prohibits any form of discrimination, intimidation or harassment based on race, color, gender, national origin, religion, age, sexual orientation, gender identity, disability, or any other status protected by law. This is formulated in our Code of Conduct, and applies to everyone who represents Intrum, ranging from employees to suppliers.

The principle of equality and non-discrimination also comes with the opportunity to actively empower women and to promote inclusion of minorities. We consider diversity factors such as gender, age, nationality, religion and sexuality to be assets. Intrum strives to create and maintain a work environment in which people are treated with dignity, decency and respect. In order to achieve such a work environment, equal opportunities and other fundamental labor rights are of vital importance.

3. Labor rights

The well-being of our employees is important to us. Our ability to succeed is highly dependent on the well-being, skill and motivation of all of our employees. In the area of human rights, we have identified labor rights as a salient issue for our business. Due to the proportion of the subject labor rights, this area is handled separately under the section Labor, page 11–13.

4. Education

We consider everyone's right to education as an opportunity where we can make a lasting contribution, particularly with regard to financial literacy. Throughout Europe, we are pursuing a number of educational initiatives. In Germany and France, for instance, we have local initiatives with the purpose of educating and informing people about the consequences associated with credit. In Sweden, we have launched the concept Spendido, which is an interactive web-based lecture for high-school classes. The lecture discusses the implications of buying on credit, consequences of non- or late payment, and the processing of debt. We plan to spread the Spendido concept to other European countries within the near future. Our educational initiatives are important in preventing indebtedness. This work is particularly important in order to prepare the next generation for today's complex economic reality.

We desire to share our knowledge and expertise for the common good. Since 1998, we have conducted annual studies regarding the impact of late payments on European businesses. We also study the household economy of European consumers on an annual basis. Data from our reports, European Payment Report and European Consumer Report, are used by actors, ranging from policymakers in the European Union, to media channels throughout Europe and our own customers.

5. Stakeholder engagement

Addressing the potential impacts of our operations on our stakeholders is relevant for a number of human rights, such as the human right to an adequate standard of living, the right to health, the right to free, prior and informed consent. Addressing the views and perspectives of stakeholders is not only relevant for the purpose of human rights, but also with regard to impacts related to labor standards, environment and economic matters, such as corruption. For these purposes, we identify the need to engage with our stakeholders on sustainability matters for our future sustainability work.

The United Nations Sustainable Development Goals (SDGs) guide us to understand how we can contribute to sustainable development as well as the direction of future policy at the international, national and regional levels. To consider the perspectives of stakeholders in our sustainability work, we have aligned our impacts with regard to human rights to the SDGs. In order for us to reduce our potential negative impact and enhance our positive impact, we have identified a number SDGs as particularly relevant for our business. The relevant SDGs guide Intrum's targets for 2018 with regard to Human Rights and the aspects of sustainability addressed in this report.

6. Philanthropic activities

To accelerate the progress of meeting the Sustainable Development Goals, Intrum can make a meaningful contribution by entering partnerships with companies or organizations. Through financial support to the initiative Hand in Hand, our objective is to promote the progress of meeting the SDGs outside of the sphere in which we operate. The aim of the Hand in Hand initiative is to eradicate extreme poverty by providing education, training and, where necessary, financing to promote the creation of local businesses – particularly for women.

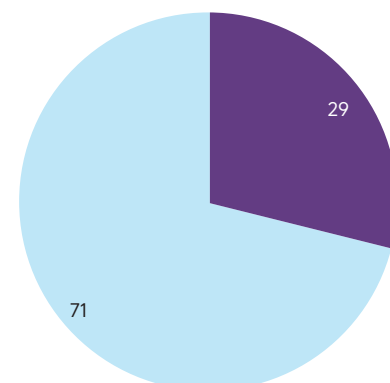
In 2017, we received a 24-month progress report from the Indian village Chithanakavoor, which we supported between early 2015 and the end of 2016. The report shows that the project has been successful and has made major positive

contributions to the community and its members. The program has led to improved economic conditions, which in turn have made families self-sustainable. The training provided for women has made them self-reliant and contributed to financial support for their families. The awareness of the importance of education has increased and is predicted to increase employment opportunities in the future. The living environment has improved and a movement towards efficient management of natural resources has been initiated. Hand in Hand continues the work with the community members to safeguard the sustainability of the various programs in the village.

In 2017, we also initiated a new village-uplift program together with Hand-in-hand in northern India. The new program has the same objectives as the program that ended in 2017.

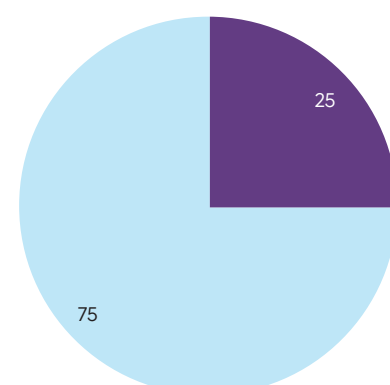
Composition of Group Management Team

● 4 females, %
● 10 males, %



Composition of the Board

● 2 females, %
● 6 males, %



Progress

We are dedicated to continually improving our performance in the areas of human rights, labor, the environment and anti-corruption.

Principles 1 and 2 of the Global Compact refer to human rights. Our progress in relation to the goals we had established for 2017 is communicated below.

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2:** Make sure that they are not complicit in human rights abuses.

Targets for 2017	Status	Comments
All employees shall adhere to Intrum's Code of Conduct.		All employees are provided with training for our Code of Conduct, thereafter the policy is signed. In 2017, we had 25 cases reported to our Code of Conduct Hotline which indicate breaches of our Code.
Improved Personal Data Protection by implementing the European Data Protection Regulation within all of our operational entities in order to safeguard customer data and data related to our employees.		In 2017, we have enhanced the personal data protection and prepared for compliance with the GDPR by the enforcement date 25 May 2018.
Disseminate our financial education across our markets in order to raise awareness on the importance of a sound household economy and equipping youth for a financially complex reality.		Target partly achieved. We have disseminated our financial education through our reports in 2017. Our ambition to increase the geographical scope of our local educational initiatives remains as a goal for 2018.
Identify possible risks regarding human rights in relation to our partner networks.		Potential risks regarding human rights in relation to our partner networks have been identified. Our Code of Conduct now include human rights. Partner networks as well as suppliers and other actors are required to comply with our Code of Conduct.
Update and clarify instructions in our Code of Conduct Hotline to clearly include human rights matters. Inform and encourage our employees to raise and report human rights matters, e.g. anonymously to our Code of Conduct hotline.		Target successfully achieved.



Achieved



Ongoing



Not achieved

Goals

Deriving from the significant impact areas on human rights in relation to our business, we have formulated targets for our sustainability work with regard to human rights for the upcoming year.



SDG 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

- Expand the geographical scope of our educational initiatives.
- Provide our employees with training and education to raise the awareness of human rights.



SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable.

- Initiate a forum for dialogue with our external stakeholders.
- Make the views and perspectives of our stakeholders an integral part of our sustainability work.



SDG 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development.

- Engage in philanthropic activities that support the achievement of the sustainable development goals through multi-stakeholder partnerships

Our employees are the key to our success. We seek to be the credit management sector's most attractive employer. To achieve our highly ambitious objective, we are dedicated to providing our employees with the best opportunities and the best possible working conditions. That entails being committed to the personal development of our employees, safeguarding the motivation and security of our employees, as well as instituting non-discriminatory practices and embracing diversity and inclusion.

Labor

Significant impact areas

The labor-related risks in relation to our business are primarily associated with the provision of fair treatment and security for all of our employees. Fair treatment refers to the right to equality and freedom from discrimination in respect of employment and occupation. Security for our employees refers to the right to just and favorable working conditions, the right to a safe working environment, the right to form and join trade unions and the right to collective bargaining. These aspects are all fundamental labor rights, as well as human rights. We are committed to safeguarding that each and every employee, throughout our operations, enjoys their substantial rights.

For our business, we also perceive considerable opportunities related to labor. As we strive to be the most attractive employer in our industry, we see the opportunity to advance relevant sustainable development goals by providing good health and well-being, as well as decent work for all our employees.

Policies

We have a set of policies in place to make sure that our employees enjoy their fundamental rights related to labor and human rights. Our Code of Conduct sets out our general approach regarding human rights and labor standards. These rights apply to all employees and to anyone else who represents Intrum, including independent contractors, suppliers, field collectors, agencies and consultants.

In addition to our Code of Conduct, our approach to human rights and labor is formulated in our set of human resource (HR) policies. Our Chief Human Resources Officer is responsible for reviewing the main HR policy. Each local Managing Director together with the HR manager is responsible for ensuring that Intrum is compliant with local regulations, as well as communicating internal instructions and guidelines to HR.

The main HR policy, our Human Resource Instruction, provides the framework of rules applicable to all HR activities within our operations. The purpose of the policy is to provide all of our managers with guidance in their daily work to ensure that our employees enjoy their fundamental human and labor rights, as well as ensuring the personal development of our employees. The main HR instruction is accompanied by a number of interrelated policies to provide further guidance in specific areas, such as payroll and recruitment.

We endorse important rights and freedoms in our HR policies and in our Code of Conduct – and this is a requisite for their realization. To ensure that these fundamental rights are observed, we conduct an annual employee survey, reviewing our employees' compensation and we provide a whistle-blower mechanism through which breaches of our Code of Conduct can be reported anonymously. In addition, our chief human resources officer is accountable for compliance with our HR policies and is also responsible for an annual review and update of the policies when applicable.

Diversity

At Intrum, we consider diversity to be a major asset. We strive to have a diversified workforce to bring in additional perspectives into our business. We take this perspective into consideration whenever we set up a job profile, when choosing recruitment channels and in the selection process. For us, it is of fundamental importance that equal opportunities be afforded to all. Furthermore, we apply the principle of equal pay for equal work. We do not tolerate any discrimination on the basis of race, color, gender, national origin, religion, age, sexual orientation, gender identity, disability or any other status protected by law. These fundamental rights are formulated in our Human Resource Instruction and in our Code of Conduct.

Non-discrimination

The right to freedom from discrimination is formulated in our Human Resource Instruction and in the Code of Conduct. The fundamental right is carefully considered in the provision of employment opportunities, compensation and benefits, working conditions, promotion, recruitment and performance evaluations. We are committed to upholding a work environment in which people are treated with dignity, decency and respect. Our policies state that we do not tolerate unlawful harassment of any kind, including sexual harassment, or harassment in any verbal or physical form designed to threaten, intimidate or coerce an employee, co-worker or any person working for or on behalf of Intrum.

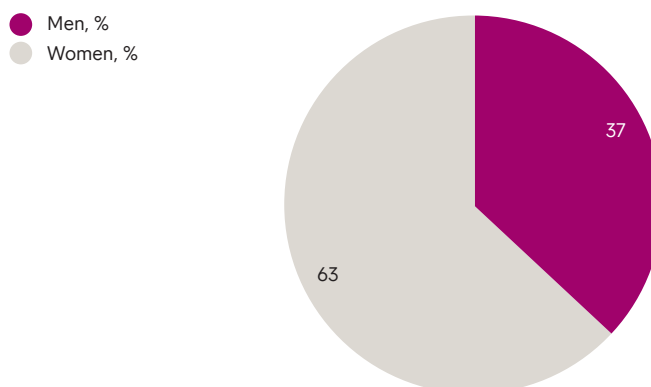
Consultation with our employees

The views and perspectives of our employees are important for us. Intrum implemented a new organization in 2017, merging Intrum Justitia and Lindorff into Intrum. Our employees have been very committed to our journey to combine the two companies and update our corporate culture. By means of a large-scale workshop and an extensive development program, thousands of employees have helped formulate our new values.

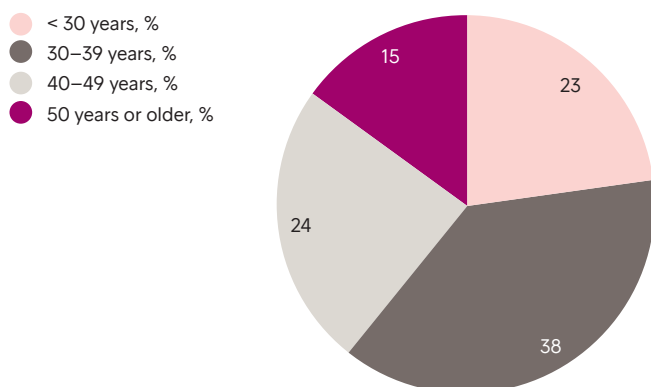
All of our employees are entitled to an annual Individual Performance Management (IPM) assessment meeting with their immediate manager. The review results in an individual development plan for each employee based on past performance and personal goals for the ensuing year. Each individual development plan is subsequently followed up in order to advance the personal goals that have been set up.

We want to provide the best opportunities for our employees to be able to thrive. To continually improve the working conditions and the development of our employees, we conduct an employee survey on an annual basis. We ascertain how our employees perceive their work, what is important for them to feel job satisfaction and to do a

Composition of employees



Composition of employees



good job, and how to further develop Intrum to become the sector's most attractive employer. The survey covers topics such as Intrum's reputation, local management, employees' immediate managers, cooperation between teams and countries, day-to-day work procedures, salary benefits and personal development. The insights from our employees articulated in the survey are used to prepare action plans in each of our operational units. We are confident that this is an essential ingredient to meet the needs of our employees and provide the best possible working conditions.

In 2017, the results of our employee survey reflect improvement at all levels.





Among other things, this is demonstrated by a strong increase in commitment within Intrum in general, a positive trend in employees' views on leadership, and an increase of 27 percent in the employees' net promotor score, that is, the proportion of employees who would recommend Intrum as an employer.




Progress

To advance the Global Compact principles related to labor, we had four targets set up for 2017.

The table below details our progress in relation to the goals that we set up for implementing Global Compact principles 3-6.

- **Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4:** the elimination of all forms of forced and compulsory labor;
- **Principle 5:** the effective abolition of child labor; and
- **Principle 6:** the elimination of discrimination in respect of employment and occupation.

Targets for 2017	Status	Comments
To start measuring the composition of management throughout the various operations in terms of diversity factors, such as gender and age.		We measure the composition of all employees with regard to gender and age. However, we do not measure the composition of managers throughout our operations. This goal is postponed to 2018.
To clarify our recruitment process to secure an objective evaluation and equal opportunities with regard to diversity factors such as gender, age, ethnicity, religion and sexuality.		Target successfully achieved.
Update and clarify instructions on harassment and discrimination in the Intrum's Human Resource Policy.		Target successfully achieved.
Update our Human Resource Policy with a clear statement on the principle of equal pay for equal work, independent of gender, ethnicity, religion and sexuality.		Target successfully achieved.

 Achieved  Ongoing  Not achieved

Goals

To conduct sustainable business practices, we are responsible for limiting our potential negative impact and enhancing our positive impact with regard to labor. Deriving from the substantial impact areas on labor in relation to our business, we have formulated targets for our sustainability work with regard to labor for 2018.



SDG 3: Ensure healthy lives and promote well-being for all at all ages

- Start collecting information of work-related injuries among our employees



SDG 5: Achieve gender equality and empower all women and girls

- Start measuring the composition of management with regard to gender and age throughout our operations



SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

- Improve our employees satisfaction with Intrum as employer



SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable.

- Initiate a dialogue with our employees and make their views and perspectives an integral part of our sustainability work

We acknowledge that despite being a service company, we play an important role in global efforts to limit negative impact on the environment. In order to achieve urgent global environmental goals, such as halting the global increase in temperatures, we all need to make our greatest efforts. At Intrum, we believe in conducting business in a manner that preserves the environment. We are responsible for taking action to safeguard a sustainable future for the coming generations. We believe that a sustainable business creates a more attractive company for employees, clients, suppliers, as well as shareholders.

Environment

Significant impact areas

The material environmental risk related to our business derives from our activities contributing to greenhouse gas emissions. In particular, this involves how much we travel and how we travel, our consumption of electricity from renewable and non-renewable energy sources, our use of environmentally friendly office materials, our handling of waste and our consumption of water. We strive to limit our greenhouse gas emissions to the greatest possible extent. In order to do so, our goals for the near future are aligned with the relevant SDGs and focus on limiting our negative impact on the environment.

Policies

Intrum's environmental approach is formulated in our Code of Conduct, which is applicable to a range of actors involved in our business; in our Environmental Instruction and in our local environmental manuals. The Environmental Instruction constitutes the minimum baseline for all of our operations and is mandatory for all employees. The Group Brand & Communica-

tions function is responsible for following up and monitoring compliance with our Environmental Instruction. The purpose of the Instruction is to provide all of our employees with guidance in their daily work to ensure that the Intrum's environmental impact is as limited as possible.

Our environmental instruction stipulates that all of our employees are obliged to contribute to the endeavor of reducing Intrum's environmental footprint. This includes reusing office materials to the greatest possible extent, decreasing the use of paper by using e-mail and electronic documents, limiting energy consumption and striving to use technology for distribution and communication within and outside the Group, thereby avoiding travel. All company cars within Intrum shall be considered environment-friendly and shall therefore not exceed the carbon dioxide emission limit of 130 grams per kilometer. These requirements are also formulated in our Code of Conduct.

Adding to our Group Environmental Instruction, each of our local subsidiaries has locally formulated environment policies that follow local



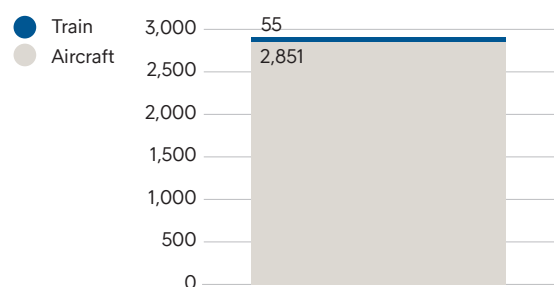
environmental laws and regulations. The local environmental policies are aligned with the overarching Group Environmental Instruction. On an annual basis, both the local environmental manuals and the Group Environmental Instruction are revised and updated as necessary.

Environment certificates

The property in which Intrum's Stockholm headquarters is located has been awarded a BREEAM certificate with four out of five possible stars. In addition, we have BREEAM-certified office buildings in Poland, Hungary, Lithuania and Romania. BREEAM is the most widely used environmental certification system in Europe with more than two million buildings having been registered for certification. To obtain the certificate, the property is assessed in areas such as energy consumption, water management, waste management and environmental impact.

In addition to our BREEAM-certified office buildings, we have a range of other environmental certificates for our offices in the UK, Slovakia, Poland, Norway and France.

Environmental impact by business travel (CO₂ tonnes)



Grams of CO₂ per passenger kilometer: Train (14) Aircraft (285). Calculation based on the European Environment Agency.

Source: EEA report TERM 2014 eea.europa.eu/transport.

Progress

The table below declares our progress in relation to the environmental goals that we set up for implementing Global Compact principles 7–9 in 2017.

- **Principle 7:** Businesses should support a precautionary approach to environmental challenges.
- **Principle 8:** Businesses should undertake initiatives to promote greater environmental responsibility.
- **Principle 9:** Businesses should encourage the development and diffusion of environmentally friendly technologies

Targets for 2017	Status	Comments
To implement internal awareness-raising and training on our environmental policy for management and employees.		In progress. In 2018, we will launch an education initiative for our employees that will include awareness raising and training with regard to our environmental approach.
To start measuring the environmental impact and carbon footprint in relation to travel.		Target successfully achieved.
To set targets for waste reduction.		This target is postponed for 2018.
To set a requirement for business partners to adhere to Intrum's environmental policy.		Target partly achieved. We have updated our Code of Conduct to include elements from our environmental instruction. Our Code of Conduct applies to our business partner among other actors.

Achieved
 Ongoing
 Not achieved

Goals

Based on our significant areas of impact with regard to the environment, we have formulated goals for 2018 in alignment with relevant SDGs.



SDG 12: Ensure sustainable consumption and production patterns

- Initiate recycling initiatives at all of our offices



SDG 13: Take urgent action to combat climate change and its impacts

- Update and develop our Environmental Instruction to mitigate our environmental footprint
- Enhance our collection of data to improve our measurement of progress in relation to our climate impact

Our foremost contribution to economic sustainability is our undertaking to promote financial sustainability for individuals, companies and entire societies. This constitutes the core of our business model. We are the undisputed market leader in credit management services. As such, we act as role models for our colleagues in the industry. Our position gives us an important role in combatting corruption and other illicit behavior such as bribery and extortion. Our purpose is to lead the way towards a sound economy. In a sound economy, there is no place for corruption. Naturally, Intrum has zero tolerance of corruption and bribery.

Sound economy

Significant impact areas

Like any other business, Intrum is part of society and thereby faced with all of the risks that are associated with bribery and corruption. Corrupt practices threaten sustainable economic development, which is at the heart of Intrum's sustainability promise.

Businesses thrive in environments that are stable, where institutions are effective and impartial, where operating costs are predictable. Payments being made on time constitute a substantial element to sustainable societies. A fundamental prerequisite for the growth and development of companies and organizations is that they are paid on time. We ensure that companies are paid on time while helping people to become debt-free. By promoting a sound economy, conducting responsible business, curbing corruption and supporting the rule of law, we can make a lasting

contribution to sustainable development and ensure long-term business success.

Policies

To mitigate the risk of illicit acts in relation to our business, we maintain clearly formulated anti-corruption and bribery policies. Our policies also serve as guidance for our employees on how different situations should be handled to ensure compliance with our zero-tolerance approach towards corruption and bribery.

Our approach towards corruption and bribery is formulated in our Code of Conduct and in our Anti-bribery Instruction. Our Group Compliance Officer is responsible for compliance with the instructions. These policies apply to all companies, units and employees of Intrum and anyone who represents us, including independent contractors and agencies, among others.



In addition to these policies, we have an Anti-Money Laundering, Counter-Terrorism Financing and Sanctions Compliance Instruction and we comply with all applicable local laws related to anti-corruption.

Each business partner and client of Intrum is carefully selected. We only cooperate with partners, clients, suppliers and other actors that maintain high ethical standards and pursue good business practices. Clients are properly identified and due diligence is carried out regularly. By cooperating with actors that maintain high standards and by encompassing relevant actors with our zero-tolerance approach, our strategy is to eliminate the risk of corrupt and unethical behavior throughout our value chain.

All of our employees are instructed to report known or suspected violations of our policies. To encourage illicit or unethical behavior being reported so that corrective actions can be taken and to safeguard compliance with our anti-corruption policies, we provide different alternatives to report suspected breaches of our anti-corruption policies. Issues can be escalated directly

to the respective immediate manager or to the local or Group Compliance Officer for instance. We also provide a whistle-blower mechanism for those subject to our principles, to which reports can be made anonymously. Reports made through the Hotline system are forwarded to our Ethics Council. In strict confidentiality, the council evaluates and assesses the information received and determines the appropriate course of action.

Regardless of whether an issue is escalated anonymously or not, the assigned officers receiving the report treat all information in the strictest confidence. We apply a strict policy of non-retaliation against reports of known or suspected misconduct and violations.




Our anti-corruption policies are based on principles originating from the Swedish Anti-Corruption Institute. In addition to our anti-corruption policies, we are committed to a high level of compliance with relevant regulations and sound corporate governance principles. Intrum meets the demands of all anti-corruption laws and practices regardless of where we conduct our business.

Progress

The table below details our progress in relation to the anti-corruption goals that we set up for implementing Global Compact principle 10 in 2017.

- **Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

Targets for 2017	Status	Comments
Top-quality governance (enhanced, robust implementation and follow-up of Group-internal rules, e.g. Code of Conduct and Anti-Corruption Policy).	●	Target successfully achieved.
Enhanced model and structure of Group-internal rules and implementation thereof (by appointing a local rule owner and annual follow-up on implementation of Group-internal rules).	●	Target successfully achieved.
Follow-up on all employees having attended the Code of Conduct course (including information and questions on our core values and anti-corruption practices).	●	Target successfully achieved.
Having our suppliers signing our Code of Conduct, including anti-corruption requirements.	●	Target successfully achieved.
Improved compliance in risk management (risk assessment, establishment of a robust compliance function, including local compliance officers handling compliance risks at the local level).	●	Target successfully achieved.
Mitigation of AML/CTF risks (improved handling of Anti-money laundering and counter terrorism financing).	●	Target successfully achieved.

 Achieved
  Ongoing
  Not achieved

Goals

Deriving from the significant impact areas material risks and opportunities identified in relation to our impact with regard to economic sustainability, our goals for 2018 are formulated in alignment with relevant SDGs.



SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

- Improve our protection with regard to anti-trust by adopting a new policy.

Audit report

Report on the statutory sustainability report

Engagement and responsibility

The Board of Directors is responsible for that the statutory sustainability report for fiscal year 2017 has been prepared in accordance with the Annual Accounts Act.

The scope of audit

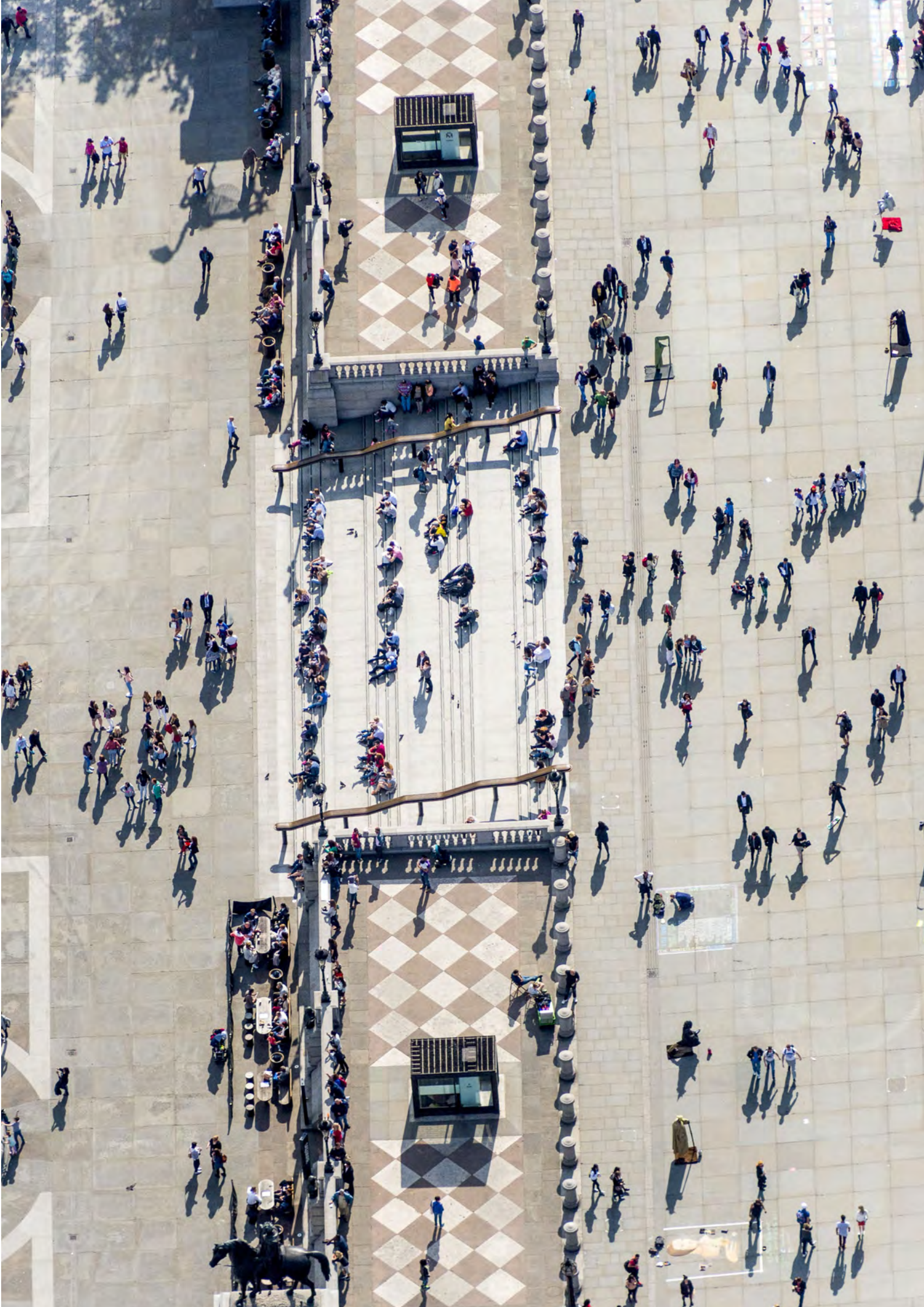
Our examination of the statutory sustainability report has been conducted in accordance with FAR's auditing standard RevR 12 The auditor's report on the statutory sustainability report. This means that our examination of the statutory sustainability report is different and substantially less in scope 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 opinions.

Opinion

A statutory sustainability report has been prepared.

Stockholm, April 13,
2018 Ernst & Young AB

Jesper Nilsson
Authorized Public Account



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