



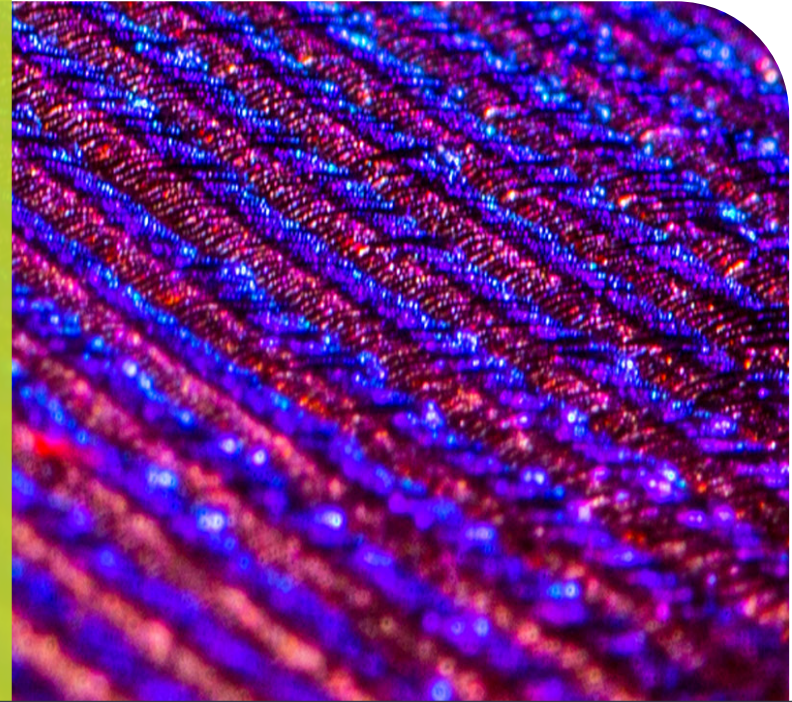
BETTER OUTCOMES PLAN

Fintel plc 2023 ESG programme

Inspiring better outcomes

As the leading provider of support services and fintech to the UK retail financial services sector, we enable the industry to operate more effectively, inspiring better outcomes for the market and those it serves.

Our flagship ESG programme, shaped by the views of our stakeholders, will drive positive change in our business, our industry and broader communities, inspiring better outcomes for all.



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Better outcomes plan

I am delighted to announce the launch of our 2023 Better Outcomes Plan, underpinning our proven ability to create long term sustainable value for all of our stakeholders and improving our ESG impact in this important sector.

We are a connecting force within the complex world of financial services, and we play a vital role as a market enabler, using our expertise, insights and influence to simplify complexity and shape a better future for all.

This plan builds on the tremendous work our teams have done to define our goals over the next 12 months, enabling us to drive meaningful action and measurable change.

As we strengthen our purpose and market position, I am proud of our shared ambitions and continued positive impact, and I am confident that we are uniquely placed to drive positive change in our business, industry and beyond.

Our approach is stakeholder led and we welcome feedback as we advance our ESG strategy.

Sincerely,

Matt Timmins

March 2023

OUR APPROACH IS UNDERPINNED BY THREE FUNDAMENTAL PRINCIPLES:

LED BY OUR STAKEHOLDERS

Our strategy is defined by the views of our key stakeholders, ensuring we continuously adapt to their evolving priorities.

MEANINGFUL ACTION

Our flagship ESG programme is focused on a 12 month time frame, ensuring we drive accountability and continue to progress at pace.

MEASURABLE CHANGE

We will continue to report over and above our regulatory requirements, and where possible, define success metrics for the goals we set.

Our ESG strategy



What matters most to our stakeholders?

In 2021 we engaged our Members, strategic partners, colleagues, investors and suppliers to help us prioritise our ESG strategy over the following three years. Four of our material topics have been scored as a high priority for us to address, as outlined below.

This assessment will be refreshed regularly, with the next review scheduled for 2025.

HIGH PRIORITY TOPICS

DATA SECURITY

We constantly review and evolve our approach to data security to ensure we adapt to the ever changing landscape.

› Find out about our 2023 data security goals on page 8

BUSINESS ETHICS AND GOVERNANCE

We continuously improve our processes, controls and risk management to ensure we maintain robust governance standards and a strong ethical culture.

› Find out about our 2023 business ethics and governance goals on page 8

FINANCIAL EDUCATION AND WELLBEING

We work to increase financial wellbeing and inclusion by helping individuals access financial products and services that meet their needs.

› Find out more about our 2023 financial education and wellbeing goals on page 6

PRODUCT AND PROCESS INNOVATION

We continuously improve, innovate and digitise products, processes and solutions to shape a better financial future.

› Find out more about our 2023 product and process innovation goals on page 7

2022 HIGHLIGHTS

- Formation of a technology governance team
- Cyber Essentials Plus standard attained across key brands

2022 HIGHLIGHTS

- Development of a new staff Code of Ethics
- Strengthening of the Risk Management Framework

2022 HIGHLIGHTS

- Expansion of our risk ratings and investment reviews services
- Launch of a cognitive assessment tool to help advisers identify and support vulnerable clients

2022 HIGHLIGHTS

- Enhancement of the partner portal, providing insights to improve financial product design
- Expansion of DaaS into adjacent protection and mortgage markets

Visit <https://www.wearefintel.com/our-impact/> to view full results of our materiality assessment



Better future

Our “better future” pillar reflects our commitment to fostering inclusive growth. We seek to empower and support our people and wider communities, promoting diversity, learning and financial confidence to create opportunities for all.



| OUR ASPIRATION | OUR PROGRESS | 2023 GOALS | OUTCOMES | REPORTING FRAMEWORK |
|---|--|---|---|---|
| Financial confidence To improve individuals' ability to make smarter financial decisions and access products and services that meet their evolving needs. | <ul style="list-style-type: none"> ✓ Expansion of our risk ratings and investment reviews services ✓ Launch of a cognitive assessment tool to help advisers identify and support vulnerable clients ✓ Later life qualification development, training programme and compliance proposition | Review of the coverage and criteria of the financial products ratings portfolio | → Increase in number of individuals using our expert ratings | SASB Aligned to SDG 4.4 |
| | | Develop consumer financial education content | → Increase in number of individuals accessing our educational content | |
| Thriving workforce To build a safe and engaging environment for everyone to thrive by promoting diversity, individuality, learning and development. | <ul style="list-style-type: none"> ✓ Enhanced visibility of Company-wide opportunities to support internal mobility and progression ✓ Published inaugural voluntary Fintel-wide gender pay gap report ✓ Accredited by Best Companies as an “Outstanding Company to Work for” and one of the 20 “Best Companies to Work for” in the UK financial services sector | Review and formalise our approach to diversity and inclusion | → Increase in diversity metrics disclosure | SASB Aligned to SDG 10.2 |
| | | Launch a formal development and mentoring programme | → High % of managerial vacancies filled internally | |
| | | Deliver our wellbeing programme, aligned to employee feedback | → High Peakon wellbeing score | |
| | | Improve our national Best Companies ranking | → Best Companies ranking improved | |
| Community engagement To give back to communities through charity support, sponsorship and volunteering. | <ul style="list-style-type: none"> ✓ Supporting the growth of financial services sector | Continue to support the We Are Change initiative designed to attract new talent into the financial services industry Find out more on www.wearefintel.com/our-impact/better-future | → Increase in number of newly qualified financial professionals | |

Better industry

Our “better industry” pillar reflects our commitment to improving the retail financial services sector. Working at the heart of the market, we use our knowledge, insights and technology to inspire better outcomes for all.



| OUR ASPIRATION | OUR PROGRESS | 2023 GOALS | OUTCOMES | REPORTING FRAMEWORK |
|--|--|--|--|--|
| Innovation and digitisation To improve the effectiveness of UK retail financial services by continuously improving, innovating and digitising products, processes and solutions to inspire better consumer outcomes. | <ul style="list-style-type: none"> ✓ Further development of the provider portal ✓ Expansion of Distribution as a Service into adjacent protection and mortgage markets ✓ Scaling of our hybrid events programme | Further expansion of Distribution as a Service to improve financial product design and distribution | → Increase in % of partner revenue converted | Aligned to SDG 8.2  |
| | | Design of an analytics service to proactively assess and benchmark advice compliance risk | → Service scoping and design complete | |
| | | Introduction of new proprietary advice technology workflows, aligned to Consumer Duty regulation | → Increase in number of workflows available | |
| ESG enablement To inform the market on the emerging ESG landscape, and enable the inclusion of ESG criteria within the financial planning and product development processes. | <ul style="list-style-type: none"> ✓ Expansion of ESG research platform to cover a wider range of retail investment funds ✓ Co-founding of the Mortgage Action Climate Group designed to support intermediaries to address green issues during the mortgage advice process | Support development of a net zero emissions protocol for financial intermediaries | → Increase in number of firms using the protocol | |
| | | Expansion of ESG research platform | → Increase in number of ESG funds reviewed | |
| | | Assessment of thematic impact solutions for intermediaries to enable them to more closely align with client | → Suite of ESG solutions for intermediaries expanded | |
| | | Lead the Mortgage Climate Action group to support intermediaries in helping homeowners make UK housing stock more energy efficient | → Increase in number of intermediaries engaged | |

Better business

Our “better business” pillar reflects our commitment to managing our business responsibly and continually improving our operations.



| OUR ASPIRATION | OUR PROGRESS | 2023 GOALS | OUTCOMES | REPORTING FRAMEWORK |
|---|---|--|---|---|
| Corporate governance To maintain strong ethical and corporate governance standards across our organisation, enabling us to continuously deliver better outcomes for our stakeholders. | <ul style="list-style-type: none"> ✓ Enhancement of data security and cyber risk monitoring processes through formation of a technology governance team ✓ External verification of compliance with Cyber Essentials Plus standard attained across key brands ✓ Review and enhancement of ESG-related policies including development of a new staff Code of Ethics ✓ Strengthening of the Risk Management Framework through formation of a new Enterprise Risk and Business Performance steering group | Conduct a Fintel-wide GDPR audit and review of external cyber security certifications | → Suitable certifications identified | SASB |
| | | Increase cyber security resources and training | → Enhanced internal capabilities | |
| | | Strengthen the risk management processes with implementation of a central risk management software | → Increased visibility, streamlined risk data collection and improved oversight | |
| | | Roll out our new Supplier Code of Conduct to existing suppliers | → Strengthened supplier due diligence process | |
| | | | | |
| Environmental footprint To proactively manage and reduce the environmental footprint of our operations. | <ul style="list-style-type: none"> ✓ Expansion of scope 3 emissions data ✓ Preparation for reporting against the TCFD framework ✓ Launch of initiatives available through the Flexible Benefits Platform, enabling staff to reduce their footprint, including: <ul style="list-style-type: none"> • a cycle to work scheme • an electric vehicle scheme (available to our Defaqto colleagues) • a carbon offsetting scheme • access to ‘modern milkman’ services • a ‘too good to go’ scheme | Enhance our ability to estimate our operational scope 3 emissions in order to better understand our baseline | → Wider emissions baseline data available | SECR SASB TCFD Aligned to SDG 13.2   |
| | | Scoping of initiatives to enable our people to reduce their emissions | → Emissions reduction | |
| | | Implementation of an environmental policy | → Formalised approach to reducing our environmental footprint | |
| | | Zero electronic waste sent to landfill | → Reduction in kg of electronic waste sent to landfill | |
| | | | | |

Feedback

As we progress our strategy, we encourage everyone to share their thoughts on our direction, priorities and emerging opportunities.

Please reach out using: ESG@fintelplc.com



We are delighted with the progress we made to shape our ESG strategy over the past two years.

As we look into 2023 and beyond, we are confident that we have built a solid foundation, enabling us drive positive, measurable change in our business, our industry and broader communities.”

AMBER LIPPIETT
Brand Director

KATE KWIATKOWSKA
Head of ESG and Corporate Marketing



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