

Our contribution towards UN Sustainable Development Goals

As the leading provider of support services and fintech to the UK retail financial services sector, we play a crucial role in enabling the industry to operate more effectively. Our purpose of inspiring better outcomes underpins everything we do and was a key driver in defining our holistic environmental, social and governance (“ESG”) strategy, launched in 2022.

This bespoke strategy is structured around three pillars: better future, better industry, and better business, each forming a cornerstone of our ESG goals. The launch of our strategy cemented our long-term commitment to sustainable value creation for all of our stakeholders, driving positive change in our business, our industry and broader communities.









Positioning our impact in a global context

Understanding our role in the global ecosystem, we actively align our ESG strategy with the United Nations Sustainable Development Goals (“SDGs”). By mapping our ESG initiatives against specific SDGs, we demonstrate how our actions contribute to broader global objectives. This not only amplifies the impact of our efforts but also connects our stakeholders to a larger, shared vision of sustainable development.



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www.wearefintel.com/our-impact



SDG	TARGET	OUR PROMISE	OUR PROGRESS
	<p>TARGET 4-4</p>  <p>INCREASE THE NUMBER OF PEOPLE WITH RELEVANT SKILLS FOR FINANCIAL SUCCESS</p>	<p>To improve individuals' ability to make smarter financial decisions and access products and services that meet their evolving needs.</p> <p>Enhance accessibility to quality financial education and support professional development within the financial sector.</p>	<p>Financial confidence is one of our high priority areas and our focus is to use our expertise and influence to increase financial wellbeing and inclusion. Since April 2023, Defaqto's team of financial product experts have contributed to over 170 consumer press articles, sharing valuable insights into financial products ranging from mortgages and savings accounts to home, travel and motor insurance policies. To support financial wellbeing of our people, during the year we launched a financial wellbeing and money management solution, offering tools and resources to improve financial literacy and foster economic empowerment.</p>
	<p>TARGET 5-5</p>  <p>ENSURE FULL PARTICIPATION IN LEADERSHIP AND DECISION-MAKING</p>	<p>To champion gender equality by promoting an inclusive and equitable workplace and actively implementing initiatives designed to support our colleagues, provide opportunities for progression and attract a more diverse talent pool.</p>	<p>In 2023, we continued to focus on developing initiatives designed to improve female representation in our workforce, with women filling 57% of internally promoted positions. We launched a formal Leadership Development program and piloted a mentoring programme, preparing high-potential women for senior roles. Additionally, our 'Better Together' EDI forum and updated flexible working policies have fostered a more inclusive and supportive workplace environment.</p>
	<p>TARGET 8-2</p>  <p>DIVERSIFY, INNOVATE AND UPGRADE FOR ECONOMIC PRODUCTIVITY</p>	<p>To improve the effectiveness of UK retail financial services by continuously improving, innovating and digitising products, processes and solutions to inspire better consumer outcomes.</p>	<p>Last year we focused on strategic initiatives that not only bolster the sector's capabilities but also contribute significantly to economic growth by improving employment opportunities and enhancing the quality and accessibility of financial services. We expanded our technology capabilities through acquisitions, integrating vital solutions to enhance adviser efficiency and consumer outcomes. We launched Fintel Labs to strengthen our technology proposition and foster innovation in the sector, ensuring it remains dynamic and responsive to consumer needs. Additionally, we enhanced our whole of the market competitor intelligence software, which enables financial product providers to craft offerings that more accurately reflect consumer needs, fostering a competitive and innovative financial landscape.</p>
	<p>TARGET 10-2</p>  <p>PROMOTE UNIVERSAL SOCIAL, ECONOMIC AND POLITICAL INCLUSION</p>	<p>To build a safe and engaging environment for everyone to thrive by promoting diversity, individuality, learning and development.</p>	<p>In our journey toward building a thriving, diverse workforce, in 2023 we launched a comprehensive Equity, Diversity, and Inclusion (EDI) policy, establishing a framework for actionable change within our business. The newly-established "Better Together" EDI staff forum has become a dynamic space for employees from across the organisation to collaborate on initiatives that promote diversity, equity and inclusion. Achieving the Government backed Disability Confident Level 1 accreditation is a testament to our commitment to inclusivity, ensuring that our workplace is accessible and empowering for everyone.</p>

SDG	TARGET	OUR PROMISE	OUR PROGRESS
		<p>To proactively manage and reduce the environmental footprint of our operations.</p>	<p>Fintel has actively contributed to climate action by implementing policies and practices aimed at reducing our environmental footprint. Transitioning to 100% renewable electricity sources at our largest offices and introducing waste management and plastic avoidance initiatives are key achievements in this area. These steps not only signify our commitment to reducing carbon emissions but also reflect our dedication to promoting sustainable practices across our operations.</p>
		<p>To have in place robust policies and procedures to ensure responsible business practices and respect for fundamental human rights.</p>	<p>Upholding ethics, integrity, and strong governance principles is a key focus for our business. Strengthening our data security framework and enhancing governance structures, which we focused on throughout 2023, are critical components of this commitment. These measures ensure that we operate transparently and responsibly, maintaining high standards of accountability and fostering trust among our stakeholders.</p>
		<p>Work collaboratively across the market to raise awareness and develop solutions that help deliver better outcomes and contribute towards Sustainable Development Goals</p>	<p>Recognising the power of collaboration in achieving the SDGs, Fintel has engaged in strategic partnerships that amplify our impact. Our collaboration with Net Zero Now to develop tools for advisory businesses to measure and reduce emissions is a prime example of our commitment to sustainable development.</p>



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