

SASB DISCLOSURES 2022



For FY22, we are pleased to continue reporting in line with the Sustainability Accounting Standards Board (“SASB”) Sustainability Accounting Standard for Professional & Commercial Services, which enables us to share sustainability data in a consistent and transparent way for the benefit of our stakeholders.

Topic	Accounting metric	Code	Response	
Data security	Description of approach to identifying and addressing data security risks	SV-PS-230a.1	<p>Our approach to identifying and addressing data security risks is comprehensive and proactive. We believe that data security is a critical aspect of our operations and therefore, prioritize it in our sustainability initiatives.</p> <p>Our goal is to ensure that our clients' data is protected and secure at all times, and that their privacy is respected. To achieve this, we have adopted industry standard best practices, including the use of Security Information and Event Management (SIEM) and eXtended Detection and Response (XDR) systems. These technologies help us monitor and detect any potential security risks in real-time.</p> <p>Additionally, we use industry-leading security and compliance platforms to ensure end-to-end data protection. This includes using encryption, firewalls, and other security measures to ensure that data is secure both in transit and at rest. Furthermore, we review the risks associated with our operations regularly and implement new measures as needed to ensure that we remain at the forefront of data security.</p> <p>We take pride in being Cyber Essentials Plus accredited and GDPR compliant, which demonstrates our commitment to data security and privacy. This accreditation demonstrates our ability to meet high standards in the protection of sensitive information and provides our clients with peace of mind that their data is in good hands. We believe that by adopting these best practices and technologies, we are able to effectively manage and mitigate the risks associated with data security.</p>	
	Description of policies and practices relating to collection, usage, and retention of customer information	SV-PS-230a.2	<p>We take the protection of customer information very seriously. Our policies and practices relating to the collection, usage, and retention of customer information are compliant with common UK data protection policies, such as the General Data Protection Regulation (GDPR) and the Data Protection Act (2018).</p> <p>This means that we only collect the minimum amount of information necessary for the specific purpose for which it is collected, and we will never share or sell customer information to third parties without the customer's consent. We also ensure that all customer data is stored securely, both physically and electronically, and that it is only accessible by authorized personnel.</p> <p>In addition, we also utilise ISO27001:2013 standards, which are widely recognized as the best practices for information security management. These standards ensure that we have the necessary processes and systems in place to protect customer data.</p> <p>We have strict retention policies in place to ensure that customer data is not kept for longer than necessary. We also have procedures in place to ensure that data is securely deleted or destroyed when it is no longer needed. Furthermore, we have regular security audits to ensure that our policies and practices are effective and that all customer information is being managed in accordance with our policies and industry standards.</p> <p>In summary, we are committed to protecting customer information and ensuring that all data is handled responsibly, securely, and in accordance with applicable laws and regulations.</p>	
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	SV-PS-230a.3	(1) 0 (2) 0 (3) 0	As a matter of course, we do not disclose this information unless necessary to do so to meet regulatory compliance. However, we can confirm there have been no material data breaches in the past year.

Topic	Accounting metric	Code	Response						
Workforce Diversity & Engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	SV-PS-330a.1	We have a number of policies and programs for fostering equitable employee representation. A summary of these can be found on page 21 of the 2022 annual report and accounts.						
			In 2022 we joined Progress Together, a membership body focused on levelling up opportunities across the UK financial services industry through sharing best practice with industry peers.						
			The racial/ethnica group representation disclosure rate amongst our colleagues is 15%, which is not deemed to be representative of the wider population of our staff. Our goal is to improve this to better understand our workforce.						
			Gender representation			Racial/ethnic group representation			
				Female	Male		White	Under-represented groups	Not disclosed
			(1)	33%	67%				
			(2)	47%	53%				
			(1)	9%	0%	91%			
			(2)	14%	1%	85%			
	(1) Voluntary and (2) involuntary turnover rate for employees	SV-PS-330a.2	(1) 16.7% (2) 5.2%	The voluntary turnover rate has been calculated as the total number of employee-initiated voluntary separations (e.g. resignation and retirement) during the reporting period, divided by the total number of unique workers employed during the reporting period.					
				The involuntary turnover rate has been calculated as the total number of entity-initiated separations (e.g. dismissal, downsizing, redundancy and non-renewal of contract) during the reporting period, divided by the number of unique workers employed during the reporting period.					
	Employee engagement as a percentage	SV-PS-330a.3	82%	Aggregated participation rate is based on data gathered via our employee engagement tool, Peakon.					
Professional Integrity	Description of approach to ensuring professional integrity	SV-PS-510a.1		We have multiple policies in place to ensure appropriate conduct, including (but not limited to): Code of Ethics, Whistleblowing, Bribery and Corruption, Gifts and Hospitality, Modern Slavery and Discrimination and Harassment. Nominated senior individuals within the company are responsible for looking after these.					
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	SV-PS-510a.2	£0						

Activity metric	Code	Response
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	SV-PS-000.A	<p>(1) 96% (2) 2% (3) 2%</p> <p>As of 31 December 2022 we had 493 employees. This number does not include any external contractors.</p> <p>Contract workers metric (3) includes zero hour contracts.</p>
Employee hours worked, percentage billable	SV-PS-000.B	Fintel does not track employee hours.

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