

SASB DISCLOSURES 2023



For FY23, 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</p> <p>We take data security seriously and proactively address any potential risks. Data security is not only a critical aspect of our operations, but also a key part of our sustainability initiatives.</p> <p>Our goal</p> <p>Our goal is to protect and secure our clients’ data at all times, and to respect their privacy. We use industry standard best practices and technologies to achieve this, such as:</p> <ul style="list-style-type: none"> • Security Information and Event Management (SIEM) and eXtended Detection and Response (XDR) systems, which help us monitor and detect any security threats in real-time. • Industry-leading security and compliance platforms, which ensure end-to-end data protection. We use encryption, firewalls, and other security measures to secure data both in transit and at rest. • Regular risk assessments and updates, which enable us to stay ahead of the curve and implement new measures as needed. • Data privacy by design, which means that we consider the privacy implications of our data processing activities from the outset and implement appropriate safeguards throughout. • Data privacy by default, which means that we only collect and process the minimum amount of data necessary for our purposes and that we limit the access and retention of data to the extent required. <p>Our accreditation</p> <p>We are proud to be Cyber Essentials Plus accredited and GDPR compliant, which shows our commitment to data security and privacy. This accreditation means that we meet high standards in the protection of sensitive information and that our clients can trust us with their data.</p>
	Description of policies and practices relating to collection, usage, and retention of customer information	SV-PS-230a.2	<p>One of our core values is data privacy by design, which means that we always prioritise the protection and respect of customer information in all aspects of our business. We adhere to the highest standards of data security and privacy, as demonstrated by our compliance with UK data protection laws, such as the General Data Protection Regulation (GDPR) and the Data Protection Act (2018).</p> <p>These laws require us to collect and process customer information lawfully, fairly, and transparently, and to only use it for the specific and legitimate purposes for which it was obtained. We also respect the rights of customers to access, correct, delete, or restrict the use of their information at any time. Moreover, we never disclose or transfer customer information to third parties without the customer’s explicit consent or a legal basis.</p> <p>To ensure the security and confidentiality of customer information, we implement robust technical and organisational measures, such as encryption, firewalls, access control, and staff training. We are working towards adhering to ISO27001:2013 Annex A standards, which are internationally recognised as the best practices for information security management. These standards help us to identify and address any potential risks or vulnerabilities in our systems and processes.</p> <p>Furthermore, we have clear retention policies in place to ensure that we do not retain customer information for longer than necessary. We also have secure methods for deleting or destroying customer information when it is no longer needed or requested by the customer. Additionally, we conduct regular security audits and reviews to verify that our policies and practices are up to date and effective.</p> <p>In summary, we are dedicated to safeguarding customer information and ensuring that it is handled ethically, securely, and in compliance with applicable laws and regulations.</p>

Topic	Accounting metric	Code	Response							
Data security continued	(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.						
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 pages 21-22 and 26-27 of the 2023 annual report and accounts.							
			Throughout 2023 we ran a dedicated campaign to better understand levels of diversity amongst our staff, which nearly doubled our disclosure rate across multiple diversity metrics from 14% to 27%. Our goal is to improve this to better understand our workforce and we set a goal to reach a 50% disclosure rate in 2024.							
			We also launched a staff forum focused on promoting equity, diversity and inclusion with representatives from across the business.							
			Gender representation				Racial/ethnic group representation			
				Female	Male		White	Prefer not to say	Ethnic minorities	Not disclosed
	(1)	37%	63%	(1)	29%	0%	10%	62%		
	(2)	45%	55%	(2)	23%	0.4%	3%	73%		
	(1) Voluntary and (2) involuntary turnover rate for employees	SV-PS-330a.2	(1) 9.4% (2) 6.3%	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	(1) 95% (2) 3% (3) 2%	As of 31 December 2023 we had 521 employees. This number does not include any external contractors. Contract workers metric (3) includes zero hour contracts.
Employee hours worked, percentage billable	SV-PS-000.B	Fintel does not track employee hours.	

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