

**Enact<sup>®</sup>**

# **S niin kuin social**

**Raportointi sosiaalisen vastuun ESR-  
standardeista**

**FIBS Pro Valmennus**

**Enact Sustainable Strategies**

**6.9.2024**

# Tavoitteet ja ohjelma

**09.00**

Tilaisuuden avaus, FIBS & Enact

Tutustuminen

**09.20**

Keskustelu ryhmässä



Sosiaalisen vastuun raportointivaatimukset

Tuuli Nummelin & Ulla Roiha, Enact

Q&A

**10.20**

Tauko



**10.35**

Case 1 - Outokumpu

Anna Vainikainen, Head of Human Rights, Outokumpu

**11.05**

Case 2 –Challenges of reporting on S2 (esitys englanniksi)

Karin Iseman, Enact

11.30 Keskustelu ryhmissä



**12.00**

Tilaisuus päättyy

## Tässä valmennuksessa

- tutustut sosiaalisen vastuun raportointivaatimusten punaiseen lankaan
- saat konkreettisia vinkkejä & ratkaisuja
- opit muiden yritysten kokemuksista ja saat mahdollisuuden jakaa ajatuksia muiden osallistujien kanssa

## TUTUSTUMISLAPPUNEN

Kirjoita postit -lapulle kysymys, jonka haluat täällä olevilta tänä aamuna kysyä.

Kun kysymykset on keksitty, lähdemme kysymään kysymyksiä toisiltamme, vaihtaen aina kysymyskaverin kanssa lappua kysymyksen jälkeen.

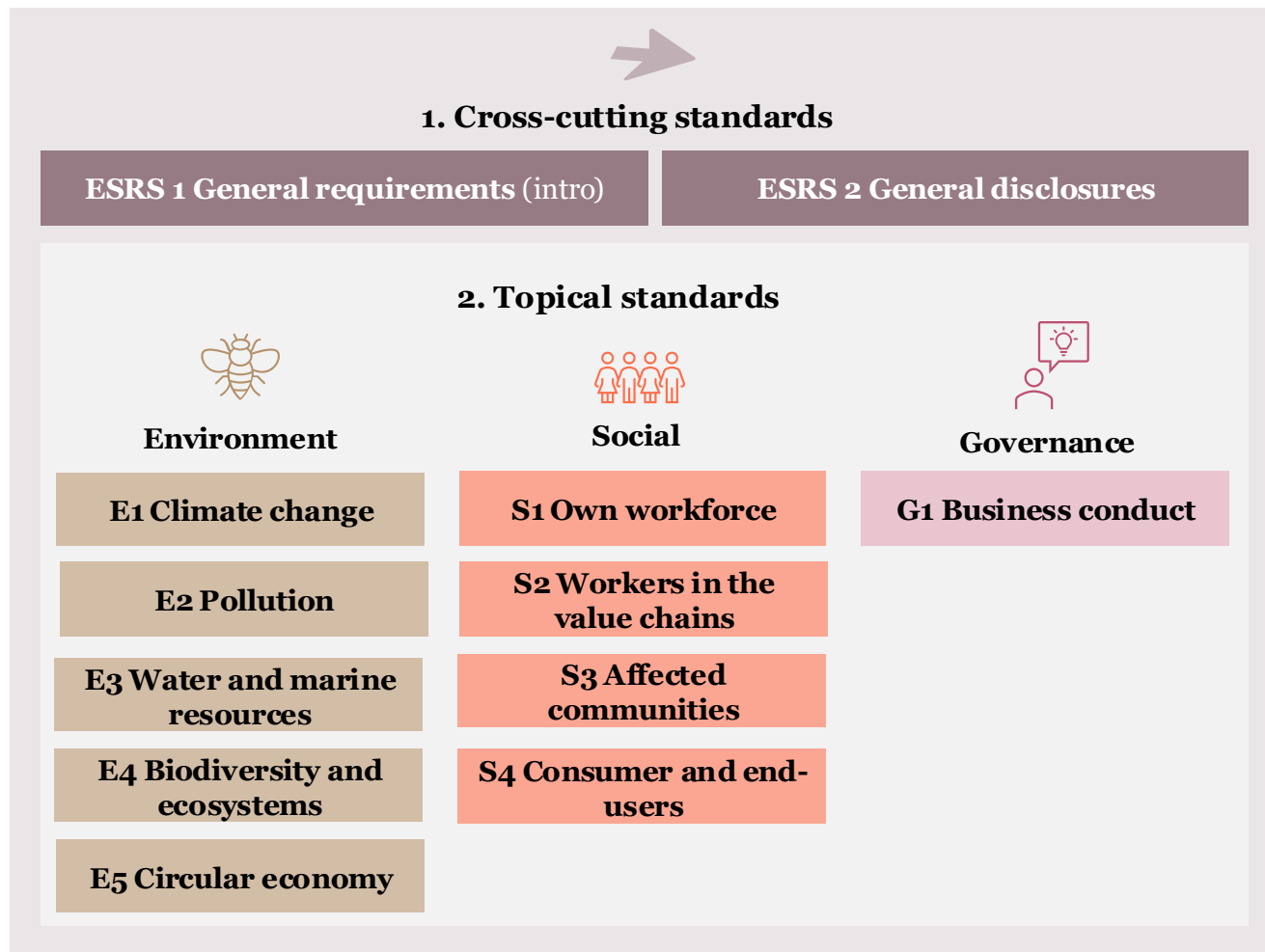
# Sosiaalisen vastuun raportointivaatimukset

# Sosiaalisen vastuun kovat porkkanat

- Aloita ensin yksin: pohdi, mitkä ovat sinulle ja yrityksellesi haastavimmat sosiaalisen vastuun standardeihin liittyvät kysymykset
- Keskustelkaa haasteista ryhmän kanssa ja kirjoittakaa kysymykset postit-lapuille
- Vieköö ryhmänne kysymykset fläppitauluille
  - ESRS S1 Oma työvoima
  - ESRS S2 Arvoketjun työntekijät
  - ESRS S3 Vaikutusten kohteena olevat yhteisöt
  - ESRS S4 Kuluttajat ja loppukäyttäjät



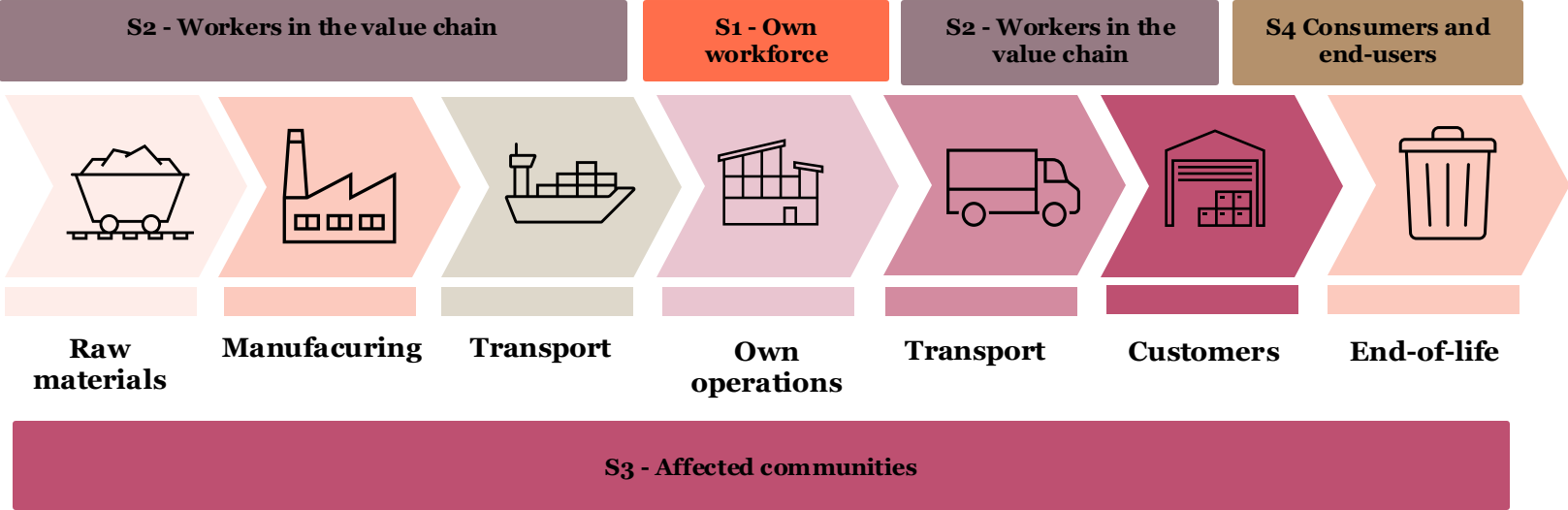
# Formation of the European Sustainability Reporting Standards



# Phase-ins for social standards



# The social standards along the value chain





# Social topics and sub-topics



S1 Own workforce	S2 Workers in the value chains	S3 Affected communities	S4 Consumer and end-users
<p><b>Working conditions</b></p> <ul style="list-style-type: none"> <li>Secure employment</li> <li>Working time</li> <li>Adequate wages</li> <li>Social dialogue</li> <li>Freedom of association and collective bargaining</li> <li>Work-life balance</li> <li>Health and safety</li> </ul>	<p><b>Working conditions</b></p> <ul style="list-style-type: none"> <li>Secure employment</li> <li>Working time</li> <li>Adequate wages</li> <li>Social dialogue</li> <li>Freedom of association and collective bargaining</li> <li>Work-life balance</li> <li>Health and safety</li> </ul>	<p>Communities' economic, social and cultural rights</p> <ul style="list-style-type: none"> <li>Adequate housing</li> <li>Adequate food</li> <li>Water and sanitation</li> <li>Land-related impacts</li> <li>Security-related impacts</li> </ul>	<p>Information-related impacts for consumers and/or end-users</p> <ul style="list-style-type: none"> <li>Privacy</li> <li>Freedom of expression</li> <li>Access to (quality) information</li> </ul>
<p><b>Equal treatment and opportunities</b></p> <ul style="list-style-type: none"> <li>Gender equality and equal pay</li> <li>Training and skills development</li> <li>Disabilities</li> <li>Harassment and violence</li> <li>Diversity</li> </ul>	<p><b>Equal treatment and opportunities</b></p> <ul style="list-style-type: none"> <li>Gender equality and equal pay</li> <li>Training and skills development</li> <li>Disabilities</li> <li>Harassment and violence</li> <li>Diversity</li> </ul>	<p>Communities' civil and political rights</p> <ul style="list-style-type: none"> <li>Freedom of expression</li> <li>Freedom of assembly</li> <li>Impacts on human rights defenders</li> </ul>	<p>Personal safety of consumers and/or end-users</p> <ul style="list-style-type: none"> <li>Health and safety</li> <li>Security of a person</li> <li>Protection of children</li> </ul>
<p><b>Other work-related rights</b></p> <ul style="list-style-type: none"> <li>Child labour</li> <li>Forced labour</li> <li>Adequate housing</li> <li>Privacy</li> </ul>	<p><b>Other work-related rights</b></p> <ul style="list-style-type: none"> <li>Child labour</li> <li>Forced labour</li> <li>Adequate housing</li> <li>Water and sanitation</li> <li>Privacy</li> </ul>	<p>Particular rights of indigenous communities</p> <ul style="list-style-type: none"> <li>Free, prior and informed consent</li> <li>Self-determination</li> <li>Cultural rights</li> </ul>	<p>Social inclusion of consumers and/or end-users</p> <ul style="list-style-type: none"> <li>Non-discrimination</li> <li>Access to products and services</li> <li>Responsible marketing practices</li> </ul>

# Example: Norsk Hydro

Salient human rights risk	Hydro employees	Employees working for our suppliers	People in our local communities
 Forced labor, modern slavery and child labor abuse		●	
 Discrimination and harassment	●	●	●
 Freedom of association and collective bargaining		●	
 Decent working conditions		●	
 Health and safety	●	●	●
 Access to information and participation in dialogue		●	●
 Land rights and resettlement			●
 Vulnerable individuals and groups	●	●	●

# Social information also falls under ESRS 2

ESRS S1-4	Basis for preparation	Governance	Strategy	Management of IROs	Metrics and targets
Social standards S1-S4			<p>ESRS 2 SBM 3 – Interests and views of stakeholders</p> <p>ESRS 2 SBM 3 – Material impacts, risks and opportunities and their interaction with strategy and business model</p>	<p>(S1-4)-1 Policies related to management of IROs</p> <p>(S1-4)-2 Processes for engaging with own workers / workers in value chain etc.</p> <p>(S1-4)-3 Processes to remediate negative impacts and channels to raise concerns</p> <p>(S1-4)-4 Taking action on material impacts and approaches on mitigating risks and pursuing opportunities</p>	<p>(S1-4)-5 Targets related to managing material negative impacts, advancing positive, and managing material risks and opportunities</p> <p>(S1)-6-17 Own-workforce related metrics (incl. non-employees)</p>

# ESRS 2 connecting stakeholders and social topics to strategy and business model

## **ESRS SBM-2 Interests and views of stakeholders**

- How interests and views of stakeholders are taken into account in strategy and business model

## **ESRS 2 SBM 3 Material impacts, risks and opportunities and their interaction with strategy and business model**

- How impacts on stakeholders relate to strategy and business models, and inform and contribute to adapting the strategy and business model
- Relationship between material risks and opportunities arising from impacts and dependencies on stakeholders and strategy and business model

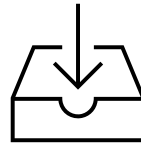
# Shared structure of S standards



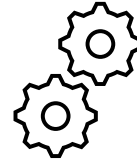
**Policies**



**Engagement  
with affected  
stakeholders**



**Grievance  
mechanisms  
and remedy**



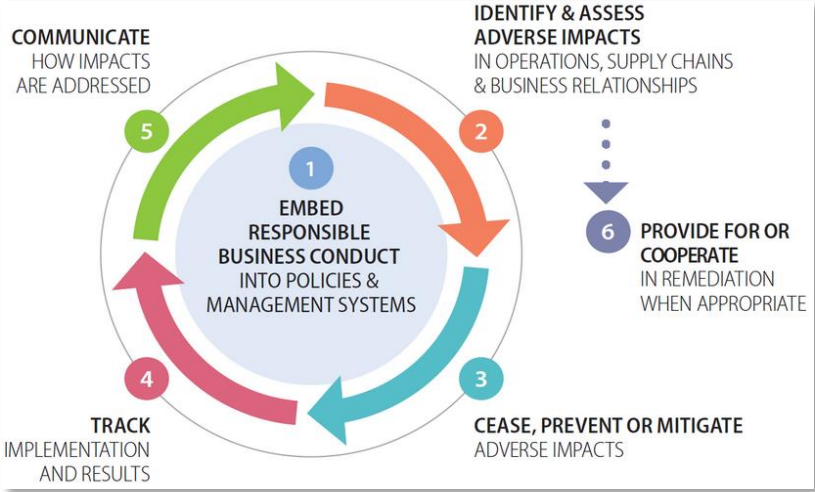
**Actions (or  
action plans)**



**Metrics and  
targets**

# It's all about due diligence

## Due diligence steps



Source: OECD Due Diligence Guidance for Responsible Business Conduct

vs.

## ESRS disclosures



**S1-4**

**raportointivaatimusten  
tarkempi tarkastelu**

# S1 – Own workforce

## Policies



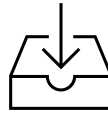
- Stand-alone policy or broader document(s)
  - Code of conduct, equality & non-discrimination, health and safety, forced & child labour
- Respect for human rights (UNGP alignment)
- How is the policy implemented

## Stakeholder eng.



- Engagement with own workforce
- Multiple means typically available: employee surveys, Trade Unions, workers' councils, regular dialogue..
- Remember externals ('non-employees')
- Include type, frequency, operational responsibility, effectiveness

## Grievance and remedy



- Formal means to share concerns
- Official grievance mechanisms, but also other ways such as trade unions, worker councils, hotlines
- What issues are raised
- Effectiveness: how can workers access
- Guidance from OECD guidelines or UNGP

## Actions



- Multiple actions
- Reduction of overtime, health and safety measures and training
- Promotion of trade unions or establishing worker councils
- Tackling gender pay gap, anonymous recruitment, training on conscious bias.

## Metrics and targets



- Many HR and HSE related targets and KPIs are typically available
- No of accidents and injuries, LTA
- Reduction of gender pay gap
- Increasing female share in top management
- Well-being at work



# Example: Cemex

	 <b>Our People</b>	 <b>Customers</b>	 <b>Shareholders Investors and Analysts</b>	 <b>Suppliers</b>
	<p>Our employees are part of our competitive advantage and the reason for our success. We continuously seek to provide them with opportunities for growth and development and a safe, healthy, diverse, and inclusive work environment.</p>	<p>By understanding our customers' needs and challenges, we aim to place them at the center of everything we do and become their partner of choice.</p>	<p>We embark on a robust investor engagement strategy to foster a clear understanding of company performance, strategy, and risks.</p>	<p>We foster a strong relationship across our network of suppliers, aiming to ensure compliance with our Code of Ethics and Business Conduct and our Code of Conduct when Doing Business With Us.</p>
<b>Key Collaboration Topics</b>	<ul style="list-style-type: none"> <li>• Health and safety</li> <li>• Company priorities and challenges</li> <li>• Business ethics</li> <li>• Employee wellbeing, experience, and engagement</li> <li>• Diversity and inclusion</li> <li>• Training, development, and career path</li> </ul>	<ul style="list-style-type: none"> <li>• Customer experience and engagement</li> <li>• Construction needs and challenges</li> <li>• Quality products, services, and solutions</li> <li>• Sustainability management practices</li> <li>• Increased awareness of our products' sustainable attributes</li> </ul>	<ul style="list-style-type: none"> <li>• Company's financial performance</li> <li>• Return on capital employed</li> <li>• Pricing integrity and antitrust compliance</li> <li>• ESG disclosure and performance</li> <li>• Risks and opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Business ethics and legal compliance</li> <li>• Quality of products and services</li> <li>• Supply chain reliability and efficiency</li> <li>• Health and safety</li> <li>• Sustainability management practices</li> </ul>
<b>Engagement Channels and Frequency</b>	<ul style="list-style-type: none"> <li>• ETHOSLine 24/7 reporting line</li> <li>• Ethics and compliance campaigns</li> <li>• Employee experience survey</li> <li>• Global and local newsletters</li> <li>• Leader email messages and videos</li> <li>• HR teams and HR process platforms</li> <li>• Open dialogues and meetings with leaders, including townhalls with CEO and Executive Committee Members</li> </ul>	<ul style="list-style-type: none"> <li>• Sales representatives' ongoing relationship management</li> <li>• Cemex Go digital platform 24/7</li> <li>• Regular commercial events</li> <li>• Customer satisfaction surveys</li> <li>• Satisfaction surveys, service centers, and helplines</li> <li>• ETHOSLine 24/7 reporting line</li> </ul>	<ul style="list-style-type: none"> <li>• Regular meetings, webcasts, and conference calls</li> <li>• Quarterly financial updates and guidance</li> <li>• Annual integrated and 20-F reports, and mandatory filings</li> <li>• Ongoing website updates and press releases</li> <li>• Cemex Day investor event</li> <li>• Company position papers</li> </ul>	<ul style="list-style-type: none"> <li>• Daily interactions</li> <li>• Ongoing training and capacity-building programs</li> <li>• Health and safety and sustainability verification platforms</li> <li>• Annual Smart Innovation process</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Understanding of our employees' needs</li> <li>• Talent management strategy</li> <li>• Ethics case reports for investigation</li> <li>• Learning strategy</li> <li>• Safety workplace environment</li> <li>• Diversity and Inclusion Policy, committees, and initiatives</li> <li>• Participation in external programs on diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Centricity strategy</li> <li>• A clear understanding of our customers' needs and concerns</li> <li>• Net Promoter Score (NPS)</li> <li>• Digitalized solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of financial position, performance, business perspectives, and risks</li> <li>• Strengthening of Cemex's ESG practices and metrics</li> <li>• Enhancement of reporting quality and transparency</li> </ul>	<ul style="list-style-type: none"> <li>• Supplier Sustainability Program for certain suppliers</li> <li>• Promotion of local suppliers</li> <li>• Contractor health and safety verifications</li> </ul>

# S1 is the only standard with set KPIs

## Reporting on metrics (1/2)

Disclosure requirement	Data points	Comments
S1-6 – Characteristics of the undertaking's employees	Total number by head count, breakdown gender and county (>50 employees/10 % of total); permanent / temporary / non-guaranteed by gender; turn-over	
S1-7 – Characteristics of non-employee workers in the undertaking's own workforce	Total number of non-employees	<ul style="list-style-type: none"> <li>• 1 year phase-in</li> </ul>
S1-8 – Collective bargaining coverage and social dialogue	% of employees covered by collective bargaining agreements	<ul style="list-style-type: none"> <li>• 1 year phase-in for non-employees / non-EEA countries</li> </ul>
S1-9 – Diversity indicators	Gender distribution at top management (no. and %); distribution in age groups	
S1-10 – Adequate wages	Adequate wages in line with applicable benchmarks	<ul style="list-style-type: none"> <li>• Voluntary for non-employees.</li> <li>• 1 year phase-in.</li> </ul>
S1-11 – Social protection	Social protection against sickness, unemployment, injury / disability, parental leave, retirement	<ul style="list-style-type: none"> <li>• Voluntary for non-employees.</li> <li>• 1 year phase-in.</li> </ul>
S1-12– Persons with disabilities	% of employees	<ul style="list-style-type: none"> <li>• No need to report if there are legal restrictions.</li> <li>• 1 year phase-in</li> </ul>

## Reporting on metrics (2/2)

Disclosure requirement	Data points	Comments
S1-13 – Training and skills development indicators	% of employees that participated in performance development reviews; average no of training hrs	<ul style="list-style-type: none"> <li>• Voluntary for non-employees.</li> <li>• Category breakdowns voluntary</li> <li>• 1 year phase-in</li> </ul>
S1-14 – Health and safety indicators	% of employees covered by H&S management system; no of fatalities; no of accidents; recordable work-related ill-health	<ul style="list-style-type: none"> <li>• 1 year phase-in for ill-health and no. of lost days</li> <li>• 1 year phase-in for non-employees.</li> </ul>
S1-15 – Work-life balance indicators	% of employees that entitled for family leave; % of employees that took family leave and breakdown by gender	<ul style="list-style-type: none"> <li>• 1 year phase-in.</li> </ul>
S1-16 – Remuneration metrics (pay gap and total remuneration)	Gender pay gap as %; annual total remuneration ratio of the highest paid individual to the median annual total remuneration for all employees (excluding the highest-paid individual)	
S1-17 – Incidents, complaints and severe human rights impacts and incidents	Total number of incidents of discrimination, including harassment; the number of complaints filed through channels the total amount of fines, penalties, and compensation for damages as a result of the incidents and complaints	

# Example: Ørsted

## Gender diversity and pay gap <sup>6</sup>

Data point	Unit	Target	2023	2022	Δ
<b>Board of Directors, Ørsted A/S, members</b>	<b>Number</b>		<b>8</b>	<b>8</b>	<b>0%</b>
Gender with lowest representation (female)	%		38	38	0%p
<b>Group Executive Team, members</b>	<b>Number</b>		<b>10</b>	<b>11</b>	<b>(9%)</b>
Gender with lowest representation (female)	%		30	27	3%p
<b>Senior directors and above</b>	<b>Number</b>		<b>175</b>	<b>170</b>	<b>3%</b>
Gender with lowest representation (female)	%	40 (2030)	22	22	0%p
<b>People leaders</b>	<b>Number</b>		<b>1,053</b>	<b>938</b>	<b>12%</b>
Gender with lowest representation (female)	%	40 (2030)	33	31	2%p
<b>All employees</b>	<b>Number</b>		<b>8,905</b>	<b>8,027</b>	<b>11%</b>
Gender with lowest representation (female)	%	40 (2030)	34	33	1%p
<b>Gender pay gap</b>					
Gender pay gap, median	%		10	10	0%p
Gender bonus pay gap, median	%		34	31	3%p
<b>Gender bonus distribution</b>					
Proportion of women receiving bonus	%		30	25	5%p
Proportion of men receiving bonus	%		33	28	5%p

### § Accounting policies

#### Board of Directors

Consists of members elected at the annual general meeting. Board members elected by the employees are not included in the data.

#### Group Executive Team (GET)

#### Definitions

**Gender pay gap:** The difference between the average earnings of women and men expressed as a percentage.

### Remediation and channels to raise concerns

Access to remedy helps ensure fairness, justice, and protection for individuals and communities. It allows people to seek recourse and find a solution when they believe that their rights have been violated, promoting a more equitable and fairer workplace. If any employee feels they have experienced an instance of bullying, discrimination, or harassment, they are encouraged to seek support. Employees can also make an official report to their HR contact or utilise Ørsted's global whistleblower hotline. For more information on our whistleblower hotline and how we protect whistleblowers against retaliation, see section G1 on business conduct.

We take proactive steps to ensure that our employees are aware of and reminded about the grievance mechanisms available. This awareness is built into various aspects of our employee experience, including:

- **Code of conduct training:**  
As part of our training programme, we include specific modules on our grievance and complaints handling policy.
- **Internal information campaigns:**  
We regularly communicate with our employees through various internal channels, including emails, newsletters, and our intranet, to remind them about the availability of grievance channels and encourage their use.

We are dedicated to ensuring that our employees not only have access to these channels but also have the knowledge, confidence, and psychological safety to utilise them when necessary. Ørsted as an organisation has the responsibility to take all reported cases seriously and provide fair outcomes for investigated cases that take all parties' needs into consideration. We also maintain secure and confidential records of reports and outcomes.

# Getting ready to report on S1

- Policies, engagement as well as multiple actions to address HR and HSE related issues in own operations are **typically already in place**.
- **Review of policies** recommended to ensure that they reflect material issues.
- Some **targets** are available as well → aligning with impacts (and risks and opportunities) and finetuning them.
- Much of S1 data is available in **HR systems** and has already been reported. Remember to **define calculation principles**
- Remember that the standard also covers ‘**non-employees**’: what are the terms and conditions for leased workforce, how can they share the concerns.

S1 Own workforce



# S2 – Workers in the value chain

## Policies



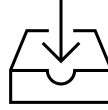
- Typically supplier code of conduct
- Responsible sourcing policy or sustainability purchasing requirements
- Respect for human rights, incl. alignment with UNGP
- Forced labour and child labour
- How is the code implemented in practice

## Stakeholder eng.



- Engagement with workers in the value chain. (HRIAs, NGO collaboration, industry associations...)
- Include type, frequency, operational responsibility, effectiveness.

## Grievance and remedy



- Means to share concerns
- Effectiveness – is current whistleblowing channel enough?
- Other means to collect grievances
- Tracking and monitoring of issues raised

## Actions



- Actions to tackle the issues in supply chain
- Map suppliers and prioritise by risk
- Sustainability audits, HRIAs, industry initiatives, incentives, collaboration with NGOs, supplier trainings, initiatives on certain topics
- Remember own practices!

## Metrics and targets



- Targets addressing identified impacts (and risk and opportunities)
- Time-bound and outcome oriented targets

# Getting ready to report on S2

- Start developing or enhancing **supply chain HRDD** – difficult to report on due diligence processes and practices if they are not in place.
  - Opportunity to prepare for CSDDD.
- **Review of supplier CoC** recommended to ensure alignment with material issues.
- No need to obtain information from all the suppliers -> focus on '**hotspots**', those parts of the chain where negative impacts are prone to rise.
- Develop a **toolkit based on risk** and report on the practical application of those tools: social audits are one but not the only means.
- No set KPIs, target and metrics setting left for individual companies.

S2 Workers in the value chain



# Example: Unilever & Metsä

## Philips Group

### Breakdown of reported GBP concerns in number of reports

	2019	2020	2021	2022	2023
Health & Safety	9	26	19	19	13
Treatment of employees	320	342	365	430	459
- Equal and fair treatment	55	52	31	53	53
- Employee development	9	5	20	29	41
- Employee privacy	10	8	11	6	6
- Employee relations	18	13	6	11	2
- Respectful treatment	163	160	226	255	240
- Remuneration	9	28	7	17	12
- Forced labor		1			
- Conflict of interest	1	6	7	9	3
- Working hours	14	27	10	15	14
- HR other	41	42	47	35	88
Legal	33	28	30	48	61
Quality	11	11	18	30	30
Business Integrity	138	127	112	114	137
Procurement	7	12	4	3	
IT	3	5	8	9	10
Other	24	20	54	53	54
<b>Total</b>	<b>545</b>	<b>571</b>	<b>610</b>	<b>706</b>	<b>764</b>

## Assessed or audited suppliers and critical observations

	2023	2022
Assessed or audited suppliers	602	266
Significant environmental observations	0	0
Significant observations related to social responsibility	1	0

## New supplier background checks, %

	2023	2022
Share of suppliers for which a Know Your Business Partner background check was made	89	33



# S3 – Affected communities

## Policies



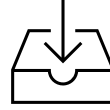
- Stand-alone policy/ies or broader document
- Some community-related issues included in supplier code of conduct (indigenous rights, care for environment)
- Respect for human rights (UNGP alignment)
- How is the code implemented in practice

## Stakeholder eng.



- Engagement with affected communities (HRIAs, multi-stakeholder initiatives, NGOs...)
- Include type, frequency, operational responsibility, effectiveness.

## Grievance and remedy



- Means to share concerns
- Effectiveness – is current whistleblowing channel enough?
- Other means to collect grievances
- Tracking and monitoring of issues raised

## Actions



- Actions (or action plans) to manage negative impacts and promote positive ones
- Remember to consider own practices (land acquisition, management of environmental impacts, also in supply chain)

## Metrics and targets



- Targets addressing identified impacts (and risk and opportunities)
- Time-bound and outcome oriented targets

# Getting ready to report on S3

- Many sectors have **adverse impacts on communities at least through their value chains**: soil and water, security, access to water, or land use.
- Community impacts are often **related to environmental impacts** such as loss of biodiversity or pollution.
- Depending on location, **indigenous people** may also be negatively affected
- From 'nice to have' community initiatives to those that really matter.
- Focus on '**hotspots**', those locations where communities are mostly impacted.
- **No set KPIs, target and metrics** setting left for individual companies.

S3 Affected  
Communities



# S4 – Consumers and end-users

## Policies



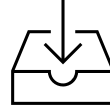
- Some policies and principles are typically available: product safety, marketing, use of personal data..
- Respect for human rights, incl. alignment with UNGP
- How are the policies implemented in practice.

## Stakeholder eng.



- Engagement with consumers and end-users.
- Some means are likely to be in place (forums, surveys, dialogue, online platforms and social media).

## Grievance and remedy



- Means to share concerns
- (Multiple) channels for consumer feedback and concerns are usually available and issues tracked.

## Actions



- Many established actions to address impacts (and risks & opportunities) related products and consumers.
- Processes to ensure product safety
- Promotion of healthier products
- Protection of consumer privacy
- No marketing for children

## Metrics and targets



- Time-bound and outcome oriented targets.

# Example: ABN AMRO

## Promoting financial care

The Financial Care department works on solutions on a daily basis to support clients who need extra help with their banking. The department currently consists of 100 coaches and is still growing. There are various ways in which these coaches can help customers who have little experience of digital banking or need other help. These include using virtual banking or our special telephone line or, where necessary, visiting clients at home.

Some examples of actions taken during the past year:

- Together with over 100 financial care coaches, ABN AMRO held more than 100,000 client meetings (webex, webinars, calls and face-to-face meetings) to help clients who need more assistance and guidance to handle their finances.
- The four largest banks in the Netherlands, the Dutch Banking Association (NvB) and the Dutch Payments Association met during the year to sign the Digital Society Alliance's Digital Inclusion Manifesto. In this manifesto they agreed to five essential building blocks: prioritising the right people, offering sufficient access to technology, building a strong support network, giving people the skills and awareness to participate, and advocating the importance of digital inclusion.

## Promoting financial health

Our goal is to help customers achieve a financially healthy existence now and in the future, in line with our purpose of 'Banking for better, for generations to come'. Since financial vulnerability is a major social problem, we are taking steps to adapt our services to help clients who need extra assistance with regard to their financial health. Our Financial Health department focuses on:

- Budget coaching aimed at creating more insight and overview of clients' finances so as to achieve positive growth in their net disposable income and a financially healthier position.
- Debt relief advice aimed at creating a financially healthier position by providing objective product-based solutions. This service is available to all customers with consumer credit. The most important solutions offered involve converting repayment forms, consolidating debts and requesting debt discharge.

## Promoting inclusive banking

Women are the biggest underserved group in finance, as shown in 'The value of inclusivity in banking' report (ABN AMRO, McKinsey 2021). As the identified barriers show, some groups of women in the Netherlands are particularly vulnerable and have less than optimal access to financial expertise, knowledge and funding.

Based on these insights, ABN AMRO set up an inclusive banking team in 2021 for interventions across the bank that were designed to reduce these barriers and improve the financial opportunities for female clients and society as a whole.

Initiatives undertaken by our Inclusive Banking team in the past year included:

- The Learning Journey: This course was developed by ABN AMRO to train our staff not only to become aware of their own gender bias but also of how to achieve changes in behaviour and attitudes so as to enhance understanding and ensure an inclusive customer service.
- Investment bootcamps for female clients/non-clients, for which 1,700 people signed up.
- Inclusive communications: to align with the needs and preferences of women who felt misrepresented in our tone of voice and visuals, we developed inclusive communication guidelines and a new image gallery and made modifications to our website. All our content creators have now been trained to use the guidelines, and inclusivity has been incorporated into our onboarding programme for new colleagues.

# Getting ready to report on S4

- Many policies and established actions related to products or consumers are typically already in place.
- Processes to ensure product safety or protect or promote consumer health.
- Responsible marketing, i.e. marketing not targeted to children under 12 years.
- Data protection and privacy: keeping data safe, informing consumers about data use.
- Existing engagement processes are usually available.
- There are typically channels for consumer feedback and concerns, and those are also listened to.
- How to ensure efficient collection and consolidation of data?

**S4 Consumers and  
end-users**



# Ryhmätyö 2 – Syysmarkkinat

Jakaannumme 6 ryhmään. Valitse standardi, josta raportoimiseen kaipaat ratkaisuja:

- 2 x S1 ryhmää
- 2 x S2 ryhmää
- 1 x S3
- 1 x S4

Keskustelkaa ryhmässänne 15 min, miten olette ratkoneet standardiin liittyviä haasteita ja kirjatkaa ratkaisujanne ylös.

Valitkaa ryhmästänne puheenjohtaja.

Puheenjohtaja jää esittelemään ratkaisuja muille. Muut osallistujat siirtyvät toiseen standardiin kuulemaan tähän liittyvistä ratkaisuksista (5 min).



# Linkkejä

- We Mean Business Coalition, Early Adopters of CSRD: [Early adopters' CSRD reporting - We Mean Business Coalition](#)
- EFRAG Implementation Guidance: [ESRS implementation guidance documents | EFRAG](#)
- Komission delegoitu asetus ESRS: [resource.html \(europa.eu\)](#) (*Lisäys A.4: ESRS S1–5, Esimerkkejä tavoitteista, s. 206*)
- Komission korjaukset ESRS-standardien eri kieliversioihin:  
[http://data.europa.eu/eli/reg\\_del/2023/2772/corrigendum/2024-08-12/oj](http://data.europa.eu/eli/reg_del/2023/2772/corrigendum/2024-08-12/oj)

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# Thanks for today!

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