

# Social

| CEO Pay Ratio (S1   GRI 2-21   UNGC-P6)                     | Unit   | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|--------|------|------|------|------|------|
| CEO Salary & Bonus (X) to median FTE Salary                 | X:1    | -    | 6.2  | 5.61 | 5.7  | 6.8  |
| Does your company report this metric in regulatory filings? | Yes/no | -    | -    | No   | No   | No   |

| Gender Pay Ratio (S2   GRI 405-2   UNGC-P6)                                  | Unit | 2018 | 2019 | 2020 | 2021 | 2022 |
|--|------|------|------|------|------|------|
| Median total compensation for men (X) to median total compensation for women | X:1  | -    | -    | 1.51 | 1.43 | 1.29 |
| Outcome of equal pay certification   | %    | 2.40 | 2.10 | 1.02 | 0.10 | 0.40 |

| Employee Turnover (S3.1   GRI 401-1 b.   UNGC-P6) | Unit | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|------|------|------|------|------|------|
| Employee Turnover                                 | %    | 13.9 | 23   | 10.5 | 15.5 | 12.0 |
| Left voluntarily                                  | %    | 8.3  | 6.8  | 6.5  | 7.8  | 7.9  |
| Left due to dismissal                             | %    | 4.4  | 13.9 | 3.9  | 6.8  | 3.1  |
| Retired   | %    | 1.2  | 2.2  | 0.1  | 0.9  | 1.0  |
| Employee Turnover by gender                       |      |      |      |      |      |      |
| Women   | %    | 71   | 59   | 68   | 62.1 | 58.8 |
| Men   | %    | 29   | 41   | 32   | 37.9 | 41.2 |
| Employee Turnover by age                          |      |      |      |      |      |      |
| Aged 20-29  | %    | 23.4 | 14.1 | 28   | 13.6 | 20.4 |
| Aged 30-39  | %    | 17.7 | 21.6 | 32.5 | 28.2 | 17.7 |
| Aged 40-49  | %    | 22.6 | 31.9 | 21   | 34   | 9.1  |
| Aged 50-59  | %    | 22.6 | 19.5 | 13   | 17.5 | 3.4  |
| Aged 60-69  | %    | 13.7 | 13   | 5.5  | 6.8  | 17.5 |
| Employee Turnover by region                       |      |      |      |      |      |      |
| Greater Reykjavík Area                            | %    | 82.3 | 86   | 61.3 | 80.6 | 83.5 |
| Outside Greater Reykjavík Area                    | %    | 17.7 | 14.1 | 39.7 | 19.4 | 16.5 |

| Gender Diversity (S4.1   GRI 2-7 c.   UNGC-P6)   | Unit | 2018 | 2019 | 2020 | 2021 | 2022 |
|--|------|------|------|------|------|------|
| Total number of employees at the end of the year | no.  | 866  | 735  | 698  | 681  | 767  |
| Women  | %    | 64.9 | 65   | 63.8 | 59.5 | 58.3 |
| Full-time  | %    | 52   | 55.2 | 56.3 | 50.8 | 50.6 |
| Part-time  | %    | 12.9 | 10.2 | 7.5  | 8.7  | 7.7  |
| Men  | %    | 35.1 | 35   | 36.3 | 40.5 | 41.7 |
| Full-time  | %    | 33.1 | 33.1 | 34.5 | 37.3 | 37.7 |
| Part-time  | %    | 2    | 1.5  | 1.7  | 3.2  | 4.0  |

| Equality (S4.2, S4.3   GRI 401-3 a., b., c., GRI 405-1   UNGC-P6) | Unit | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|------|------|------|------|------|------|
| Board of Directors  |      |      |      |      |      |      |
| Women   | %    | 42.9 | 42.9 | 42.9 | 40   | 40   |

|   |     |      |      |      |      |      |
|---|-----|------|------|------|------|------|
| Men   | %   | 57.1 | 57.1 | 57.1 | 60   | 60   |
| <b>Age of Board of Directors</b>                            |     |      |      |      |      |      |
| Aged 20-29  | %   | 0    | 0    | 0    | 0    | 0    |
| Aged 30-39  | %   | 0    | 0    | 0    | 0    | 0    |
| Aged 40-49  | %   | 66.7 | 28.6 | 28.6 | 20   | 0    |
| Aged 50-59  | %   | 0    | 57.1 | 57.1 | 60   | 60   |
| Aged 60-69  | %   | 22.2 | 0    | 0    | 0    | 20   |
| Aged 70-79  | %   | 11.1 | 14.3 | 14.3 | 20   | 20   |
| All Management  | no. |      |      |      | 77   | 85   |
| Women   | %   | 47   | 48   | 43   | 45.5 | 45.9 |
| Men   | %   | 53   | 52   | 57   | 54.5 | 54.1 |
| Managing directors  | no. |      |      |      | 9    | 9    |
| Women   | %   | 50   | 33.3 | 42.9 | 44.4 | 33.3 |
| Men   | %   | 50   | 66.7 | 57.1 | 55.6 | 66.7 |
| Heads of Departments  | no. |      |      |      | 37   | 40   |
| Women   | %   | 30   | 39.4 | 35.3 | 37.8 | 40   |
| Men   | %   | 70   | 60.6 | 64.7 | 62.2 | 60   |
| Regional and Branch Managers                                | no. |      |      |      | 7    | 6    |
| Women   | %   | 38.5 | 33.3 | 37.5 | 42.9 | 33.3 |
| Men   | %   | 61.5 | 66.7 | 62.5 | 57.1 | 66.7 |
| Supervisors and Team Leaders                                | no. |      |      |      | 9    | 14   |
| Women   | %   | 60   | 50   | 42.9 | 33.3 | 42.9 |
| Men   | %   | 40   | 50   | 57.1 | 66.7 | 57.1 |
| Account managers and service managers                       | no. |      |      |      | 12   | 13   |
| Women   | %   | -    | -    | 61.1 | 75   | 76.9 |
| Men   | %   | -    | -    | 38.9 | 25   | 23.1 |
| Managers  | no. |      |      |      | 3    | 3    |
| Women   | %   | 50   | 66.7 | 66.7 | 66.7 | 66.7 |
| Men   | %   | 50   | 33.3 | 33.3 | 33.3 | 33.3 |
| <b>Age of Management</b>                                    |     |      |      |      |      |      |
| Aged 20-29  | %   | 0    | 0    | 0    | 0    | 0    |
| Aged 30-39  | %   | 14.6 | 18.1 | 16.7 | 13   | 15.3 |
| Aged 40-49  | %   | 55.2 | 59   | 60.3 | 63.6 | 54.1 |
| Aged 50-59  | %   | 28.1 | 20.5 | 16.7 | 15.6 | 22.4 |
| Aged 60-69  | %   | 2.1  | 2.4  | 6.4  | 7.8  | 8.2  |
| <b>Age of Employees</b>                                     |     |      |      |      |      |      |
| Aged 18-19  | %   | -    | -    | -    | 0.3  | 0.9  |
| Aged 20-29  | %   | 17   | 16.9 | 14   | 17.3 | 20.0 |
| Aged 30-39  | %   | 25   | 25   | 24.1 | 21.7 | 20.0 |
| Aged 40-49  | %   | 31   | 31.3 | 33.4 | 32   | 28.0 |
| Aged 50-59  | %   | 21   | 21.2 | 22.1 | 22   | 23.7 |
| Aged 60-69  | %   | 6    | 5.6  | 6.3  | 6.6  | 7.4  |
| <b>Parental Leave</b>                                       |     |      |      |      |      |      |
| Number of women entitled to maternity leave                 | no. | 26   | 21   | 28   | 15*  | 17   |
| Number of women who took maternity leave                    | no. | 26   | 21   | 28   | 24** | 29   |
| Number of women that returned to work after maternity leave | no. | 20   | -    | -    | 15   | 7    |
| Number of men entitled to paternity leave                   | no. | 25   | 19   | 31   | 13*  | 9    |
| Number of men who took paternity leave                      | no. | 19   | 14   | 31   | 25** | 28   |

|   |     |    |   |   |    |    |
|---|-----|----|---|---|----|----|
| Number of men that returned to work after paternity leave | no. | 19 | - | - | 25 | 28 |
|---|-----|----|---|---|----|----|

\* Entitlement to parental leave due to children born in 2022

\*\* Taking of parental leave irrespective of child's year of birth

| Employment type (S5.1   GRI 2-7 a., b. i, ii, iv, v, GRI 401-1 a.   UNGC-P6) | Unit | 2018 | 2019 | 2020 | 2021 | 2022 |
|--|------|------|------|------|------|------|
| Percentage of People Employed on Permanent Basis                             |      | 94.6 | 95.4 | 95   | 92.7 | 91.9 |
| Women  | %    | 61.2 | 62.4 | 60.7 | 55.8 | 54.5 |
| Men  | %    | 33.4 | 32.9 | 34.2 | 36.9 | 37.4 |
| Percentage of People Employed on Temporary Basis                             | %    | 5.4  | 4.6  | 5    | 7.3  | 8.1  |
| Women  | %    | 3.7  | 3    | 3    | 3.7  | 3.8  |
| Men  | %    | 1.7  | 1.6  | 2    | 3.7  | 4.3  |
| <b>Employees by Residence</b>  |      |      |      |      |      |      |
| Greater Reykjavík Area   | %    | 83.7 | 82.4 | 84.8 | 82.4 | 81.5 |
| Employees on a Permanent Basis   | %    | 80   | 79.3 | 81.1 | 77.1 | 76.3 |
| Employed on Temporary Basis  | %    | 3.7  | 3.1  | 3.7  | 5.3  | 5.2  |
| Outside Greater Reykjavík Area   | %    | 16.3 | 17.6 | 15.2 | 17.6 | 18.5 |
| Employees on a Permanent Basis   | %    | 14.5 | 16.1 | 13.9 | 15.6 | 15.7 |
| Employed on Temporary Basis  | %    | 1.7  | 1.5  | 1.3  | 2.1  | 2.9  |
| Number of New Employees  | no.  | 73   | 51   | 31   | 43   | 72   |
| Percentage of new employees  | %    | 8.2  | 6.9  | 4.4  | 6.3  | 9.4  |
| <b>Gender of new employees</b>   |      |      |      |      |      |      |
| Women  | %    | 56   | 47   | 42   | 27.9 | 48.6 |
| Men  | %    | 44   | 53   | 58   | 72.1 | 51.4 |
| <b>Age of new employees</b>  |      |      |      |      |      |      |
| Aged 20-29   | %    | 38   | 45.1 | 29   | 53.5 | 41.7 |
| Aged 30-39   | %    | 26   | 31.4 | 38.7 | 20.9 | 25   |
| Aged 40-49   | %    | 30   | 21.6 | 32.3 | 14   | 16.7 |
| Aged 50-59   | %    | 4    | 2    | 0    | 11.6 | 16.7 |
| Aged 60-69   | %    | 1    | 0    | 0    | 0    | 0    |
| <b>New employees by residence</b>  |      |      |      |      |      |      |
| Greater Reykjavík Area   | %    | 87.7 | 90.2 | 80.6 | 83.7 | 87.5 |
| Outside Greater Reykjavík Area   | %    | 12.3 | 9.8  | 19.4 | 16.3 | 12.5 |

| Training for Employees (GRI 404-1) | Unit  | 2018 | 2019 | 2020 | 2021 | 2022 |
|------------------------------------|-------|------|------|------|------|------|
| Avg. hours of training in total    | hours | 7    | 20   | 6.4  | 7.1  | 17.1 |
| Women                              | hours | 8    | 22   | 8    | 8.4  | 18.8 |
| Men                                | hours | 6    | 17   | 3.7  | 5.2  | 14.3 |
| Management                         | hours | 12   | 36   | 13.6 | 13   | 32.2 |
| Employees                          | hours | 6    | 16   | 5.5  | 6.4  | 15.0 |

| Non-Discrimination Policy (S6   GRI 406-1 a.   UNGC-P6)        | Unit   | 2018 | 2019 | 2020 | 2021 | 2022 |
|--|--------|------|------|------|------|------|
| Policy to ensure equal opportunities and terms for all genders | Yes/no | Yes  | Yes  | Yes  | Yes  | Yes  |

|  |        |     |     |     |     |     |
|--|--------|-----|-----|-----|-----|-----|
| Policy against bullying, sexual harassment, gender based harassment and violence | Yes/no | Yes | Yes | Yes | Yes | Yes |
| Bullying, sexual harassment, gender-based harassment and violence*               | no.    | 3   | 2   | 2   | 1   | 1   |

\* Number of cases examined and/or formal complaint made

| <b>Health and safety of employees (S7, S8   SDG 3   GRI 403-1)</b> | <b>Unit</b> | <b>2018</b> | <b>2019</b> | <b>2020</b> | <b>2021</b> | <b>2022</b> |
|--|-------------|-------------|-------------|-------------|-------------|-------------|
| Accidents in workplace and to and from work                        | no.         | 2           | 7           | 6           | 3           | 4           |
| Health indicators  | %           | 96.3        | 96.0        | 96.8        | 96.6        | 96.0        |
| Health and Safety Policy   | Yes/no      |             |             |             | Yes         | Yes         |

| <b>Child &amp; Forced Labor (S9   UNGC-P4, P5   SDG)</b> | <b>Unit</b> | <b>2018</b> | <b>2019</b> | <b>2020</b> | <b>2021</b> | <b>2022</b> |
|--|-------------|-------------|-------------|-------------|-------------|-------------|
| Child and/or forced labor policy?                        | Yes/no      | -           | -           | No          | No          | No          |

| <b>Human Rights (S10   UNGC-P1, P2   SDG 4, 10, 16)</b> | <b>Unit</b> | <b>2018</b> | <b>2019</b> | <b>2020</b> | <b>2021</b> | <b>2022</b> |
|---|-------------|-------------|-------------|-------------|-------------|-------------|
| Human rights as part of equal-rights policy             | Yes/no      | Yes         | Yes         | Yes         | Yes         | Yes         |