

An aerial photograph of a rugged coastline. The top half shows a steep, rocky cliff with sparse green vegetation. Below the cliff is a narrow, sandy beach with some rocks. The water is a vibrant turquoise color, with white foam from waves crashing against the shore and large rocks. The bottom half of the image shows a continuation of the rocky coastline with more vegetation.

# SUSTAINABILITY REPORT 2021

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Dun & Bradstreet Europe

(legal name Bisnode Business Information Group AB)

dun & bradstreet



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# Dear Stakeholder:

Since the successful acquisition of Bisnode, now operating as Dun & Bradstreet Europe (legal name Bisnode Business Information Group AB), we have expanded our European footprint and further diversified our employee base. Through a tremendous amount of effort and teamwork, the performance of Dun & Bradstreet Europe has improved significantly. Our team is committed to advancing our ongoing mission to create a global network of trust enabling our clients to turn uncertainty into confidence, risk into opportunity, and potential into prosperity. We have over 180 years of experience helping our clients meet the world's toughest challenges and unlock the greatest opportunities.

Dun & Bradstreet Europe's 2021 Sustainability Report highlights what has been accomplished over the last year and the strengths we look to build going forward as one global company. Dun & Bradstreet Europe has further reduced its CO<sub>2</sub> emissions compared to 2020. This was achieved in part through the consolidation of offices in the region, as well as other energy-saving measures that we have taken as outlined in this report. Additionally, with new upcoming regulations such as the Corporate Sustainability Reporting Directive (CSRD), we have further expanded our Scope 3 emissions data collection to now include the energy consumption of colleagues who work remotely as well as those who commute to the office to name a few. Capturing emissions in our value chain is a further example of the ongoing resolve we have made toward achieving a sustainable reduction in our day-to-day emissions.

Equally, we maintain an unrelenting commitment to continuously improve how we protect data in our possession. Last year, we began the rollout of our well-established Information Security Management System (ISMS) to our Nordic and Central Europe regions. The ISMS for Dun & Bradstreet locations in London and Dublin are already independently certified as compliant to ISO 27001 and we are executing plans to expand certification to include additional locations in Europe.

In our quest to improve and expand our ESG data collection processes to meet stakeholder requirements both locally and globally, Dun & Bradstreet Europe team members successfully piloted an ESG data collection and reporting tool that will provide a more uniform and structured process. Following a successful pilot, the tool was implemented last year in all countries across Europe, as well as the United Kingdom and Ireland, and is in the process of being adopted across the entirety of Dun & Bradstreet. On a global level, we know there is more to be done, and we are working to fully achieve global consistency in data collection and reporting standards.

Our European team members, along with our entire global workforce, are focused on continuing to execute our company's transformation and growth strategy, as well as contributing to our company's global ESG strategy. We appreciate that our stakeholders are increasingly interested in the non-financial aspects of how we manage our business and how we are dealing with pertinent issues.

Our team is energized by the opportunity to tackle the business world's most daunting challenges and create a better tomorrow for our stakeholders and future generations. We thank you for your support.

Regards,

**Julian Prower**

Chief Operating Officer  
Dun & Bradstreet International

**Michele Caselnova**

Chief Sustainability & Communications Officer  
Dun & Bradstreet

# DUN & BRADSTREET AT A GLANCE

For over 180 years, Dun & Bradstreet has helped clients and partners grow and thrive through the power of data, analytics, and data-driven solutions. Our more than 6 000 employees around the world are dedicated to this unique purpose, and we are guided by important values that make us the established leader in business decisioning data and analytical insights. Our data and insights are valuable at all phases of a business lifecycle and whatever the economic environment.

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This is Dun & Bradstreet Europe's 6th sustainability report and only refers to its operations in Europe.







## OUR MISSION

Our mission is to deliver a global network of trust, enabling clients to transform uncertainty into confidence, risk into opportunity and potential into prosperity. Through the Dun & Bradstreet Data Cloud and the solutions it powers, our global network of trust will deliver more data and deeper insights, sourced directly, from our Worldwide Network partners, and other partners, and through new analytical models.



## OUR VALUES

We are an organization that is driven by our values. They are the bedrock of our business. They center us in our community, guide our behavior and anchor our decisions.

## The Dun & Bradstreet family is...

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### Data Inspired

We are passionate about the power of data. It is at the heart of everything we do.



### Relentlessly Curious

We embrace the change in the world around us. We know it brings new problems to solve, new things to learn, and new ways to grow.



### Inherently Generous

We succeed by helping others succeed. We openly share our time and talent, and we confidently welcome the help of others.

Dun & Bradstreet Europe (legal name Bisnode Business Information Group AB) operates in 19 countries.

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We are experts in high-quality data, specialized in customizing credit, business, and market information that make it easier for our customers to take data-driven decisions. Our offering can be divided into the following product areas:



Risk & Credit  
Solutions



Marketing  
Solutions



Business  
Information  
Solutions



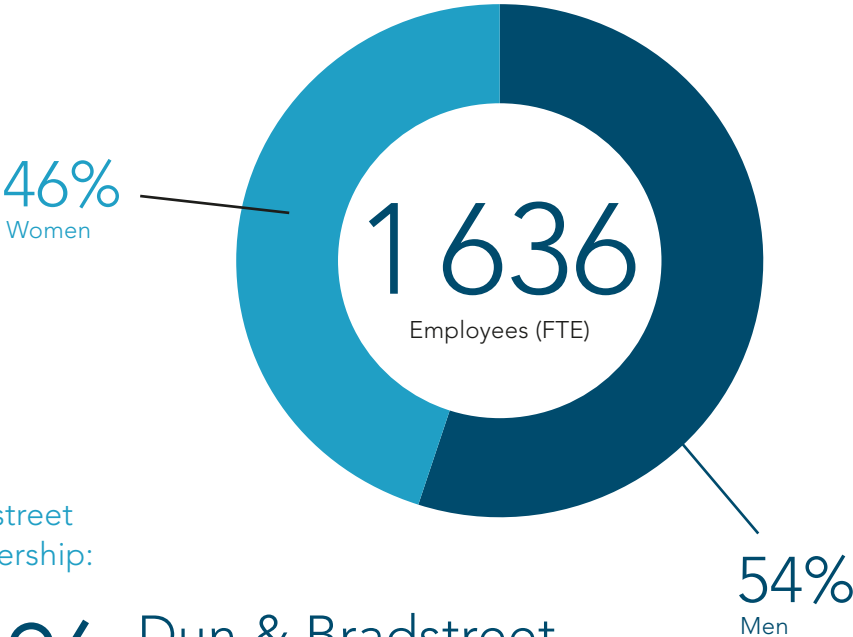
Analytics &  
Insights

Dun & Bradstreet's international reach enables us to offer global solutions to our customers. Our product portfolio covers Risk & Credit, Marketing, and Business Information Solutions, covering both B2B (business to business) and B2C (business to customer) markets, and utilizing data from more than 460 million companies and 256 countries and territories.





# Dun & Bradstreet Europe in Numbers 2021



Dun & Bradstreet  
Europe ownership:

100% Dun & Bradstreet  
Holdings B.V\*

\*Dun & Bradstreet Europe is ultimately owned by its  
parent company Dun & Bradstreet Holdings Inc.

Corporate  
identity number

556681-5725

Dun & Bradstreet Europe (legal name Bisnode Business Information Group AB) is a Swedish limited liability company. The company's governance is based on The Swedish Companies Act and The Swedish Corporate Governance Code. Since Dun & Bradstreet Europe is not a listed company, there is no requirement to comply with The Swedish Corporate Governance Code but we have chosen to comply with relevant parts of it in Sweden.

## FINANCIAL SUMMARY 2021

Revenue	USD 385.6M
Equity	USD 850.6M
Total Assets	USD 1 236.3M

Our global headquarters  
(Dun & Bradstreet Group)

 Jacksonville  
Florida, USA

792 Nordics  
Employees (FTE)

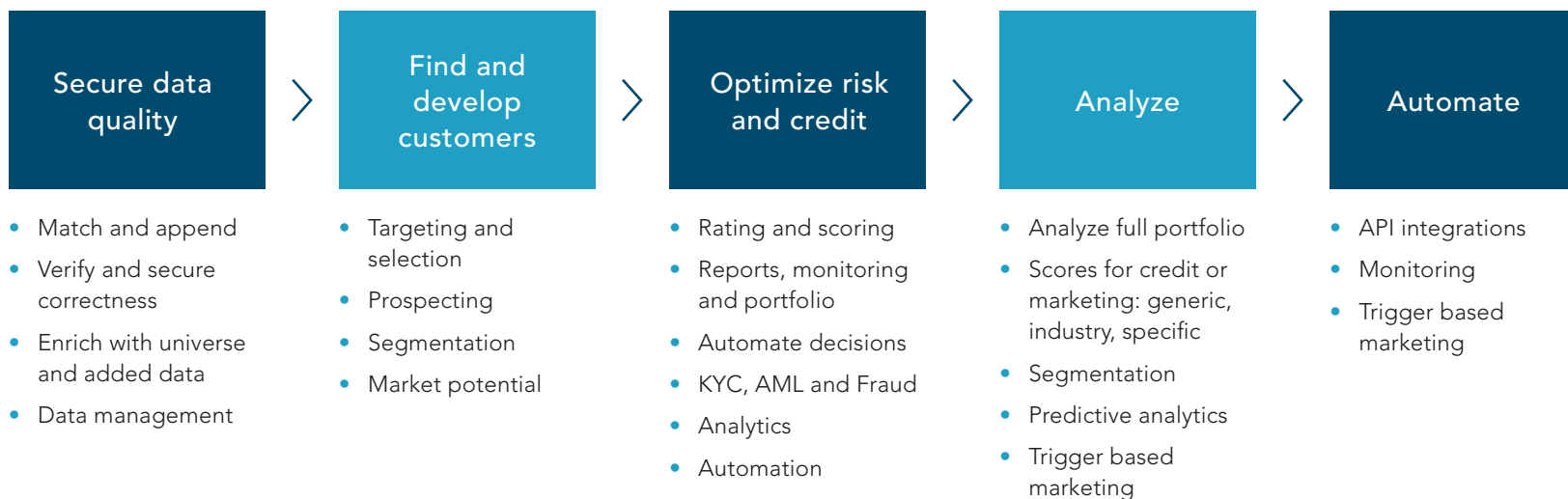
Denmark, Sweden, Norway, Estonia,  
Finland, Latvia

844 Central Europe  
Employees (FTE)

Belgium, Poland, Hungary, Czech Republic,  
Slovakia, Slovenia, Serbia, Croatia, Bosnia  
and Herzegovina, North Macedonia,  
Germany, Austria, Switzerland



## Dun & Bradstreet supports the full customer journey with data and analytics





# We Help Our Customers Grow and Thrive



## Master Data Management – The foundation for any successful business

Clean data is incredibly valuable to companies; low-quality data can limit growth and profit. We specialize in providing the most up-to-date business data-sources at both domestic and international level. Our data covers individual consumers, households and vehicles, as well as very detailed corporate information, and enables companies to minimize data silos and inefficiencies.



## Consumer Intelligence – Get to know customers

We help our clients learn more about who their customers are, what they want, when they want it and how they can be best reached. Clients can access new insights by combining their own customer data with Dun & Bradstreet Europe's offline and online data, accessing it all via existing business systems using an API and ensuring compliance with GDPR.



## Digital Advertising – Target customers

Our products help clients increase their return on investment by reaching the right audience, at the right time, with the right message. They are able to improve the precision of their targeting, for example via programmatic display advertising and ads on social media.



## Group Analytics – Deliver remarkable insights

Huge volumes of business data are generated every day. We combine online data with our own data and our customers' data. We analyze this data to predict which businesses will thrive and which will struggle. We do this using machine learning, network science, contextual mining and natural-language processing. We then optimize our customers' lead generation, analyze their portfolios and manage risks to help their businesses grow.



## Risk Decisioning – Automate risk and credit processes

Accurate data and insightful analysis help businesses optimize credit decisions; they can increase profitability by choosing to work with reliable right customers. Continuous monitoring ensures control and compliance and means businesses can act quickly to avoid credit-related losses.



# SUSTAINABILITY AT DUN & BRADSTREET EUROPE

Modern businesses do not have to choose between doing good business and making a positive impact in the world. We want to accelerate the transition towards a sustainable society with our innovative product offering. By integrating sustainability throughout business operations, Dun & Bradstreet can create long-term value for both the company, society, and future generations.

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# Determining Our Material Sustainability Topics

During 2021, we refreshed our materiality analysis to ensure that we continue to stay up to date with our own sustainability vision as well as external expectations. The materiality analysis consists of an impact analysis and stakeholder dialogues. The impact analysis assesses how sustainability issues affect our company, as well as how our company impacts society and the environment, both from a positive and negative perspective, throughout the value chain.



A central part of the materiality analysis involves meaningful engagement with our key stakeholder groups to understand what is important to them and what they expect from us. To identify relevant stakeholder groups, we mapped people and organizations that may affect, or be affected, by our business based on the parameters of impact and interest.

Stakeholder dialogues were conducted via a survey and held with employees and managers within Dun & Bradstreet Europe as well as with customers. The respondents were asked to prioritize the sustainability topics in relation to our operations. These topics were chosen based on Dun & Bradstreet Europe's business model, activities and product & services. In total, more than 900 stakeholders participated in the dialogues.

## Stakeholder Groups and Prioritized Topics



### EMPLOYEES

- Safe and healthy work environment
- Customer satisfaction
- Diversity and equal opportunities
- Attract and retain talent
- Digital sustainability



### MANAGERS

- Safe and healthy work environment
- Customer satisfaction
- Attract and retain talent
- Diversity and equal opportunities
- Digital sustainability



### MANAGERS AT EUROPEAN LEADERSHIP LEVEL

- Diversity and equal opportunities
- Digital sustainability
- Attract and retain talent
- Increased transparency
- Community involvement



### CUSTOMERS

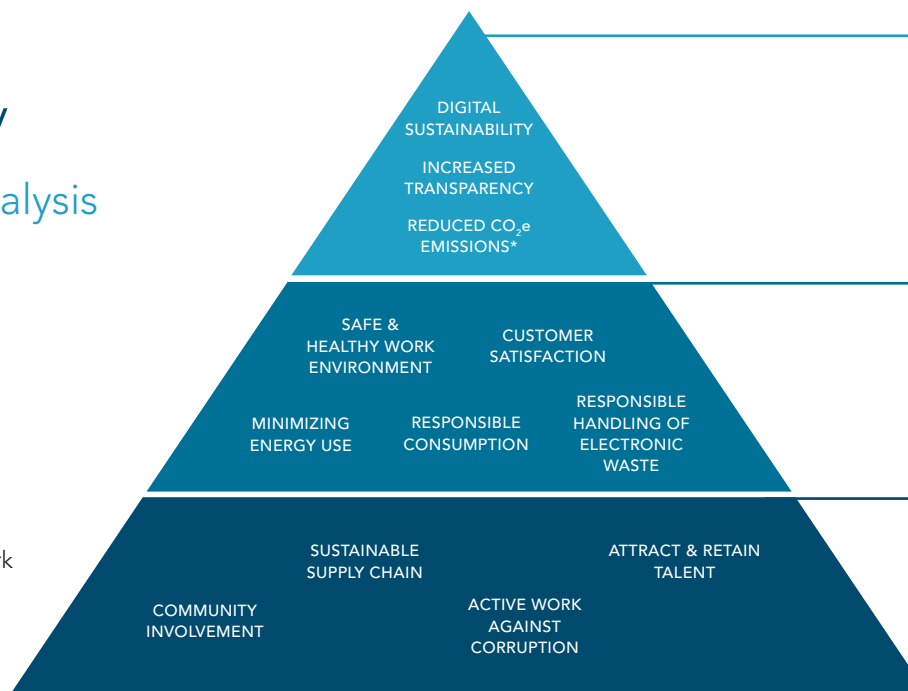
- Customer satisfaction
- Digital sustainability
- Increased transparency
- Active work against corruption
- Safe and healthy environment
- Sustainable supply chain

# Defining Our Sustainability Strategy

The results of the materiality analysis were defined in three areas:

- Unique selling point: Areas where Dun & Bradstreet shall be a leading actor
- Develop: Focus areas that Dun & Bradstreet will prioritize in the coming year
- Monitor: Aspects that are already in place and /or should be maintained

The results lay the foundation for our sustainability work and the development of our sustainability strategy. In 2022, we will continue to execute our Sustainability program. We know there is more to be done, and we are working to fully achieve global consistency.



\*Note: Carbon Dioxide Equivalent - Converted amounts of other gases to the equivalent amount of carbon dioxide with the same global warming potential.

## Unique Selling Point (USP)

Strategic sustainability aspects that will contribute to brand positioning and why customers choose Dun & Bradstreet.

## Develop

Aspects where Dun & Bradstreet should develop further from a risk and opportunity perspective.

## Monitor

Aspects that are already in place and/or should be maintained, however will not differentiate Dun & Bradstreet from its competitors.

The results of the materiality analysis were condensed into five key areas consisting of our material topics:

### SUSTAINABLE GOVERNANCE

- Sustainable governance model (policies, guidelines, trainings etc)
- Active work against corruption
- ✓ Increased transparency

### DIGITAL SUSTAINABILITY

- ✓ Data security and protection
- ✓ Data privacy and integrity

### ENVIRONMENT AND CLIMATE IMPACT

- ✓ Reducing CO<sub>2</sub>e emission
- Minimizing energy use
- Responsible consumption
- Responsible handling of electronic waste

### DIVERSITY, EQUALITY AND INCLUSION

- Diversity and equal opportunities
- Attract and retain talent
- Safe and healthy work environment
- Community involvement

### SUSTAINABLE VALUE CHAIN

- Customer satisfaction
- Sustainable supply chain
- Products with focus on sustainability

✓ = Unique Selling Point (USP)



# United Nations Global Compact and the Sustainable Development Goals

Dun & Bradstreet Europe is a signatory member of the United Nations (UN) Global Compact, the world's largest sustainability initiative. Our sustainability work is based on its ten guiding principles concerning human rights, labour, environment, and anti-corruption.

We have identified 9 of the 17 Sustainable Development Goals (SDGs) we contribute to. During 2021, we continued working towards the following SDG's:

<b>1 NO POVERTY</b> 	<b>2 ZERO HUNGER</b> 	<b>3 GOOD HEALTH AND WELL-BEING</b>  The health and well-being of our employees are essential. Last year we launched a global wellbeing offering to support the physical and mental wellbeing of our employees. We also provided our team members with an additional paid day off and an opportunity to relax and recharge.	<b>4 QUALITY EDUCATION</b> 	<b>5 GENDER EQUALITY</b> 	<b>6 CLEAN WATER AND SANITATION</b>  Through our partnership with Support Ethiopia, we give the non-profit organization access to one of our products which enables them to easily identify potential financial donors through available data, contributing to their work on ensuring access to clean water for all.
<b>7 AFFORDABLE AND CLEAN ENERGY</b>  Our goal is to move towards renewable energy in our offices and for our servers where the option is available. Our data centers are at the forefront of transitioning to renewable energy and to become climate neutral.	<b>8 DECENT WORK AND ECONOMIC GROWTH</b>  Dun & Bradstreet's solutions foster transparency and trust in the marketplace and therefore are the foundation for trade and economic growth. We ensure safe and healthy working conditions and fair terms and conditions of employment for all employees. Steering documents and our whistleblowing channel ensure that we uphold our business values and that our operations are in line with market-specific health and safety regulations.	<b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b>  As a data and analytics company, we always put innovation first to support customers in taking smart decisions. In 2021, we launched our Dun & Bradstreet ESG Intelligence product to help customers monitor and assess the ESG performance of their business partners.	<b>5 GENDER EQUALITY</b> We actively work to increase equality among our employees. We monitor gender diversity across the workforce. As well as for leadership and management positions.		
<b>10 REDUCED INEQUALITIES</b> 	<b>11 SUSTAINABLE CITIES AND COMMUNITIES</b> 	<b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b>  Electronic waste (also known as e-waste) is our biggest waste stream, and we strive to reduce, reuse and recycle to minimize our electronic waste. We have recycling stations at our offices and try to digitalize as many processes as possible to reduce paper consumption. In 2022 we plan to streamline our waste handling by implementing an electronic waste management system across Dun & Bradstreet Europe.	<b>13 CLIMATE ACTION</b>  As a multinational company we have a responsibility to minimize our climate footprint. We work continuously to steer towards renewable energy, minimized greenhouse gas emissions and efficient energy reductions from our operations. We have already achieved our CO <sub>2</sub> e reduction target of 50% by 2030 (base year 2019) <sup>1</sup> to align with the Paris Agreement.	<b>14 LIFE BELOW WATER</b> 	
<b>15 LIFE ON LAND</b> 	<b>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</b>  As a company, we acknowledge the importance of promoting rule of law and access to justice. We continuously work to be compliant with legislations and work within our own operations, and throughout our value chain with reducing corruption and bribery, enable access to remedies for complaints, and create strong institutions. One of our priorities for 2021 in Dun & Bradstreet Europe was starting the process of establishing a resilient information security management system compliant to ISO 27001.	<b>17 PARTNERSHIPS FOR THE GOALS</b> 	 <b>THE GLOBAL GOALS</b> For Sustainable Development		

To leverage the SDGs, we also support our communities by volunteering. Dun & Bradstreet employees receive two paid volunteer days each year to contribute to sustainable development in charities that matter to them.

<sup>1</sup> Compared to 2020, Scope 1, Scope 2 and Scope 3 (business travel and upstream emissions only).

# Targeted Commitments



## DIGITAL SUSTAINABILITY

- Roll out our well-established Information Security Management System (ISMS) across all our European markets
- Achieve ISO 27001 certification for our ISMS in Sweden and Norway in 2022
- Maintain and improve the level of compliance in markets where ISMS is established



## ENVIRONMENT AND CLIMATE IMPACT

- Reduce CO<sub>2</sub>e emissions by 50% until 2030 (base year 2019)
- Continue reviewing environmental risks and start including environmental risks in company risk register
- Work with our suppliers and set quantitative targets
- Improve Scope 3 emission data
- Engage new electronic waste partner for Europe 2022-2023 to foster circularity



## DIVERSITY AND INCLUSION

- Actively work to increase equality across the workforce and in leadership positions
- Set up a Diversity Task Force



## SUSTAINABLE VALUE CHAIN

- Reduce and improve Scope 3 emissions together with suppliers
- Investigate how to implement environmental risk assessment in to our third party engagement due diligence process





# SUSTAINABILITY GOVERNANCE

Strong governance structure and a dedicated sustainability leadership team enable us to continuously drive our sustainability program to reach our targets across Dun & Bradstreet Europe.

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# Governance Structure

Sustainability is an integral part of our formal governance structure. In 2021, the responsibility for sustainability within Dun & Bradstreet Europe moved from Human Resources (HR) to International Operations. The Chief Sustainability Officer (CSO) has the overall responsibility for sustainability globally at Dun & Bradstreet. Our CSO reports directly to the CEO and is a member of the Dun & Bradstreet Executive Leadership Team.

 Sustainability is an integral part of our formal governance structure.

Dun & Bradstreet Europe operates a sustainability program tailored to local legislations and customer requirements. Our Sustainability Manager – Europe, Karolin Wanner, leads the sustainability program across our European markets.

The Sustainability Team in Europe defines the sustainability strategy, goals and actions for Dun & Bradstreet Europe. These are approved annually by the CSO and the General Manager – Europe. Progress on our goals is reviewed quarterly by the General Manager – Europe, the European Leadership Team and the CSO.

The Sustainability Team works closely with business units to execute the sustainability strategy, monitor, and communicate best practice, and track progress.

Leaders of functional teams, markets, and regions oversee and manage sustainability in their business units and are responsible for delivering the established targets and implement the sustainability strategy.

We consider all our team members as part of our Corporate governance structure; everyone is expected to take responsibility for sustainable business practices in their daily work. By presenting the sustainability strategy and goals quarterly to the European Leadership Team and all team members in townhalls, we aim to increase transparency and make sure that everybody at Dun & Bradstreet Europe is aware of our sustainability work.

# Sustainability Governance Model Dun & Bradstreet Europe





# Our Sustainability Team in Europe

For questions regarding this report or Dun & Bradstreet's sustainability work, please contact: [sustainabilityeurope@dnb.com](mailto:sustainabilityeurope@dnb.com)



Karolin Wanner

SUSTAINABILITY MANAGER – EUROPE

As we can only achieve sustainability together as a whole organization, our sustainability manager develops and integrates Dun & Bradstreet Europe's sustainability vision, strategy, and long-term plan into the corporate strategy which is essential for stable growth and profitability. As a pioneer, passionate about sustainability, Karolin leads the Sustainability Team and our Ambassador Network and coordinates and supports the operational markets in their efforts.



Mahabat Jamshidi

SUSTAINABILITY SPECIALIST

Mahabat supports implementing our sustainability strategy across Europe and coordinates action plans. With her background in human rights and her drive for sustainability, she brings a social perspective to our everyday work.



Elke Spehar

ESG DATA SPECIALIST AND  
SUSTAINABILITY AMBASSADOR

Elke coordinates Dun & Bradstreet Europe's ESG data collection according to the GRI standard and Greenhouse Gas Protocol. She improves and enriches our ESG data in all markets with focus on our sustainability objectives.



Simon Rodaway

DIRECTOR – INTERNATIONAL  
OPERATIONS

Simon has overall responsibility for sustainability in Europe working closely with the Sustainability Manager and the wider Sustainability Team. He ensures that Operations together with our corporate functions are aligned to, and deliver on, our sustainability goals for Europe.



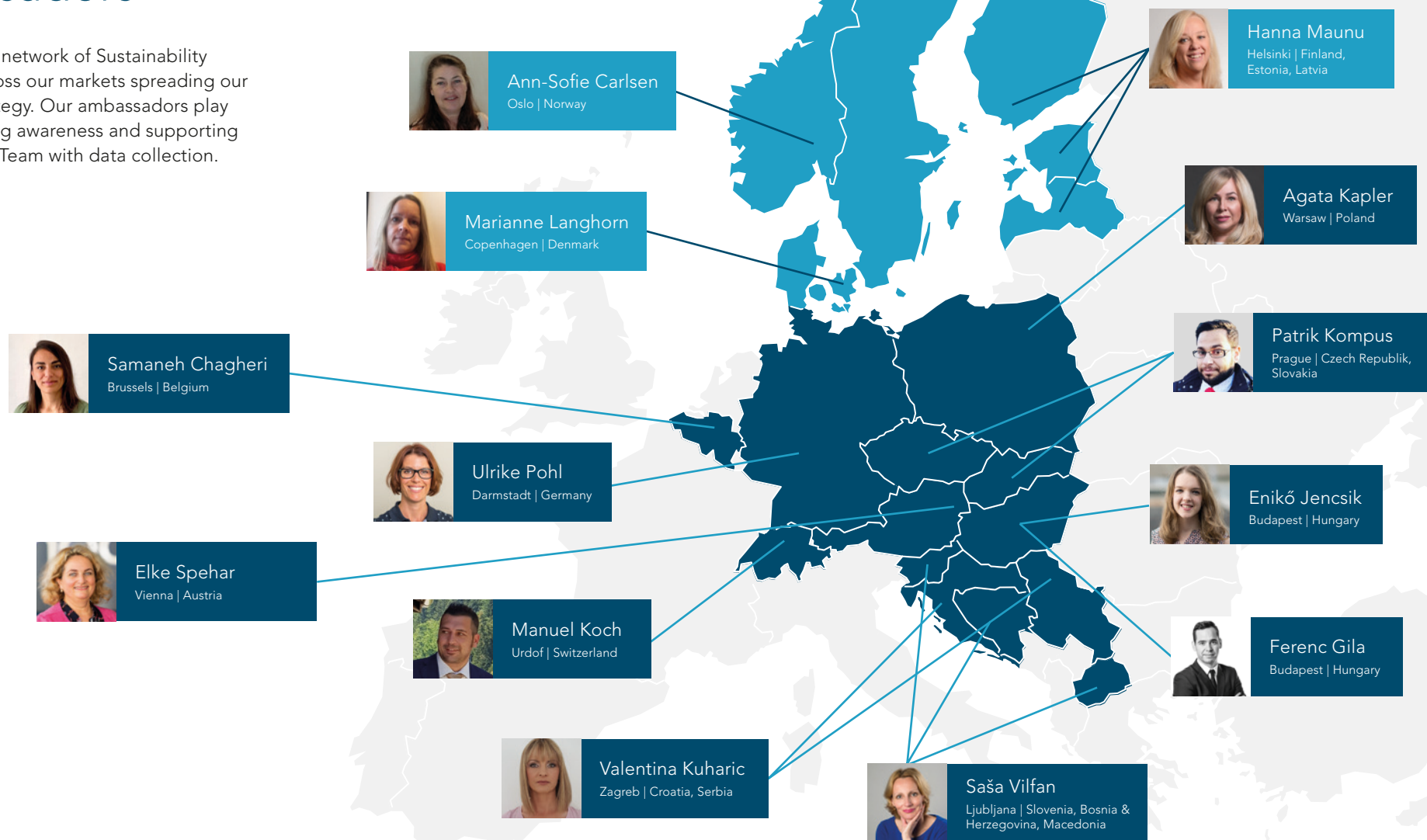
Julian Prower

CHIEF OPERATING OFFICER  
– INTERNATIONAL

Julian brings a holistic view of the business to the Sustainability Team and ensures that the right focus is provided to enable the European organization to realize its sustainability vision for all constituents, clients, business partners, and employees.

# Our Sustainability Ambassadors

We have a strong network of Sustainability Ambassadors across our markets spreading our sustainability strategy. Our ambassadors play a key role in raising awareness and supporting the Sustainability Team with data collection.







## Our Sustainability Framework

Sustainability at Dun & Bradstreet is regulated through a number of steering documents (policies) within different focus areas (Sustainable Governance, Digital Sustainability, Environment and Climate Impact, Diversity, Equality and Inclusion as well as Sustainable Value Chain). For our employees, our expectations are outlined in our Code of Conduct and Ethics (hereinafter Code of Conduct). The Code of Conduct summarizes the content of the global policies and guidelines and comprises rules aimed to uphold integrity, guarantee safety, and ensure sustainable business practices. The Code of Conduct applies to all employees, officers and directors at Dun & Bradstreet and is updated annually. A separate Code of Conduct outlines particular expectations and requirements for senior financial officers. The Chief Compliance Officer is responsible for maintaining and updating the Code of Conduct.

Every employee is required to read and confirm that they understand the Code of Conduct, and that they will adhere to the requirements, principles, and values stated therein. All policies are available to employees through Dun & Bradstreet's Intranet.

Training in company compliance policies is carried out online. New employees must complete the training within 30 days of starting their employment and repeat the training annually. Training materials always remain available to employees in our learning portal.



## Managing Sustainability Risks

Understanding and assessing the risks that potentially impact our business allows Dun & Bradstreet to make informed decisions to protect the company from future loss, identify opportunities that may allow growth, and continuously improve the ways we operate. Whether reviewing a new venture or a well-established process, we encourage everyone in our business to identify and report risks so that prompt action can be taken if it is required. We have overarching policies related to risk which apply to all our operations and provide a solid governance framework to pro-actively control materialization of risks. Our risk assessment and risk treatment processes are managed at market, regional, functional and enterprise levels and as appropriate reviewed by our Global Chief Risk Officer.

With focus on maintaining a sustainable business we look both internally and externally to ensure risks are tracked and, where the risk exceeds our risk appetite, that mitigating action is taken to reduce exposure. Data security risks are under constant review and, with many threats likely to have significant impact, we have robust processes and controls in place to maintain the confidentiality, integrity, and availability of information for our colleagues and for our clients. With regards to our supply chain, risks are managed in our Third-Party Risk Management Tool D&B Compass. Read more on page 48.

The risks associated with climate change are not underestimated either and, together with both client expectation and changing legislation, we constantly review the risks posed to our business as well as the impact our business has on the environment.

Recognizing the variety of risks that exist, we have a mature Business Continuity Program in place to provide resilience. Our Business Continuity Assessments and Plans are reviewed frequently, and as the business or as threats change, to ensure we are ready for the unexpected. We also schedule simulations to test the readiness and effectiveness of the Business Continuity Plans to help ensure the stability and sustainability of our business.



Some of Dun & Bradstreet's identified sustainability risks include the following risks:



### Cyber Risks

The core of Dun & Bradstreet's offering is the ability to guarantee the safe and secure handling of data. In today's environment the risk of cyber-attacks is ever present, exposing Dun & Bradstreet to the risk of data loss, corruption, or unauthorized access. This could lead to disruption to core business operations and financial loss, as well as theft or loss of sensitive business information and personal data, potentially resulting in reputational damages and legal fines.



### Climate Change

Climate change may lead to financial shocks for Dun & Bradstreet related to unresolved climate effects of the fossil fuel industry and higher material costs due to the degradation of natural resources. Climate change is also likely to result in less stable institutions due to increased polarization and acute, massive, global migration. Indirect impact of climate change on Dun & Bradstreet may include increased heat and heat waves which will require more energy for cooling. Additionally, our employees may be affected by natural disasters which may potentially subject to damage to our offices as well.



### Disruption in Supply Chain

Dun & Bradstreet operates in many different countries and markets. Effects of major events, such as climate change, extreme weather events and geopolitical tensions, can cause disruptions in our supply chain, affect logistics, increase costs, and affect business continuity.



### Fast Changing Legal and Customer Requirements

The ability to adapt our products and processes with new legislative requirements as well as consumers' requirements is essential to stay compliant, meet market needs and maintain our market position.



Zero Cases of Corruption  
During 2021

## Countering Corruption

At Dun & Bradstreet we do business the right way and we are conscious of the business culture we want to nurture and protect. Engaging in corrupt business practices is a criminal offence and has serious consequences for everyone involved, as well as a detrimental effect on our company reputation.

Ethical business practices and zero tolerance for bribery and corruption are embedded in everyday operations through our Anti-Corruption Policy, applicable to every employee, officer, and director of Dun & Bradstreet without exception. We expect the same from our suppliers and business partners as communicated through our Partner Code of Conduct. Anti-corruption training must be completed annually by every employee, each employee is responsible for knowing and complying with this policy.

The Chief Compliance Officer is responsible for ensuring that this policy is implemented, managed, and controlled.

Employees are encouraged to report any potential breaches of or deviations from the Anti-Corruption Policy. Such concerns may be reported to the local management or through the anonymous whistleblowing service. Our whistleblowing service is an early warning system to reduce risk. Employees can safely file a report in the knowledge that Dun & Bradstreet will investigate claims without risk of negative repercussions. During the past year, Dun & Bradstreet had 0 (zero) confirmed cases of corruption.





# DIGITAL SUSTAINABILITY

Through data, statistics and AI-driven platforms, Dun & Bradstreet enables its customers to make smart data-based decisions to drive their business forward. Data and analytics are our main resources and as such, digital sustainability is at the core of our business. Ensuring data security, protection, privacy and integrity is one of our most important responsibilities.

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# 2021 in Data<sup>2</sup>



319 billion  
emails sent and received



4.9 billion  
internet users worldwide



71 zettabytes  
data created

<sup>2</sup>Source: statista.com

Data and information are basic building blocks in any organization and an integral part to power business opportunities and form business strategies. Access to information as well as data privacy & integrity are equally basic human rights. While providing access to information, businesses must ensure such access does not violate those rights. Dun & Bradstreet recognises its responsibility to protect the rights of individuals by ensuring data security and data privacy & integrity.

## Governance

Digital sustainability is a prioritized governance area and is reviewed quarterly.

The Chief Information Security Officer and the Chief Compliance Officer work together with our Sustainability Team to ensure compliance with data privacy and that information and data are handled accurately and safely.

### The Chief Information Security Officer

- Overall accountability for Information Security.
- Oversees the Global Information Security program.

### Chief Compliance Officer

- Overall accountability for Data Protection, in close collaboration with Global Security and Risk, Technology and Data Protection teams.
- Ensures that Dun & Bradstreet handles data in a secure and compliant way.
- Responsible for the DPO Network.

The DPO network works as a reference group and reports back to the Group DPO. The Nordics business segment was moved to a Group DPO model, supported by the Global Compliance and Ethics team. The network also allows for continuous knowledge sharing and ensures that we work consistently. We continuously use weekly meetings to improve communication throughout the DPO network.

The Global Security and Risk team works with lines of business across the company, providing a corporate-wide information security strategy to support business objectives and minimize the likelihood and impact of attacks and security incidents.

Several policies provide detailed guidelines to ensure information security throughout our operations:

### Framework for Local and Group Compliance Councils

- The Data Compliance and Ethics Policy

### Frameworks for Employees

- Information Security Policy
- Privacy Notices
- Code of Conduct and Ethics
- Enterprise Data Governance Policy
- Enterprise Data Privacy Policy

## Data Security

Data security is fundamental for the protection of data from unauthorized access. For us, this means data shall not be misused or cause harm. Dun & Bradstreet recognizes its responsibility to safeguard company assets and maintain a high level of personal and customer privacy and integrity at all times.

In 2021, we continued to work according to our internal standards for IT materiality, including the rollout of a program to establish compliance with the ISO 27001 Information Security Management System Standard. Partnering with our Global Security and Risk team (GSR), our European Technology team is working towards a harmonized and standardized IT infrastructure and security posture across our European markets.

As the importance and value of data continues to grow, the risk of cyber-attacks and unauthorized exploitation of systems and network increase. The cyber-security threat landscape is continuously changing and Zero-Day vulnerabilities as well as geopolitical conflicts permanently need to be analyzed and actively monitored. To mitigate threats, Dun & Bradstreet has implemented detective and preventive controls set up to protect our customer's and own data. In 2021, we also implemented a Cyber Security Integration Program in the Europe operations to ensure strong and global information security control frameworks across the board of our operations.

## Data Protection

Data protection is the legal protection and safeguarding of stored and processed data.

At Dun & Bradstreet, this means that our data and systems are adequately safeguarded and are not used to commit, for example, financial fraud.

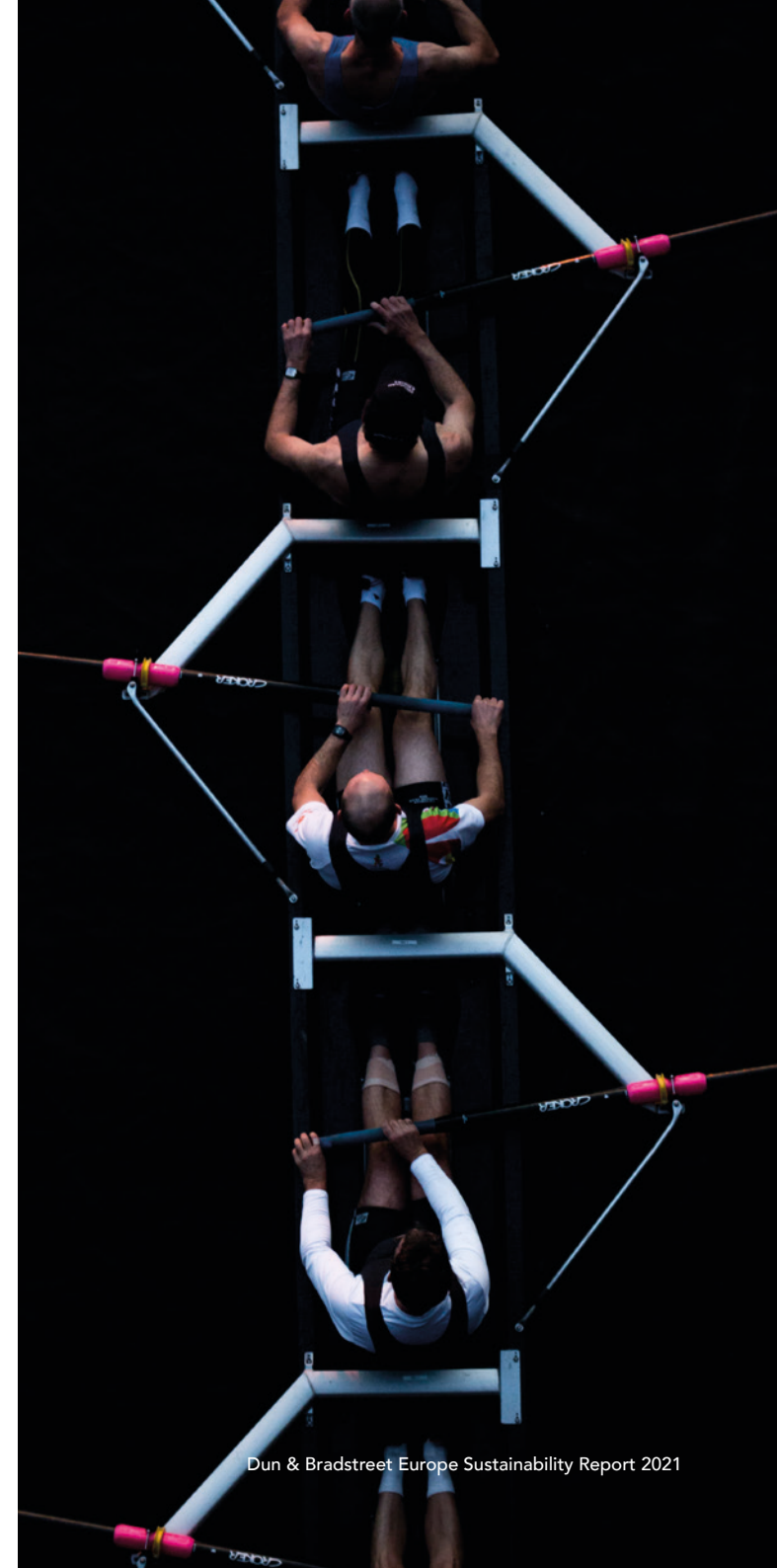
We have processes in place to ensure that data is encrypted when needed and protected with anti-malware software. Our systems are continuously monitored for vulnerabilities. Identified vulnerabilities are documented, ranked based on severity level as determined by likelihood and impact ratings and targeted for remediation. Based on the risk classification, we carry out appropriate reviews and testing, including design reviews, static application security testing (SAST) and Dynamic application security testing (DAST). In 2021, penetration tests were conducted for new and strategic products. Outcomes were recorded and vulnerabilities were documented for remediation.

## Data Privacy

Data privacy is the appropriate and authorized use of data to protect customers' and individuals' right to privacy. For Dun & Bradstreet this means only using personal data that has been collected ethically and under relevant data protection regulations.

We ensure data privacy and personal integrity through our policies, assessments of high-risk processes and by conducting Privacy Impact Assessments. The collection, use, retention, safeguarding, and disclosure of personal data is regulated in internal policies which are available to all employees.

We had over 133 Assessments divided into both Article 30 documentation and PIA's.





28 Number of Data Incidents

22 Number of Data Incidents involving Personal Information

133 Number of Article 30 records of processing

0 Security Incidents

### Data Integrity

Data integrity is the maintenance of data accuracy and quality throughout its lifecycle. Dun & Bradstreet's goal is to have an infrastructure that is resilient against spreading cyber risks to our partners, customers, and society at large.

Dun & Bradstreet's information classification framework ensures that controls for confidentiality, integrity, and availability of data are defined. Controls are applied to fulfill information security needs throughout the data lifecycle. After acquiring Bisnode in 2021, Dun & Bradstreet has continued its work to strengthen the privacy measures for the Nordics and Central Europe to align operations to Dun & Bradstreet standards.

### Business Continuity

Dun & Bradstreet has established a robust Business Continuity Management (BCM) system that defines precisely how we manage incidents that might otherwise disrupt our operation. The Dun & Bradstreet Business Continuity Management Team assists with the global planning, preparedness and training for business continuity at Dun & Bradstreet, and provides guidance and oversight for global business continuity management.

Dun & Bradstreet uses Disaster Recovery Institute International (DRII), Business Continuity Institute (BCI) guidelines based on the Standard ISO 22301 and industry best practices as the guiding principles and structure for its BCM program. Each business unit has an assigned

Business Continuity Coordinator (BCC) who liaises between the business unit and the BCM Team to complete Business Impact Analysis (BIA's), Business Continuity Plans (BCP's) and coordinate testing. Business Continuity plans are tested periodically via tabletop exercises. After action reports are completed upon the completion of the testing and results are shared with the BCC team. Additionally, emergency notification testing is performed, and results communicated.

The global Covid-19 pandemic highlighted to business around the world, the vital importance of a robust business continuity management system. Our tried and tested Business Continuity Management plans enabled Dun & Bradstreet to mitigate the impact of the pandemic on our operations. Team members are enabled to access work applications, email, and data securely from both the office and from home.

### Data Breaches

Dun & Bradstreet was not subject to any reportable data breaches during 2021.

All incidents at Dun & Bradstreet, whether they are related to privacy, data protection, physical security, or other information security matters are recorded and investigated. Corrective action plans are then established and tracked.



## Looking Forward

Dun & Bradstreet Europe are committed to continuously improve Information Security.

Looking forward, we are rolling out an Information Security Management System that complies with ISO 27001 across our Nordic and Central Europe regions.

The data security control framework covers all the ISO 27001 controls which includes:

- Access Management
- Network Security
- Data Security
- System Security
- Software Security
- Detection and Response
- Validation and Testing
- Awareness and Training

The information security management systems (ISMS) for Dun & Bradstreet locations in London and Dublin are already independently certified as compliant and additional locations in Europe will be independently audited for compliance during 2022. We are committed to maintain and improve the levels of compliance in the markets where ISMS are established.





# FOSTERING DIVERSITY, EQUALITY AND INCLUSION

Diversity, equality, and inclusion are key priorities at Dun & Bradstreet. We recognize that our ability to attract and retain skilled people is crucial for our continued success and growth. In order to attract the most skilled people, we need to ensure that all people feel motivated to apply for our positions, regardless of gender, age, ethnicity, disability or other factors. We also know from research that diverse workforces perform better than homogenic groups, as they tend to bring different perspectives, insights and knowledge.

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## Targets in 2022



Set up a Diversity Task Force



Reach 35% women in management positions



Increase share of women across the workforce to 47%

## Equal and Diverse Talent Strategy

Our recruitment process is focused on merits, and we do not discriminate against applicants based on gender or gender expression, sexual orientation, age, ethnicity, religion, or disability or any other factors. To avoid any biases in the recruitment process, we have implemented an Applicant Tracking System (ATS), which supports diversity by using selection questions.

Currently, we operate in 19 countries and therefore benefit from having people from diverse backgrounds that speak multiple languages and contribute with different perspectives. As part of the onboarding process, all new joiners review a video from our Chief People Officer demonstrating our commitments to diversity, equity and inclusion.

We acknowledge that we have some challenges with enhancing diversity in leadership positions, where in 2021 we had only 31% women in management positions. One reason is the integration of Dun & Bradstreet Europe (former Bisnode) into Dun & Bradstreet, which impacted the gender balance in leadership structures slightly. To improve the gender balance in leadership positions we have initiated gender balanced candidate slates, ensured gender neutral job descriptions, launched training for hiring managers on the importance of diversity and launched a Global ERG – WISE to connect female talent internally, as well as aiming to implement training in unconscious bias.

# Zero Tolerance of Harassment and Bullying

Dun & Bradstreet does not tolerate harassment of any kind, as clearly stated in our Code of Conduct and our policy against workplace harassment. This includes all forms of verbal, digital, or physical harassment. All employees are trained via Workday and expected to follow these policies and report any misconduct or breaches to their manager, local HR representative, Compliance Officer or the Whistleblowing channel. We investigate all reports of harassment, discrimination, or workplace violence and take any corrective actions needed. During 2021, we had zero incidents of discrimination reported.

# Employee Development and Satisfaction

Our employees are key to the continued growth and success of our company, and we therefore make their development and satisfaction a top priority. We understand that performing at the highest level is not possible without regularly unwinding, re-balancing, and re-calibrating. Therefore, we offer a wide range of health and wellbeing benefits across our offices, including running clubs, yoga and mindfulness courses, massage services as well as a health allowance, which enables employees to maintain their health proactively. These activities were suspended in 2021 due to the pandemic. We intend to once again offer these benefits to employees in 2022.

In 2021, we also launched GymPass across all our offices globally. GymPass is a wellness and fitness app which also provides discounted access to local gyms in many countries.

## IN 2022 WE ARE ENHANCING OUR EMPLOYEE BENEFITS THROUGH:



### EMPLOYEE ASSISTANCE PROGRAMME (EAP):

A free and confidential programme designed to promote health, safety and wellbeing.



### "UNSICK" DAY

A paid day off to visit the doctor for preventive care.



### BEREAVEMENT LEAVE

Time off from work following the loss of a family member or someone close to you.



In order to understand how our employees are feeling and what they need from us, in 2021 we launched monthly pulse surveys. Local engagement teams are then working on improving topics that employees mentioned in the survey.

In 2021, two topics from the surveys stood out: additional support needed with changes in technology, and concerns about workload arising from post-acquisition integration activities. Thanks to the survey results we enhanced our communication and support on technical topics and offered webinars in English and in local languages. We addressed the higher workload by investing in Objective setting for 2022 and trained our leaders to create SMART and focused Objectives.

The pulse surveys also measure employee engagement by tracking the employee net promoter score (eNPS). During 2021, the eNPS average score was 21, which was slightly lower than the score of 23 in 2020. This was likely related to the integration of Bisnode into Dun & Bradstreet, where we could see that those teams that either experienced a higher workload or large organizational changes during the integration, showed less engagement. Throughout the course of the year, we saw some improvement in scores and we are optimistic that we can continue to improve the engagement of our employees.

Going into 2022, we will continue on this path by launching quarterly employee engagement surveys in order to track progress across the organization.

In order to ensure our employees continued development we offer a vast number of online training courses. These include the mandatory training in Health and Safety, Data privacy, Security awareness, our Code of Conduct and Anti-corruption as well as others. These courses are mandatory for new employees, and current employees are required to refresh their knowledge annually.







## Ensuring Healthy and Safe Employees

Health and safety requirements differ across the organization as we follow all local regulations in the countries in which we operate. The work is governed by local health and safety policies as well as our company-wide Whistleblowing Policy which ensures employees can report any dissatisfaction anonymously.

Dun & Bradstreet Europe has a health and safety management system that covers 1 014,6 employees and workers (FTE). Internal audits were conducted covering 112,6 and external audits covered 117,9.

During 2021, we continued to face challenges due to the Covid-19 pandemic, where our top priority was the health and safety of our people. Throughout the pandemic we always followed the laws and recommendations imposed by local authorities in the countries we operate. In some cases we went beyond the recommendations in terms of offering flexibility to support our employees in combining personal situations with their work. We also worked hard to maintain high levels of engagement even in periods of remote working, with the GymPass, online activities and social events key in keeping people connected.

## Strengthening and Supporting our Leaders

Good leadership fosters a good work culture and good results. This is why strengthening and empowering our leaders has long been a priority for us. With the organizational changes occurring in 2021 our leadership principles were updated to The 7 Talents Programme. The new program entails three different leadership training routes for new, experienced, and high potential leaders. The training includes self-reflection, individual coaching as well as connection building with other leaders across the business. Due to the Covid-19 pandemic, there was no Leadership Summit in 2021, instead leaders were able to support each other through an online community with monthly calls and newsletters. We also introduced quarterly calls for an extended European leadership group of around 60 leaders.

In addition to The 7 Talents Programme, there are selfdirected programs available on the online training tool and specific leader training offered at local levels across the region where the need is identified.

## Our Strategic Objectives Are:

- ✓ Honor the Client
- ✓ Steward our Data
- ✓ Protect the Franchise
- ✓ Grow the Franchise
- ✓ Create New Insights
- ✓ Lead, Develop and Support our People

## Streamlining Our Values and Personal Development Processes

As part of the integration programme occurring in 2021, we have realigned both our strategic objectives and our routines for personal goal-setting and feedback within the organization.

To ensure that we progress in the direction we want as a company, our strategy has long been intertwined with personal goal-setting and frequent feedback to foster employee development. During 2021, we worked to align our values and processes for personal development to encompass the new organization.

IN 2022, WE AIM TO IMPLEMENT:



The SMART model, which seeks to guide our employees in setting personal objectives that are Specific, Measurable, Achievable, Relevant and Time-Bound.



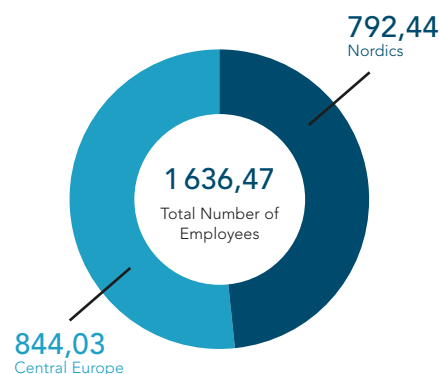
Quarterly Check Ins with a more structured approach and where the responsibility lies with the leader.



Year-end calibration sessions to sum up the year.



## Breakdown of Employees by Region and Employment Contract (FTE)

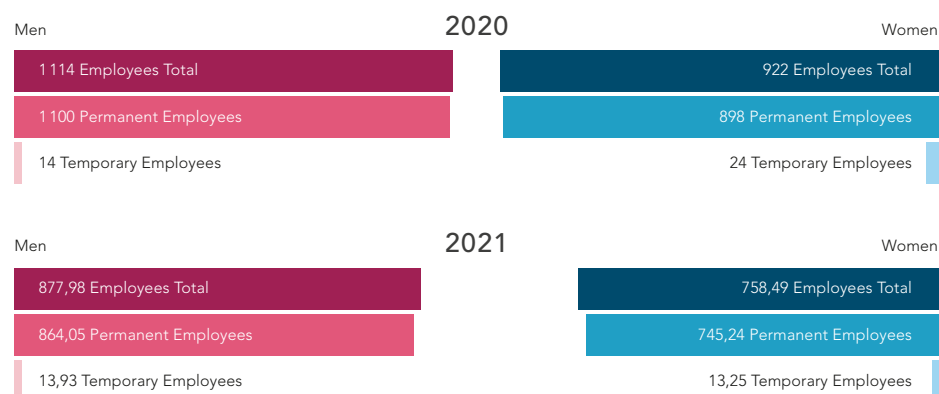


## Performance Reviews

	2020	2021
Men	84%	66%
Women	85%	70%
European Leadership Team	100%	82%
Managers	96%	76%
Employees	83%	67%

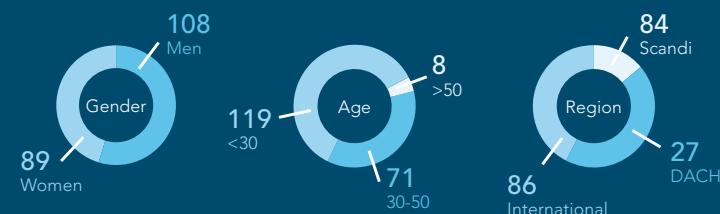
\*Note: The European Leadership Team consists of leaders from both inside Dun & Bradstreet Europe and from elsewhere in the organisation. The numbers included show the entire European Leadership Team.

## Total Numbers of Employees by Employment Type (FTE)

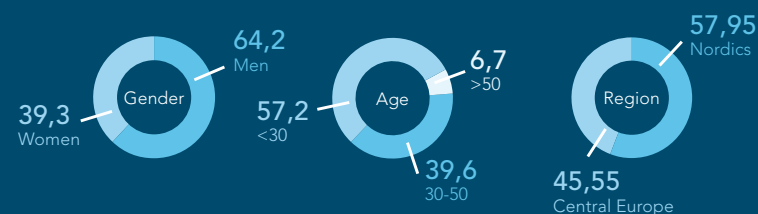


## New Employee Hires (FTE)

2020: Total Employees: 197

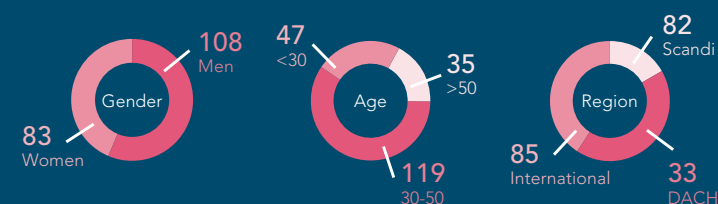


2021: Total Employees: 103,5

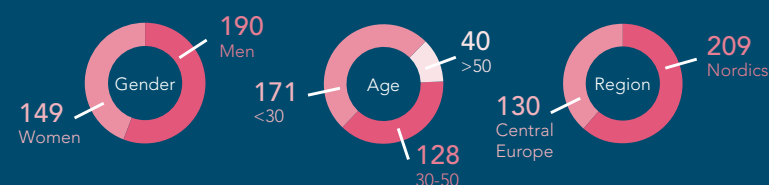


## Employees Who Left (FTE)

2020: Total Employees: 191



2021: Total Employees: 339



\*Note: In 2021, Dun & Bradstreet has changed its regions from Scandi, DACH and International to Nordics and Central Europe.

## Composition of Governance Bodies and Breakdown of Employees By Age Group

BOARD OF DIRECTORS	2020	2021	EUROPEAN LEADERSHIP TEAM	2020	2021
<30	0,0%	0,0%	<30	0,0%	0,0%
30-50	33,3%	0,0%	30-50	50,0%	30,0%
>50	66,7%	100,0%	>50	50,0%	70,0%
MANAGERS	2020	2021	EMPLOYEES	2020	2021
<30	1,5%	0,0%	<30	13,4%	11,0%
30-50	70,2%	70,0%	30-50	61,8%	60,0%
>50	28,3%	30,0%	>50	24,8%	29,0%

## Composition of Governance Bodies and Breakdown of Employees by Gender

BOARD OF DIRECTORS	2020	2021	EUROPEAN LEADERSHIP TEAM	2020	2021
Men	83,3%	75,0%	Men	80,0%	100,0%
Women	16,7%	25,0%	Women	20,0%	0,0%
MANAGERS	2020	2021	EMPLOYEES	2020	2021
Men	68,9%	69,0%	Men	52,5%	54,0%
Women	31,1%	31,0%	Women	47,5%	46,0%

57%

of our employees have  
collective bargaining  
agreements





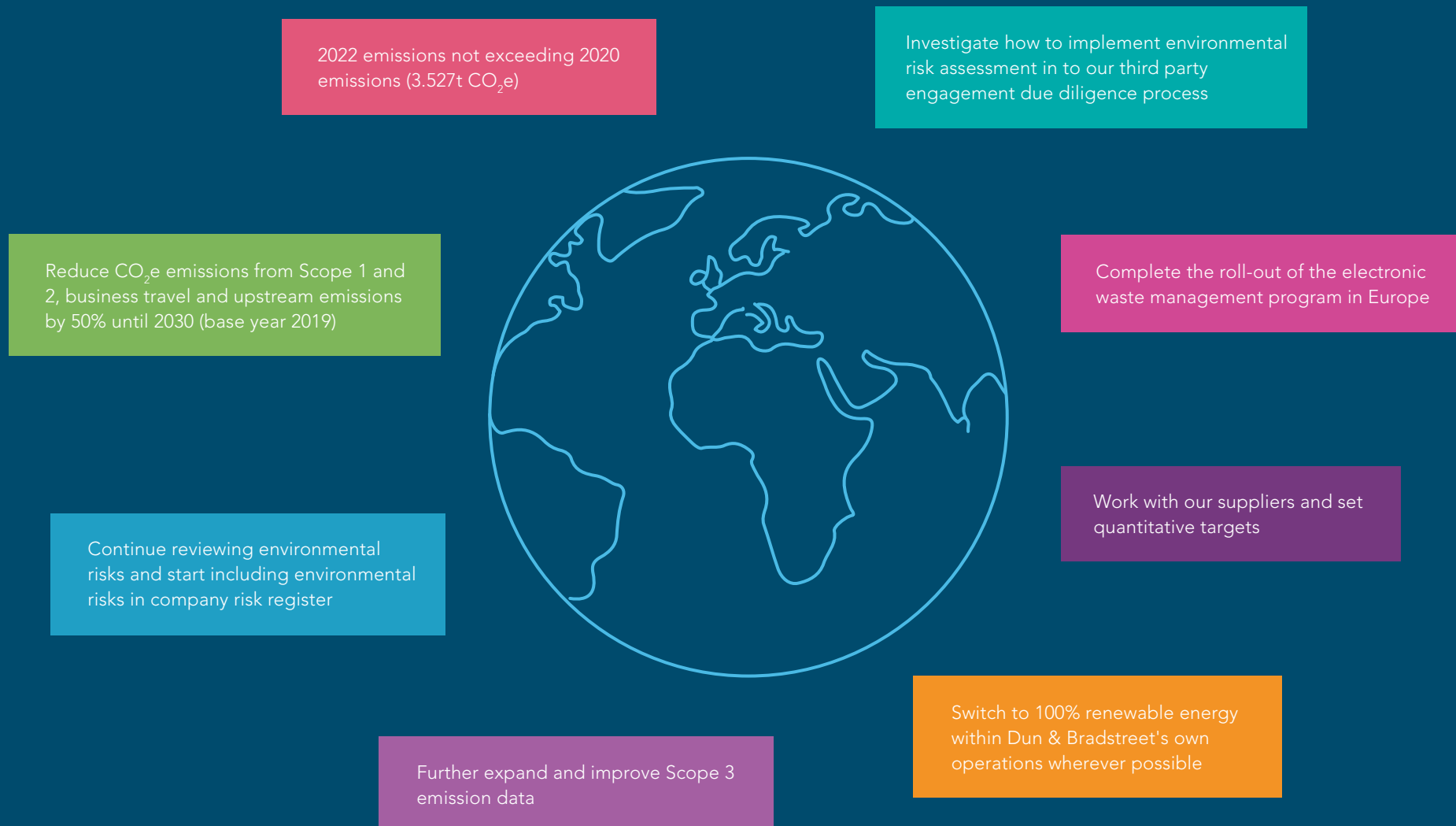
# ENVIRONMENTAL IMPACT AND CLIMATE CHANGE

Climate change is one of the most significant challenges of our time. We recognize that greenhouse gas emissions are causing climate change and through our operations, we contribute to those emissions. Naturally, working towards reducing our environmental impact is an integral part of our everyday work.

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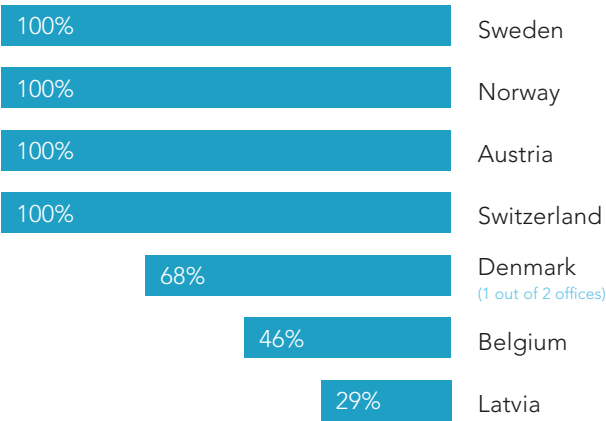
# Our Environmental Targets and Actions



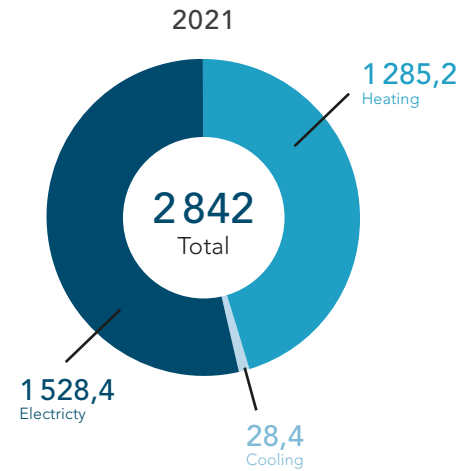
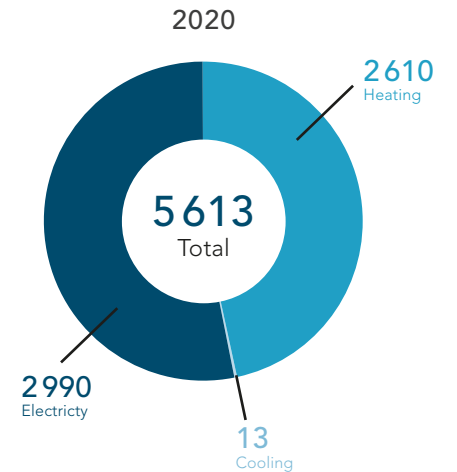
# Energy Consumption

The changing work environment, both during and resulting from the covid-19 pandemic, has enabled us to reduce our office footprint by 29% to adapt to the new normal. This has led to a significant reduction in Scope 2 emissions. To further decrease our energy consumption, our goal is to move towards 100% renewable energy in our offices by 2025 where the option is available. Currently, the energy used in our offices is 59% renewable.

## The following offices use renewable energy sources:



Total Energy Consumption (MWh)



Information about the collection and calculation of data can be found in 'About the report'.







# Efforts Towards Energy Reduction

## DATA CENTERS

Digital transformation has the potential to decouple emissions from economic growth. However, a few challenges need to be addressed if the full potential is to be realized. One aspect is the energy-intensity of our data centers.

During 2021, we started measuring our CO<sub>2</sub>e emissions caused by data centers for the first time. We captured the CO<sub>2</sub>e emission of about 60% of our data centers based on a cost approach. Due to a lack of data on the suppliers' side we could not track all the emissions caused by data centers. Based on this our data centers caused emissions of 110 tCO<sub>2</sub>e in 2021.

To address our impact from data center usage, we are prioritizing the use of energy-efficient facilities and seeking cooperation with our data center vendors to monitor, influence and support any efforts towards emission reductions.

Our chosen suppliers have ambitious climate goals which will support our own ambition to reduce our climate footprint:

# 100%

Renewable  
Energy

Our top 3 data center suppliers have a commitment to use 100% renewable energy until 2023 (1) and 2025 (2)

# Net Zero

Our top 3 data center suppliers have set ambitious goals to reach net zero by 2030 (2) and 2040 (1)



# Reducing Our CO<sub>2</sub>e Emissions

## More insights into our Scope 1, 2 and 3 reductions

In order to collect and measure the complex data for all scopes we switched to a new ESG data collection and reporting tool. This tool was implemented in all countries across Europe in 2021.

In 2021, Dun & Bradstreet Europe **reduced its CO<sub>2</sub>e emissions by 58%** compared to 2020 (Scope 1, 2, business travel and upstream emissions). Therefore, we achieved our CO<sub>2</sub>e reduction target of 50% by 2030 for Scope 1, Scope 2 and business travel in 2021 (base-year 2019).



### SCOPE 1

Emissions have been reduced due to a decrease in use of company cars as well as a transition towards electrical and hybrid cars. For instance, Dun & Bradstreet Sweden (legal name Bisnode Sverige) is actively taking a lead by implementing a policy of restricted CO<sub>2</sub> levels for company owned cars. Dun & Bradstreet Germany has also moved towards the use of hybrid and e-cars and with help of Myclimate Deutschland, which offers consulting services for climate protection projects. Dun & Bradstreet Germany offsets its emissions from fuel consumption annually.

### SCOPE 2

Emissions have been reduced due to the increased use of renewable energy sources in our offices as well as reduced office spaces.

### SCOPE 3

Scope 3 emission make up most of the climate impact in our industry. In order to set reduction targets it is essential to measure all relevant Scope 3 activities. We have therefore expanded our Scope 3 emission data from business travel to cover more areas such as purchased goods and services, waste generated in offices, leased assets, as well as remote work and employee commuting.

As working remotely will continue in the future, we see capturing remote work as a necessary step to capture some of the emissions transferred from our offices to our homes.

The expansion of areas that are now measured has resulted in an overall increase in Scope 3 emissions.

## Dun & Bradstreet Norway – a Champion for the Environment

Dun & Bradstreet Norway (legal name Bisnode Norge) is leading the way and has been climate neutral since 2019. The Norway office uses 100% renewable electricity, operates without company cars (owned or leased) and offsets its CO<sub>2</sub>e emissions according to the UN Climate Neutral Now Initiative. As a result, less CO<sub>2</sub>e emissions are emitted and resources are used responsibly.

## Precautionary Principle

As a signatory member of the UN Global Compact, we apply the Precautionary Principle, meaning that if there is uncertainty about the probability of the risk and the degree of harm to human health and the environment, precautionary measures should be taken. To raise awareness around the principle among our employees, we will include scenarios in our sustainability training 2022, addressing different situations where precautionary measures can be taken.



This year we supported the Gold Standard offset project [Planting Biodiverse Forests](#) in Panama to offset emissions from our Norway operations.

145  
tonnes  
CO<sub>2</sub>e emission offsetted in 2021

## Scope 1

### Total CO<sub>2</sub>e emissions (t)

	2020	2021
Company Owned Cars	1 402,0	556,6
Natural Gas	244,0	31,7
<b>Total:</b>	<b>1 646,0</b>	<b>588,3</b>

## Scope 2

### Total CO<sub>2</sub>e emissions (t) - market-based

	2020	2021
Electricity	779,0	318,8
Heating	195,0	221,8
Cooling	0,0	4,9
<b>Total:</b>	<b>974,0</b>	<b>545,5</b>

\*Note: When data was not available (e.g. electricity consumption from co-working spaces), estimations have been made based on available data.

## Water Usage

(m<sup>3</sup>)

	2020	2021
Water Usage (m <sup>3</sup> )	N/A	4 903

## Scope 3

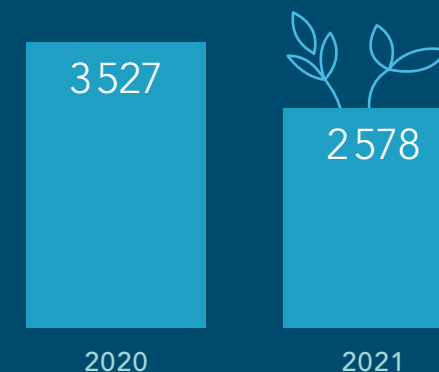
### Total CO<sub>2</sub>e emissions (t)

<b>UPSTREAM EMISSIONS</b>	<b>2020</b>	<b>2021</b>
<b>LEASED ASSETS</b>		
Data Centers	N/A	110,4
<b>BUSINESS TRAVEL</b>		
Business Travel	718,0	87,6
<b>WASTE GENERATED IN OPERATIONS</b>		
Electronic Waste	N/A	0,1
General Waste	N/A	0,5
<b>EMPLOYEE COMMUTING</b>		
Employee Commuting	N/A	429,2
Remote Work	N/A	147,1
<b>FUEL &amp; ENERGY RELATED ACTIVITIES</b>		
Transmission & Distribution / Fuel / Electricity	189,0	243,2
<b>PURCHASED GOODS AND SERVICES</b>		
Paper	N/A	1,9
Laptops	N/A	254,0
Screens	N/A	143,3
Mobile Phones	N/A	26,8
Other IT Equipment	N/A	0,2
Water Usage Emissions	N/A	0,7
<b>Total:</b>	<b>907,0</b>	<b>1 445,0</b>

\*Note: More information on the calculation of data can be found in 'About the report'.

## Total CO<sub>2</sub>e Emissions

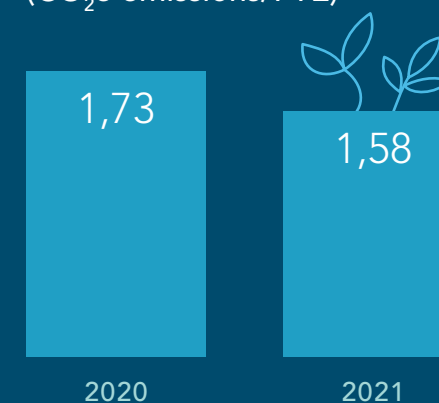
### Market-based (t)



\*Note: The Scope 3 data collection expanded in 2021 additionally covering emissions from employee commute, remote work, purchased goods & materials, leased assets, waste generated in operations.

## Emissions Intensity

### (CO<sub>2</sub>e emissions/FTE)





# Handling Our Electronic Waste Responsibly

As a data and analytics company, electronic waste is our biggest waste stream. We focus on minimizing and responsibly handling our electronic waste. The production of electronic waste is an additional environmental impact resulting from our business activities. That is why, in our offices and data centers, we are developing end-of-life programs for our electronic waste. All PCs, hard drives and other devices that store data are erased and recycled safely and efficiently. These programs will ensure that the materials in our electronic systems are managed responsibly throughout their lifecycle.



During 2021, we implemented Dun & Bradstreet's global electronic waste policy and began rolling out global standards and procedures for electronic waste handling across Europe. The scope includes all technological assets owned by Dun & Bradstreet, and we will continue this work in 2022.

All of our sites within Dun & Bradstreet Europe have data on electronic waste. Our data for 2021 is presented below:

	2020	2021
Electronic Waste (t)	3,14	3,47
Electronic Waste Emission (tCO <sub>2</sub> e)	N/A	0,10



## Our Commitment: Nothing Goes to Landfill

Our first priority is to remarket equipment we no longer use. We recycle old equipment only as a last option. Non-compliance with the electronic waste policy must be reported and is managed and mitigated.

The electronic waste disposal partner we work with has the following accreditations:

- ✓ ISO 9001
- ✓ ISO 14001
- ✓ ISO 27001
- ✓ ADISA Fully Accredited Business (Distinction with Honors)

Our electronic waste disposal partner is moving towards Net Zero by implementing the following principles:



Guaranteed zero percent landfill



Reuse over recycling



Working devices are refurbished and resold for reuse



Non-working devices are broken down into component parts and resold for reuse

### Information Security Aspect of electronic waste

Protecting our data is crucial. We have policies and procedures in place to ensure that data from all devices is removed before equipment reaches our electronic waste partner. An additional data-wipe is also undertaken by the vendor. Our data removal processes comply with both GDPR and the WEEE Directive.

A scenic mountain landscape. In the foreground, a dark, calm lake reflects the sky. A grassy, brownish ridge slopes upwards from the lake towards the right. A person is standing on the crest of this ridge, looking towards the mountains. In the background, a large, rugged mountain peak with patches of snow rises against a clear blue sky. The overall lighting suggests late afternoon or early morning, with warm tones on the landscape.

# SUSTAINABLE VALUE CHAIN

Businesses are increasingly expected to manage risks related to people, communities, and the environment in their supply chain. At the same time, the complexity of modern supply chains makes it difficult for businesses to maintain control and be transparent beyond their tier one suppliers.

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Dun & Bradstreet is working actively towards best practice within its supply chain. By working closely with our value chain partners and other key stakeholders, we aim to discover optimal sustainable solutions and drive impactful action.

Dun & Bradstreet's primary suppliers are those who deliver data for our products. Secondary suppliers include consultants, suppliers of premises, data center services, IT-equipment, marketing services, software licensing and other supplies related to our operations.

Dun & Bradstreet's customers range from small and medium-sized companies to government agencies and global corporate groups in a variety of industries and sectors, such as government, real estate, insurance, retail, manufacturing, banking, and finance.



## Numbers in 2021

37%

We requested that our Partner Code of Conduct be signed in 177 EU engagements which represented 37% of our total EU engagements.

176

176 contractors and other third parties took our online Partner Code of Conduct training.

## Responsible Value Chain Management

With the acquisition of Bisnode by Dun & Bradstreet in 2021, the main focus during the year has been to streamline our European operations with global standards and processes. In 2022 we will continue to roll out Dun & Bradstreet's standard tools and processes, including the implementation of Dun & Bradstreet's Global Enterprise Resource Planning (ERP) and Contract Lifecycle Management (CLM) tools, as well as standardizing Dun & Bradstreet's vendor agreement templates. This will enhance our visibility and compliance controls across Dun & Bradstreet Europe.

All medium, high, and critical risk suppliers are asked to sign the Dun & Bradstreet's Partner Code of Conduct as a part of the Third Party Engagement (compliance and due diligence) process. We also ask any third parties who will be onsite, working with the government, working with customers, or acting on behalf of Dun & Bradstreet and all contractors to complete an online Partner Code of Conduct training module.

### PARTNER CODE OF CONDUCT

The Dun & Bradstreet Partner Code of Conduct defines minimum sustainability requirements. We expect our suppliers to: respect human rights, offer a safe and healthy workplace with good working conditions, preserve the environment, and ensure ethical business practices. These values align with the standards outlined in Dun & Bradstreet's Code of Conduct. The Partner Code is updated annually and applies to most partners delivering goods and services to Dun & Bradstreet, including their sub-contractors.

### SUSTAINABLE SOURCING AND PROCUREMENT

Dun & Bradstreet Global Sourcing and Procurement Policy describe how we implement sustainability requirements in the sourcing of goods and services. We use RFI and RFP processes to evaluate and select suppliers according to general and area specific criteria.



## RISK MANAGEMENT IN THE SUPPLY CHAIN

In addition to our procurement requirements and our Partner Code of Conduct, Dun & Bradstreet mitigates sustainability risks during the procurement process. Through efficient risk identification and risk management, we ensure business continuity and resilience as well as upholding and promoting sustainable business values throughout the supply chain.

We follow a strict third-party engagement due diligence process through our risk management tool D&B Compass, implemented across all our 19 markets. Dun & Bradstreet reviews and monitors alerts on third parties for activities and behaviors that are contrary to the Partner Code of Conduct. Alerts are derived from global adverse media and government watch lists. Additionally, the Global Sourcing, Procurement and Vendor Management Team uses a variety of tools to monitor vendor compliance throughout the contractual relationship.

To mitigate risks, the Global Sourcing, Procurement and Vendor Management team works proactively with business teams managing high risk / high spend supplier engagements (for example Technology, Data, Marketing) to support their sourcing and supplier contracts. The implementation of our CLM and Risk Analytics tools has expanded our team's ability to capture CSR-related insights into our suppliers.





A photograph of two people standing on a rugged, dark rock formation overlooking a vast, blue ocean. The person on the left is wearing a blue shirt and dark pants, while the person on the right is wearing a green shirt and dark pants. The rock formation is composed of large, dark, jagged stones with some patches of green moss or lichen. The ocean is a deep blue, stretching to the horizon under a clear sky.

# Driving Positive Change Through Innovation

We drive our sustainability strategy through our supply chain; the biggest positive impact we can have on society is through our innovative solutions and sustainable transformation.

## Product Development Process

Dun & Bradstreet factors in environmental and social impacts when designing new products and services. This includes using energy-efficient data services for hosting, storing and deploying our products.

## D&B ESG Intelligence

Our new AI-driven product delivers data and analytics built from the Dun & Bradstreet Data Cloud and established sustainability standards to help companies gain effective and measurable visibility into ESG performance throughout their supply chains rankings. This solution offers up-to-date sustainability and ESG performance datasets and analytics on a growing list of over 30 million public and private companies, including data on diversely owned companies and environmentally certified companies. ESG Intelligence Rankings are based on leading sustainability frameworks, such as GRI, SDGs, TCFD and UN PRI. This ESG data enables our clients' compliance and procurement teams to protect company reputation, benchmark against industry trends, identify ESG risks and goals and monitor shifting ESG risks through simplified datasets.

## Risk & Credit Solutions

Our risk and credit solutions create trust among our partners in the marketplace which is crucial for a functioning economy. We are always striving to improve our solutions and increase transparency in the market.

## Fraud Prevention

Our fraud prevention service is based on giving our customers warning signals to flag high-risk companies. This is done through pattern recognition. Among other things, the service helps us look at deviant behaviors and abnormal figures, which our analysts then transform into rules and functions in our customers' regulations for credit assessment.

## Emission Reduction in the Supply Chain

In 2022, we are aiming to reduce Scope 3 emissions by working together with our suppliers and set quantitative targets, as well as assess how to implement environmental risk assessment into our third party engagement due diligence process.

## Circularity

We focus on minimizing and responsibly handling our electronic waste by following principles such as precautionary and zero landfill through our whole supply chain. Moreover, we follow a strict electronic waste policy.



# Customer Loyalty

Dun & Bradstreet Europe's Customer Loyalty Survey Net Promoter Score (NPS) is an important tool for reviewing and managing customer relations to define best practices.

In 2021, the survey was sent to 6755 large clients in 15 countries. The survey asked, "How likely is it that you would recommend Dun & Bradstreet to a colleague or friend?". We had a 24% response rate (1585 clients) and reached a customer loyalty score of 37 on a scale of -100 to +100 compared to 38 in 2020.

The three most frequent reasons for recommending Dun & Bradstreet to a colleague or friend were:



Professional &  
personal attitude  
(sales)



User-friendly  
product



Data quality



# COMMUNITY INVOLVEMENT

Our company culture provides the foundation to foster social and economic development and contributes to the sustainability of the communities in which we live and operate. Through our community service and philanthropy, we hope to have a positive impact and spread awareness of critical causes in an effort to be good global citizens. We are proud to be a responsive and engaged corporate citizen and make it as easy as possible for our team members to get involved.

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# Fostering Social and Economic Development

At the end of 2021, Dun & Bradstreet rolled out its global Do Good programme to Dun & Bradstreet Europe which includes:

## Fundraising

Dun & Bradstreet will match each employees' personal financial donations dollar-for-dollar up to \$4,000 annually for approved charities or established non-profit organizations of their choice.

## Volunteering

Our employees can volunteer using two company-paid days to serve charities or established non-profit organizations.

Alongside global initiatives, our Ambassador Network in Europe also supports local community engagements.

Dun & Bradstreet considers the risk of intentionally or accidentally supporting activities that are discriminatory and/or harmful to people and planet (direct and indirect). To avoid these risks, we educate on the possibility for such risks within our Ambassador Network.







# Initiatives 2021

Supporting organizations  
with our data

## SUPPORT ETHIOPIA (AUSTRIA)

Support Ethiopia is a non-profit organization focusing on safeguarding the local water supplies, establishing sanitary facilities to mitigate risks for diseases and create opportunities for girls to attend school. Through one of Dun & Bradstreet's tools, Support Ethiopia can get access to information and data to find possible financial donors. With the help of Dun & Bradstreet's data, Support Ethiopia raised EUR 7.400 in funds in 2021, which was used to build systems and pipelines to create access to clean water.



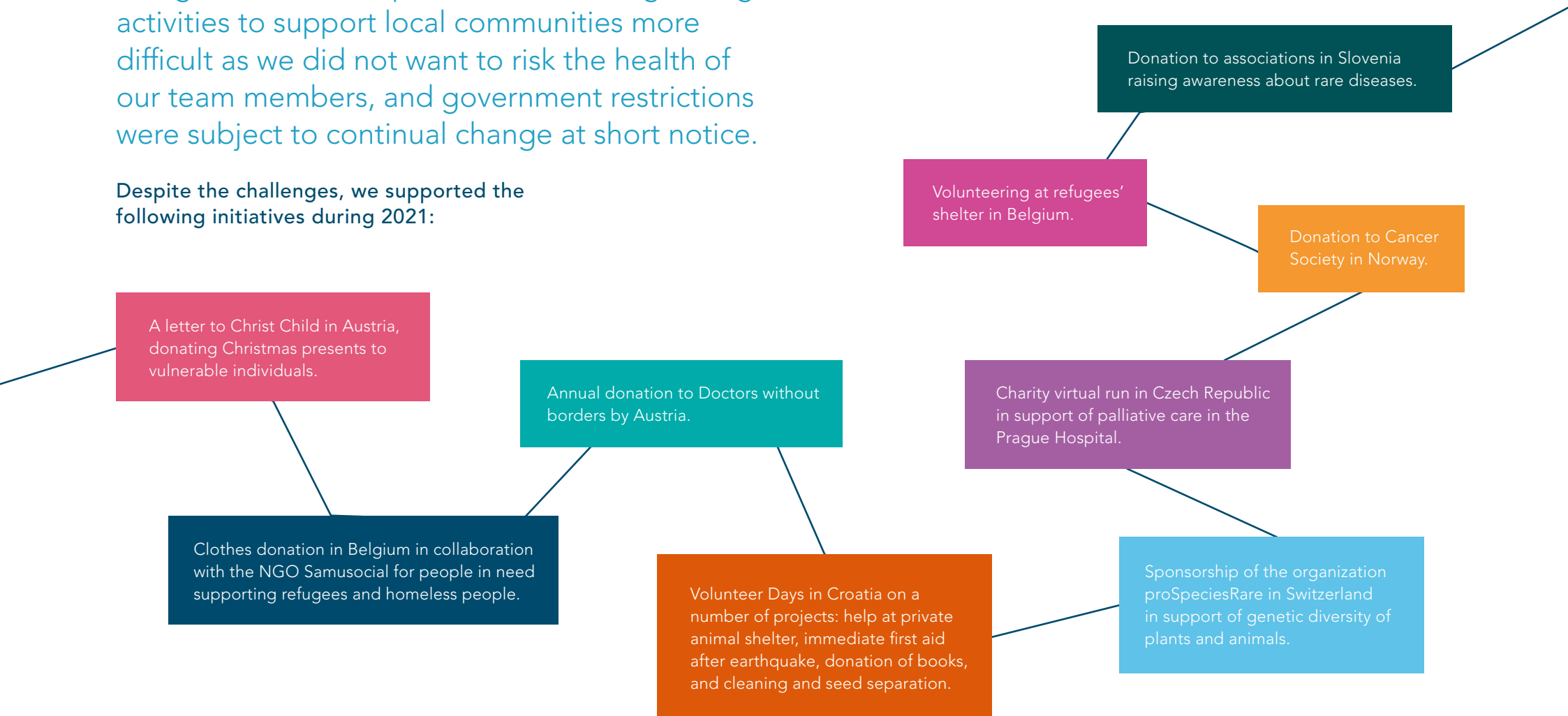
# Charity Initiatives to Support Our Communities

The global Covid-19 pandemic made organizing activities to support local communities more difficult as we did not want to risk the health of our team members, and government restrictions were subject to continual change at short notice.

Despite the challenges, we supported the following initiatives during 2021:



All activities are based on personal initiatives of our employees.



# ABOUT THE REPORT

This report summarizes Dun & Bradstreet Europe's sustainability performance during 2021 and reflects the current state as of May 19th 2022. It has been prepared in accordance with the Global Reporting Initiative (GRI) Standards core option, providing us with a structured approach to work with sustainability as an integrated part of our daily operations. The report also constitutes Dun & Bradstreet Europe's (legal name: Bisnode Business Information Group AB or Bisnode for short) Communication on Progress report (COP) to the UN Global Compact.

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# Scope and Boundaries

This is our sixth annual sustainability report. The most previous sustainability report was published on May 5th 2021. Unless otherwise stated, the information disclosed in this report refers to activities undertaken from January 1 to December 31, 2021.

Information presented in the report describes how we manage our most prioritized sustainability topics across our value chain. Data and information presented in the report refer to our operations in all our markets where we are present.

Dun and Bradstreet acquired Bisnode in 2021 and its operations are now referred to as Dun & Bradstreet Europe (legal name Bisnode Business Information Group AB). Operational changes were made as part of the post acquisition integration activities. The main part of business operations in Belgium were not part of the acquisition by Dun & Bradstreet and are therefore no longer part of Dun & Bradstreet Europe's operations. We still have a small team located in Belgium.

Social and governance data used in this report has been extracted through Dun & Bradstreet's group-wide HR system. Where data was not available it has been collected from the respective HR Leads in each market. All human resources data has been compiled based on Full-Time Equivalent (FTE).

Environmental data has been collected via Dun & Bradstreet's travel management system, mileage reimbursement system, finance information, dialogues with suppliers (mainly landlords, energy companies and data centers). The data was calculated based on the latest version of the Green House Gas Protocol (GHG). With an implemented central system for all business travels, today we have a greater control of our emissions and are able to collect data which allows us to pinpoint areas of action. Electricity is calculated with the Scope 2 amendment on market-based reporting which is the latest methodology for calculating electricity consumption. The base year for the environmental data is 2019 and all greenhouse gases are included in the emissions figures. The emission intensity figure disclosed includes all three scopes.

The data has been calculated using emission factors from e.g. Defra 2021, Apple, Dell, AIB (association of issuing bodies) and PHYS.ORG. In cases where data was not available estimates based on previous years and available data have been made. The information and data presented in this report have not been externally assured.



# GRI Index

## GRI 102 – GENERAL DISCLOSURES

		Page Number	Ful- fillment	COP Principle	Comment
<b>Organizational profile</b>					
102-1	Name of the Organization	1, 7, 55	✓		
102-2	Activities, Brands, Products, and Services	6, 7, 8, 9	✓		
102-3	Location of Headquarters	7	✓		
102-4	Location of Operations	6, 7	✓		
102-5	Ownership and Legal Form	7	✓		
102-6	Markets Served	6, 7	✓		
102-7	Scale of the Organization	4, 7	✓		
102-8	Information on Employees and Other Workers	7, 34, 35	✓		
102-9	Supply Chain	45, 46	✓		
102-10	Significant Changes to the Organization and its Supply Chain	47, 55	✓		
102-11	Precautionary Principle or Approach	41	✓	Principle 7	
102-12	External Initiatives	52, 53, 54	✓		
102-13	Membership of Associations	GRI Index	✓		No memberships on group level
<b>Strategy</b>					
102-14	Statement from Senior Decision-maker	3	✓		
<b>Ethics and Integrity</b>					
102-16	Values, Principles, Standards, and Norms of Behavior	5	✓		
<b>Governance</b>					
102-18	Governance Structure	16	✓		
<b>Stakeholder engagement</b>					
102-40	List of Stakeholder Groups	11	✓		
102-41	Collective Bargaining Agreements	35	✓	Principle 3	
102-42	Identifying and Selecting Stakeholders	11	✓		
102-43	Approach to Stakeholder Engagement	11	✓		
102-44	Key Topics and Concerns Raised	12	✓		

## GRI 102 – GENERAL DISCLOSURES

		Page Number	Ful- fillment	COP Principle	Comment
<b>Reporting practice</b>					
102-45	Entities Included in the Consolidated Financial Statements	GRI Index	✓		43 entities from 19 countries are included in the consolidated financial statement.
102-46	Defining Report Content and Topic Boundaries	11, 12	✓		
102-47	List of Material Topics	12	✓		
102-48	Restatements of Information	GRI Index	✓		No restatement of information
102-49	Changes in Reporting	GRI Index	✓		No changes in the reporting period, scope or topics
102-50	Reporting Period	55, 56	✓		
102-51	Date of Most Recent Report	56	✓		
102-52	Reporting Cycle	56	✓		
102-53	Contact Point for Questions Regarding the Report	17	✓		
102-54	Claims of Reporting in Accordance with the GRI Standards	55	✓		
102-55	GRI Content Index	57, 58, 59, 60	✓		
102-56	External Assurance	56	✓		

## GRI 200 – ECONOMIC STANDARDS

### Dun & Bradstreet's Aspect: Active work against corruption

		Page Number	Ful- fillment	COP Principle	Comment
<b>GRI 205: Anticorruption</b>					
103-1	Explanation of the Material Topic and its Boundary	22	✓	Principle 10	
103-2	The Management Approach and its Components	22	✓	Principle 10	
103-3	Evaluation of the Management Approach	22	✓	Principle 10	
205-3	Confirmed Incidents of Corruption and Actions Taken	22	✓	Principle 10	



## GRI 300 – ENVIRONMENTAL STANDARDS

### Dun & Bradstreet's Aspect: Minimising Energy Use

		Page Number	Ful- fillment	COP Principle	Comment
GRI 302: Energy 2016					
103-1	Explanation of the Material Topic and its Boundary	36, 38	✓	Principle 9	
103-2	The Management Approach and its Components	37	✓	Principle 9	
103-3	Evaluation of the Management Approach	36, 38	✓	Principle 9	
302-1	Energy Consumption within the Organization	38, 42, 56	✓	Principle 8	Data on renewable energy not included due to data uncertainty

### Dun & Bradstreet's Aspect: Emissions of Greenhouse Gases

		Page Number	Ful- fillment	COP Principle	Comment
GRI 305: Emissions 2016					
103-1	Explanation of the Material Topic and its Boundary	36, 40	✓	Principle 8	
103-2	The Management Approach and its Components	37, 40, 41	✓	Principle 8	
103-3	Evaluation of the Management Approach	40	✓	Principle 8	
305-1	Direct (Scope 1) GHG Emissions	42	✓	Principle 8	
305-2	Energy Indirect (Scope 2) GHG Emissions	42	✓	Principle 8	
305-4	GHG Emissions Intensity	42	✓	Principle 8	
305-3	Other Indirect (Scope 3) GHG Emissions	42	✓	Principle 8	

### Dun & Bradstreet's Aspect: Sustainable Supply Chain

		Page Number	Ful- fillment	COP Principle	Comment
GRI 308: Supplier Environmental Assessment 2016					
103-1	Explanation of the Material Topic and its Boundary	45-46	✓	Principle 2, 4, 5	
103-2	The Management Approach and its Components	45, 46, 48	✓	Principle 2, 4, 5	
103-3	Evaluation of the Management Approach	47	✓	Principle 2, 4, 5	

### Dun & Bradstreet's Aspect: Responsible Handling of Electronic Waste

		Page Number	Ful- fillment	COP Principle	Comment
Dun & Bradstreet KPI: Electronic Waste					
103-1	Explanation of the Material Topic and its Boundary	42, 44	✓	Principle 9	
103-2	The Management Approach and its Components	42-44	✓	Principle 9	
103-3	Evaluation of the Management Approach	44	✓	Principle 9	
Bn-1	Total Amount of Electronic Waste	43	✓		

## GRI 400 – SOCIAL STANDARDS

### Dun & Bradstreet's Aspect: Retention and Recruitment of Employees

		Page Number	Ful- fillment	COP Principle	Comment
GRI 401: Employment 2016					
103-1	Explanation of the Material Topic and its Boundary	28, 29	✓	Principle 6	
103-2	The Management Approach and its Components	29, 30	✓	Principle 6	
103-3	Evaluation of the Management Approach	31	✓	Principle 6	
401-1	New Employee Hires and Employee Turnover	34	✓		

### Dun & Bradstreet's Aspect: Safe and Healthy Work Environment

		Page Number	Ful- fillment	COP Principle	Comment
GRI 403: Occupational Health and Safety 2018					
103-1	Explanation of the Material Topic and its Boundary	32	✓		
103-2	The Management Approach and its Components	30, 31, 32, 33	✓		
103-3	Evaluation of the Management Approach	32, 33	✓		
403-1	Occupation health and safety management system	32	✓		
403-2	Hazard identification, risk assessment and incident investigation	31	✓		
403-3	Occupational health services	30	✓		
403-4	Worker participation, consultation and communication on occupational health and safety	31	✓		
403-5	Worker training on occupational health and safety	31	✓		
403-6	Promotion of worker health	31	✓		
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	48	✓		
403-8	Workers Covered by an Occupational Health and Safety Management System	32	✓		

### Dun & Bradstreet's Aspect: Training and Education of Employees

		Page Number	Ful- fillment	COP Principle	Comment
GRI 404: Training and Education 2016					
103-1	Explanation of the Material Topic and its Boundary	30, 32, 33	✓		
103-2	The Management Approach and its Components	33, 34	✓		
103-3	Evaluation of the Management Approach	33	✓		
404-3	Percentage of Employees Receiving Regular Performance and Career Development Reviews	34	✓	Principle 6	

### Dun & Bradstreet's Aspect: Diversity and Equal Opportunity for Employees

		Page Number	Ful- fillment	COP Principle	Comment
GRI 405: Diversity and Equal Opportunity (2016)					
103-1	Explanation of the Material topic and its Boundary	29, 30	✓	Principle 6	
103-2	The Management Approach and its Components	29, 30	✓	Principle 6	
103-3	Evaluation of the Management Approach	30	✓	Principle 6	
405-1	Diversity of Governance Bodies and Employees	35	✓	Principle 6	

### Dun & Bradstreet's Aspect: Non-discrimination

		Page Number	Ful- fillment	COP Principle	Comment
GRI 406: Non-discrimination 2016					
103-1	Explanation of the Material Topic and its Boundary	29, 30	✓	Principle 6	
103-2	The Management Approach and its Components	29, 30	✓	Principle 6	
103-3	Evaluation of the Management Approach	30	✓	Principle 6	
406-1	Incidents of Discrimination and Corrective Actions Taken	30	✓	Principle 6	



#### Dun & Bradstreet's Aspect: Community Involvement

		Page Number	Ful- fillment	COP Principle	Comment
GRI 413: Local Communities 2016					
103-1	Explanation of the Material Topic and its Boundary	51	✓		
103-2	The Management Approach and its Components	52, 53, 54	✓		
103-3	Evaluation of the Management Approach	52	✓		

#### Dun & Bradstreet's Aspect: Sustainable Supply Chain

		Page Number	Ful- fillment	COP Principle	Comment
GRI 414: Supplier Social Assement 2016					
103-1	Explanation of the Material Topic and its Boundary	45, 46	✓	Principle 2, 4, 5	
103-2	The Management Approach and its Components	47, 48, 49	✓	Principle 2, 4, 5	
103-3	Evaluation of the Management Approach	47, 48, 49	✓	Principle 2, 4, 5	

#### Dun & Bradstreet's Aspect: Digital Sustainability

		Page Number	Ful- fillment	COP Principle	Comment
GRI 418: Customer Privacy 2016					
103-1	Explanation of the Material Topic and its Boundary	23, 24, 25	✓		
103-2	The Management Approach and its Components	24, 25, 26, 27	✓		
103-3	Evaluation of the Management Approach	24, 25, 26, 27	✓		
418-1	Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data	26	✓		



## About Dun & Bradstreet

Dun & Bradstreet, the global leader in commercial data and analytics, enables companies around the world to improve their business performance. The Dun & Bradstreet Data Cloud fuels solutions and delivers insights that empower customers to accelerate revenue, lower cost, mitigate risk, and transform their businesses. Since 1841, companies of every size have relied on Dun & Bradstreet to help them manage risk and reveal opportunity.

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