

A photograph of a person with a red backpack walking away from the camera on a sandy path through tall, golden-brown grasses on a dune. The ocean is visible in the background under a soft, hazy sky at sunset or sunrise.

Sustainability report 2021

Finansiell ID-Teknik BID AB

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A simple idea that revolutionises everyday life



“BankID is as secure and reliable as a passport or national ID card”

We have been revolutionising everyday life with fast, secure digital identification for almost 20 years now, laying the foundation for a modern and accessible society.

BankID is a personal eID for secure electronic identification and signature. BankID is as secure and reliable as a passport or national ID card. Private individuals can safely use e-services wherever and whenever they want. And public authorities, companies and organisations are more accessible and within reach of citizens and customers.

We now have over 8 million users and more than 5,000 affiliated companies and public authorities. We are both humbled by and proud of the trust shown in us.



About us

Finansiell ID-Teknik BID AB is the technology company that owns, manages and further develops BankID.

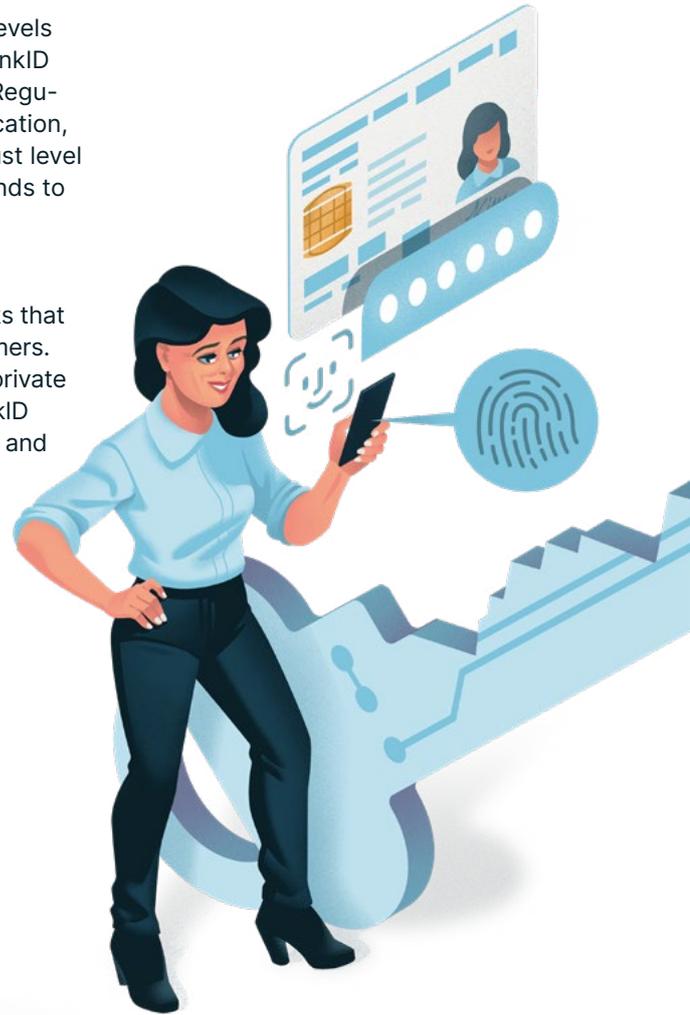
The company was founded in 2002 and is owned by seven Swedish banks. BankID is an electronic ID document comparable to a passport or national ID card. Companies, organisations and public authorities can use BankID to both identify and enter into contracts with private individuals on the Internet.

BankID is at trust level three of four
Trust level is a measure of security and reliability. The higher the trust level, the more secure the eID is in terms of both technical and administrative security. The Swedish

eID quality mark has trust levels two, three and four, and BankID meets level three. The EU Regulation on electronic identification, eIDAS, gives BankID the trust level “essential”, which corresponds to the Swedish level three.

We deliver infrastructure

Our customers are the banks that issue BankID to their customers. They both issue BankID to private individuals and sell the BankID service to public authorities and companies. We provide an infrastructure service to the connected banks.



Ownership

- Svenska Handelsbanken (28,3%)
- Swedbank (28,3%)
- Skandinaviska Enskilda Banken (18,3%)
- Länsförsäkringar Bank (10%)
- Skandiabanken (10%)
- Danske Bank (3,3%)
- Ikano Bank (1,8%)



8 million users



98,7 of people aged 18 to 67 have a BankID

Affiliated companies, public authorities and organisations

5 000

6,3 BILLION

Identifications and signatures

A year of increased digitalisation

We are producing our first sustainability report for 2021. This has been an exceptional year, marked by a pandemic that has changed people's behaviour in ways that will have far-reaching effects on society.



The pace of digitalisation has increased over the last two years. In Sweden, many people worked from home, vaccinations were booked digitally and more people shopped online. Sweden had already come a long way with digitalisation thanks to well-established and functioning eIDs. BankID plays a key role in the digital infrastructure and the Swedish economy.

BankID has high security and 99.98 per cent uptime 24 hours a day, 365 days a year. Later on in the report, you can find out how we are working to maintain this high level of security while constantly developing new secure and user-friendly features at the same time.

Financial ID-Teknik has been spared the negative effects of the pandemic. Instead, the number of transactions increased from five to more than six billion during the year, and the number of users also increased, particularly among the elderly and young people. Brand surveys show that our users are satisfied, and our already high Net Promoter Score

rose from 72 to 79. I am incredibly proud and pleased about that!

For the business community, BankID offers digital opportunities that provide better, more secure customer experiences and allow new business models to flourish. You can find out more about this in our customer cases later on.

Our promise to everyone who uses BankID is our top priority – we secure your identity and privacy.

Warmest thanks to all our employees

I am hugely impressed by all my colleagues who are constantly developing and improving BankID. We launched several new features during the year to improve security and ease of use. Together, we are creating a sustainable and long-term culture and we are a Great Place to Work-certified workplace. I feel secure in our solid foundation, and our employee survey confirms that we have a working

environment where people are stimulated, develop their careers and stay with the company.

Time for an international venture

Our strong offering places us in a good position from which we can harness the power of digitalisation to create a safer, better, more sustainable business community and society. So, as the EU is working to create a digital identity that is valid across Europe, we are reviewing our options for offering our services to other countries, both in and outside Europe. We also want to be part of the European Digital Identity Wallets (EUID Wallet) initiative.

We have a lot to offer, thanks to our high level of security and effective infrastructure. The experience we have built up over 20 years in business gives us a unique opportunity to help other countries modernise and digitalise their lives through a secure eID.

Johan Eriksson, CEO

BankID lays the foundation for a modern and accessible society

With BankID, Swedes can identify themselves in e-services offered by companies and public authorities and sign contracts in digital environments. They do not have to create accounts with passwords with different stakeholders, but can instead use the same secure solution with all of them.

Fast and secure digital identification is the foundation of a modern society in which most things can be done digitally when and where the individual chooses.



Our sustainability issues

We must work to promote long-term financial, social and environmental sustainability. This includes BankID services, which must be sustainable in the long term as regards security and technological development.

We conducted a materiality analysis during the year in order to identify the sustainability issues on which we have the greatest impact. As a critical infrastructure with many users, we affect the environment, people and society in general. This is why we have taken a broad view of sustainability, including environmental, social and business ethics issues.

What our stakeholders say

We also listened to our key stakeholders in order to identify the right sustainability issues:

- **Users** think that BankID makes their lives easier, is secure, reliable and user-friendly, but that obtaining

their BankID for the first time and renewing it is an awkward process.

- **Companies, public authorities and organisations** highlight the fact that BankID is driving the digitalisation of society, simplifying customer relations and leading to greater customer satisfaction and more frequent visits to digital channels. The major efficiency gains are also mentioned. The fact that the service is stable, reliable and available 24 hours a day, 365 days a year is a must as the service is mission-critical. Product development is viewed as important, and many people want us to take a more proactive and guiding role.

The UN 's17 Sustainable Development Goals



Our sustainability goals

BankID service



Identified issues	KPI 2025	Result 2021	Linked global goals
Increase access to public services and purchases through secure digital identity.	-	98.7% of Swedes aged 18-67 have a BankID. 5,000 affiliated companies, public authorities and organisations. KPIs for 2025 will be examined in 2022.	9.1 Reliable, sustainable and resilient high-quality infrastructure to support economic development and human well-being.
User-friendly service <ul style="list-style-type: none"> • Novus survey "Easy to use (user-friendly)" • Ease of use 	100 % agree Not specified	99 % agree 2 % disagree Work to begin in 2022 on investigating targets for WCAG and EN301549	10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability or other status.
Reliable service that provides uninterrupted service availability to the user.	Available 100% of the time	Available 99.98% of the time, 24 hours a day, 365 days a year.	9.1 (as above)

Our role as employer and partner



Identified issues	KPI 2025	Resultat 2021	Linked global goals
Inclusive, equal and diverse workplace.	Trust Index of 90%	Trust Index of 87%	8.5 Decent work for all 5.1 No discrimination against women
Trusting partnerships.	100% audited business-critical suppliers	100% audited business-critical suppliers	17.6 Cooperation and knowledge sharing 16.5 Reduce corruption and bribery

Climate and environment



Identified issues	KPI 2025	Resultat 2021	Linked global goals
Help to combat climate change.	-	Work to begin in 2022	13 Climate action

The BankID service

Digital identification paves the way for new digital opportunities that simplify and streamline matters for individuals, companies and society. The more digital a society becomes, the more important it is for its cornerstones to meet standard levels of accessibility, ease of use and security.

Increase access to public and business services

A lot of things can be done online in Sweden. The 2021 Swedes and the Internet survey shows a clear picture of a digitalised society in which connected life is a natural part of work, education and leisure. Taking the Swedish population as a whole, 9 out of 10 people use the Internet every day. Just as many people said they had used various digital public services such as the Swedish Tax Agency, healthcare or libraries.

Pandemic affected e-commerce and digital services

The pandemic accelerated the pace of digitalisation and prompted many people to try digital services for the first time. E-commerce in particular has flourished, with 89 per cent of the population aged 16 and older reporting that they had shopped online in 2021. Of the group of Internet users, 94 per cent said they had shopped online. Secure e-commerce has therefore become an increasingly important issue.

In a study for the World Economic Forum in 2019, the McKinsey Global Institute estimated that digital iden-

ties could add economic value in individual countries equivalent to 3 to 13 per cent of GDP by 2030. They are of the opinion that eID adds value through opportunities for:

- Increased formalisation of financial flows.
- Better inclusion of individuals for a range of services.
- Gradual digitalisation of sensitive interactions that require high levels of trust.

According to the study, digital identities can bring benefits to companies in terms of improved efficiency, reduced costs and reduced fraud.

Mobile BankID at the top

BankID makes it easier to realise the potential of digitalisation. Sweden is at the top of the league when it comes to the distribution and use of digital services. This is clearly apparent in the 2021 Swedes and the Internet survey.

Use of Mobile BankID



9 out of 10 use BankID



7 out of 10 use BankID every week



5 out of 10 use BankID every day

The question was put to the population, people aged 18 and older. Among the younger generations, almost everyone uses Mobile BankID. Daily use is highest among people born in the 1980s and 1990s. Source: Swedes and the Internet, 2021

Customer cases



Swedish Tax Agency

The Swedish Tax Agency offers around 50 different services for citizens and companies, where logging in and identifying oneself with BankID is easy and secure. This is important, not least during the first day on which the income tax return service opens and over a million people log in on that first day.

“BankID also makes it possible to send digital mailings to the nearly 6 million people with connected digital mailboxes. We save 10 to 20 SEK per person in postage on the income tax return alone, plus distribution costs for each mailing we do. Besides the cost savings, this also means a reduced environmental impact,” says Johan Schauman, digital development strategist at the Swedish Tax Agency.

“Another great advantage of BankID is that you can access our services or your mailings from anywhere in the world BankID makes things more structured and accessible, and much more secure,” continues Johan.

Lifvs - profitability in a small shop

It is difficult to make a small super-market profitable, especially in places where the customer base is shrinking. More than 4,000 convenience stores have disappeared in Sweden since the 1990s. Lifvs started operating near Bålsta in 2019, with the ambition of reintroducing service in places where there are no convenience stores, with stores that are also profitable. Today, the business has grown to 27 stores in Sweden, and Lifvs is the largest provider of unmanned stores in Europe.

Lifvs developed the Storekey technical platform in order to operate an unmanned store business remotely. Early on, BankID became a partner for the entire

customer journey in Lifvs' app. When customers arrive at the store, they register their BankID in the Storekey app, which allows them to enter the premises. Then everything is done in the app, such as registering products and offers and, finally, paying. Offers can be customised and made more personal because customers identify themselves with their BankID in the Storekey app.

“BankID was a win-win for our customers and for us. BankID offers a great deal of security, and this digital ID card is an essential part of our everyday lives,” says Daniel Lundh, founder of Lifvs.

A survey conducted by the Handels Utredningsinstitut and



BankID in 2021 shows that the majority of customers appreciate the increased accessibility, and that 7 out of 10 people would consider shopping in an unmanned store. The advantages, according to consumers, are that things are transparent, quick and close to places where there was previously no service at all.

“We add something that makes communities more vibrant and quickly become a local meeting hub. The fact that our customers come from all age groups also shows that it is very easy to shop with us,” concludes Daniel Lundh.

BankID service

User-friendly service – Striving for maximum ease of use

We want it to be easy to do things digitally, and we want as many people as possible to be able to use BankID. This is why maximum ease of use and accessibility are important to us. The use of digital services will be impeded if our service cannot be used easily.

Accessibility tests in the event of major changes

Ease of use and accessibility are important as we continue to develop BankID. We follow our internal guidelines and first perform an analysis of the potential impact of the change on users. When it comes to a major change that affects users, we conduct accessibility tests continuously throughout the development process. The tests

are carried out together with experts and with the help of different groups of users. There are two main test variants:

- Groups of users who are more – or less – tech-savvy.
- Users with special challenges due to a disability.

Everyone involved in the service development process is told about the test results so that we can always go on learning about functional solutions.

Features that increase accessibility

Greater ease of use and accessibility make the service better for all our users. Examples of features

that improve usage include text to speech, vibration when a QR code is scanned correctly, or FaceID for people who have difficulty entering codes.

Digital exclusion an important issue

While digital services are helping to bring about an accessible society on the individual's terms, there is also a risk of excluding people who do not live their lives online. The stringent security requirements for use of BankID mean that users have to be able to use digital tools such as computers, tablets or smartphones. Each public authority or company is responsible for offering alternatives to digital services.



New accessibility rules

The EU's Accessibility Directive defines requirements for how products and services should be designed in order to be made more accessible. Websites and apps should be easy to use, for example. It should also be possible to perceive information using multiple senses. The aim is to make the digital society accessible to all and to have standard rights for people with disabilities. These requirements apply to products and services made available on the market after 28 June 2025.

BankID service

Reliable, uninterrupted service

An effective infrastructure provides the basis for BankID's societal benefit. Everyone should be able to rely on the service being accessible. Downtime risks causing financial losses and other problems for users, companies, public authorities and other organisations. To ensure operations and what we deliver, we have a well-provisioned technical infrastructure over-capacity and protection against potential cyberattacks such as denial-of-service attacks.

Our goal for the service is to be accessible 100 per cent of the time, and we are not far from meeting this mark:

2021 - 99,98 %

2020 - 99,95 %

BankID service

Safe and secure use

BankID plays a key part in the infrastructure of Swedish society, and with that comes responsibility. We are constantly working to develop the service, and our top priority is to keep BankID as secure and accessible as it has always been so that organisations, companies and private individuals can feel secure in their use of BankID.

Security when issuing BankID: The right person receives their BankID

The first step when issuing a new BankID is to identify the origin of

the user. This is done by the issuing bank, which verifies the customer's identity. This is an important step, ensuring that the BankID is issued to the right person: this is comparable to going to the police to obtain a passport or national ID card. We check regularly to ensure that the banks are carrying out the origin verification correctly.

The identification of origin is handled securely and efficiently, thanks to the cooperation between Swedish banks on financial infra-

structure. This is the foundation of a digital ecosystem for electronic identification and signature. We are also working to find other solutions for secure identification of origin that will avoid users having to visit a bank branch.

Security in use: The right person uses BankID

A BankID can only be used by the holder, and the user is validated every time the service is used.

We have launched a number of features in recent years to make identification easier and more secure:

- With a **QR code**, the user does not have to enter their personal identity number. This also ensures that the user is in the location where the computer is situated and where identification takes place, which makes fraud more difficult.
- The possibility of confirming identity digitally with a valid ID document issued by the police provides an additional **security check** that protects the user against fraud.
- It must be **clear to the user why they are identifying themselves** or what they are signing. Companies can include explanatory text to this end, so that the user can more easily detect irregularities.



Compliant with laws and regulations

- BankID meets trust level 3 according to the Swedish eID quality mark.
- A BankID signature is classified as an advanced electronic signature under the eIDAS Regulation (EU 910/2014).
- A BankID identification meets the requirements for strong customer authentication in the second Payment Services Directive PSD2 (EU 2015/2366). A BankID signature meets the requirements for dynamic linking.
- BankID is viewed as a payment instrument under the Payment Services Act (2010:751).

We safeguard identity and privacy

Companies/public authorities send a request for identification when BankID is used. All personal data transmitted is encrypted and is provided only to securely identified organisations with a valid contract to use the services.

Anyone using BankID can feel confident in our handling and protection of identity and personal privacy. The data is never used for any purpose other than the one for which it was collected. The information we have is limited. We can see that an identification or signature has taken place, but not what was signed or why the identification was made. The details are only seen by the parties carrying out the transaction, that is the BankID user and the company/public authority with which they are using their BankID.

We have several safeguards and security processes in place to protect your personal data. The systems that process personal data are located on secure servers with limited access, and all communications are encrypted.

We use technical tools such as firewalls and monitoring tools, and all employees who may come into contact with personal data hold security clearance and are trained in security and confidentiality.

The banks that issue BankID are the data controllers, and Finansiell ID-Teknik is the data processor. All personal data used in the BankID service is also covered by banking secrecy.

Traceability

Identification and signature with BankID are legally binding, and traceability is important. We know who has used the service because we ensure that a BankID can only be used by the right person. Users can find their BankID history in the app and see how they have used their BankID, and with which companies and services.

Effective risk and incident management

If an incident should occur despite all precautions, we have effective monitoring and incident management in place so that we can act with the issuing bank to stop misuse of the BankID.

Our Privacy Policy guides our work

Our Privacy Policy describes what kind of information is processed in the context of the services, how we obtain it, how it is used, how it is shared and our measures to protect personal data. It also describes the rights of users with regard to their personal data.

Infrastructure with particularly high security

BankID is a mission-critical infrastructure, and disruptions could have a significant adverse impact. The digital climate is more vulnerable than before, and there are threats to digital infrastructure. Our established risk and security work meets the stringent demands that society places on mission-critical infrastructure.

Our data and IT security is extremely high, and in addition to the service and our protection of users' data, our security work also covers the underlying infrastructure and everyone who works for or on behalf of us.

Certification and management systems

Our clear structure regarding systematic security management follows the COSO model. This is an implemented and well-established system, and everything we do is based on international, externally verifiable standards.

- We operate a risk-based management system with standards and practices in accordance with ISO 27001.
- We are certified according to the Svensk e-legitimation quality mark and audited according to the eIDAS regulation.
- Our operations and maintenance providers are certified in accordance with standards such as ISO 9001, 14001, 20000 and 27001.
- The security management system is integrated into the essential processes of the business. Digital and physical security are built into the same management system.
- Management is kept routinely informed. The board and owners also receive monthly reports.

Processes and procedures for maintaining a high level of security

High security requires a very high rate of development, and we are constantly updating our infrastructure to maintain this level of security. We have clear processes and procedures to avoid incidents and a well-developed approach to operations, maintenance and management, as well as product development and emergency response.

- All our services are rigorously tested by both in-house and independent testers to ensure quality and security. Independent code review, security analyses and penetration testing are used on an ongoing basis and for every major change.
- Emergency response work is well established. In the event of an incident, there are clear processes in place which include open and transparent communication to the outside world. We report all incidents that affect our infrastructure to our regulator, the Swedish Post and Telecom Authority (PTS), Agency for Digital Government (DIGG) and the Riksbank.

Personal data incidents are also reported to IMY, and the bank may also be obliged to report to the Financial Supervisory Authority.

- Independent security researchers, services using BankID and users can report security breaches to us, which is very valuable and something we welcome. We also conduct regular independent reviews of our regulatory framework to ensure good control and management of risks. We are also audited regularly by external auditors.



We are audited by several public authorities

All approved eIDs in Sweden are audited by the Agency for Digital Government (DIGG), according to the government's trust framework for Swedish eID. BankID is also under the supervision of the Swedish Post and Telecom Authority in accordance with the eIDAS Regulation on trust services.

Some of our activities are covered by the Security Protection Act; and for that matter, the County Administrative Board of Stockholm is our security protection support authority and we report security protection incidents to the Swedish Security Service.

In addition to the requirements with which we must comply, we also apply voluntary reporting of incidents to the Riksbank as an adaptation to the draft of a new Riksbank Act (1/1/2023) in which BankID would fall under the Riksbank's responsibility for planning and control in peacetime crises and situations involving heightened states of alert.

Our role as an employer and partner

Our industry focuses on trust, reliability and security. A very high level of competence among employees and a high pace and level of innovation and development are required in order to meet the stringent demands of accessibility and security.

Inclusive, equal and diverse workplace

An inclusive, equal and diverse workplace is a key factor in attracting and retaining the best talent. This work should be seen as stimulating, and all employees should feel they have the opportunity to influence their work. They should have the opportunity to develop their potential in a friendly environment, and we should offer a workload that allows for a good work-life balance.

Our values lead the way

We are driven by a desire to contribute to critical infrastructure that benefits many people. Our core values are with us in everything we do. Whether we are talking about technical functionality, our communication or the user experience, we must always be:



Proactive

We are leading specialists in our field. We are always looking up and well into the distance. Or sometimes around corners. Our expertise and experience allow us to perceive both opportunities and threats in good time so that we can take the right next steps. Our knowledge contributes to a more secure society, and we are happy to share it so that our partners can take the right next step.

Available

Being available when we are needed is a matter of course for us, and our services must run 24 hours a day, every day. We are responsive and open, and want to evolve together with service providers and users. Our services are easy for everyone to use and understand. We are respectful, clear and humble, no matter who we are talking to.

Secure

We put security first in everything we do, and our most vital mission is to ensure that BankID is a secure and accessible eID. We are proud of that. We work in a targeted way, setting clear boundaries and taking great responsibility for the privacy of our users. We always test, compare and analyse carefully first – for everyone's security.

A Great Place to Work company

We are a “Great Place to Work”-certified company. “Great Place to Work” defines a great place to work as follows: “A great place to work is one where you trust the people you work with, have pride in what you do, and enjoy the people you work with.”

The result is measured by means of the Trust Index. A Trust Index of at least 70 per cent is required for certification. Our first survey took place in 2021, and the response rate was 100 per cent.

Our result for 2021

- Trust Index 87%
- Great place to work: 97%
- Physically safe workplace: 97%
- A good work-life balance is encouraged: 100%

Plans and objectives

We work actively and continuously to maintain and further develop a healthy and engaging workplace, an area in which 87 per cent responded positively. Our goal is to achieve a Trust index over 90 per cent.

Health and wellness

We work to promote a healthy and safe working environment with emphasis on proactive health and wellness.

All employees are covered by health insurance. This also includes a health portal with the opportunity to take part in preventive health programmes to, for example, reduce stress, improve sleep or give up smoking. All employees are also offered regular health checks.

All employees have a wellness allowance and one wellness hour per week, which includes various organised activities. Activity

competitions have been arranged during the pandemic to encourage both mobility and team spirit.

Continuous learning

Continuous learning is a hygiene factor at knowledge companies. Performance reviews with all employees are an important part of this, and everyone should have a development plan with individual goals in which further training is encouraged. This development plan is followed up once or twice a year. The aim is for all employees to be able use their skills in a value adding way and have the possibility develop their full potential. This is the basis for an innovative environment in which we build on each other’s skills.

Gender equality and diversity

We are absolutely certain that different backgrounds and genders contribute to the strength of our business, and we promote equality and diversity. No form of discrimination based on gender identity, ethnicity, external characteristics, nationality, religion, age, disability, sexual orientation, association, political affiliation or similar grounds is permitted. We do our best to create a balance between women and men. That is why this perspective is always a factor in recruitment.

Our code of conduct and employee handbook contain rules and guidelines for employees and managers. The code also includes the right to freedom of association and collective bargaining to be respected at all times.

Business ethics at the core

Our code of conduct, together with our corporate culture, permeates and guides everything we do. The code of conduct is based on the



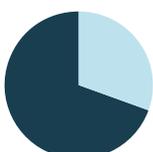
Great Place to work

“Great Place to work” conducts employee surveys among 19,8 million employees from more than 10 000 organisations in 106 countries every year. The findings are used to enhance business results and to create a working environment where employee trust and engagement thrives.

ten principles of the UN Global Compact and complements other guidelines, our employee handbook and steering documents. All employees are covered, regardless of their employment status.

The code of conduct includes areas such as human rights, employees and health and safety, anti-corruption, environmental responsibility and privacy and information security. All activities must comply with the guidelines of international conventions on fundamental human rights. We maintain a zero-tolerance approach to bribery, corruption and money laundering. Standards set out in applicable laws and regulations for combating these must be followed and respected.

All employees must read, accept and comply with the code of conduct. Managers are responsible for disseminating and providing information about the code of conduct and to ensure compliance with it. Suspicions of non-compliance must be reported to the line manager.



As at 31 December 2021: 36 employees, of which 11 women and 25 men



Management team: 8 people, of which 3 women and 5 men = 37.5% women



Our role as employer and partner

Trusting partnerships

Access to the right high-level skills is a key factor if we are to stay at the forefront as regards accessibility, ease of use and security. Much of the development takes place in close cooperation with subcontractors, and we have partnerships with a number of parties. Everyone working on the infrastructure is a business-critical supplier and partner.

A team with common goals

Inclusive partnerships are a prerequisite for high levels of engagement and excellent results. We do our best to make both our own employees and the suppliers

we work with feel like part of a team with common goals.

When we develop new features, at least two developers always work together and simultaneously develop each other by reviewing each other's work. This is reviewed in turn by a third independent developer.

All reviewers help to find any errors, and everyone involved in development welcomes the reviews as they encourage constant development and learning. All developers and reviewers have technical expertise, and so there is significant transfer

of skills within and between teams. For complex work combined with a changing environment to function, an accepting culture is needed in which there is a strong understanding of overall goals.

Requirements for all subcontractors

All our suppliers are audited against our policy framework and must accept our supplier code of conduct, which includes social, environmental and governance requirements for purchasing and procurement. Security work forms a natural part of our cooperation with suppliers.

Climate and environment

The use of BankID has no significant negative climate impact in itself. Instead, our service helps to avoid the climate impact of other stakeholders in society by allowing them to replace actions that have had an adverse impact. In 2022, an analysis will be launched to try to assess how BankID contributes, and can contribute more, to reducing climate impact in society.

Environmental and climate impact in the value chain

In terms of operations, development and management, the impact is mainly through the purchase of computing power for servers. We do our best to use the most energy-efficient and eco-friendly technology. Priority must be given to options with low environmental impact when choosing an energy supplier. A survey of energy use will be carried out in 2022 which can be used as a basis for any changes to procurement and pur-

chasing procedures with the aim of helping to reduce emissions that impact on our climate.

We apply the precautionary principle, and the environmental impact of each activity must be taken into account when making decisions. We are working to reduce our negative environmental impact. Products should ideally be made from renewable raw materials or recycled materials and not use more resources or energy than necessary.

They must also be easy to maintain and repair and be recyclable. We keep waste to a minimum. When recycling electronic waste, we must account for security, social and environmental aspects when choosing the recycling method. When choosing a means of transport, priority should be given to alternatives with low environmental impact. The employee handbook includes our travel policy, which encourages the use of more eco-friendly options whenever possible.

Climate impact in the value chain:

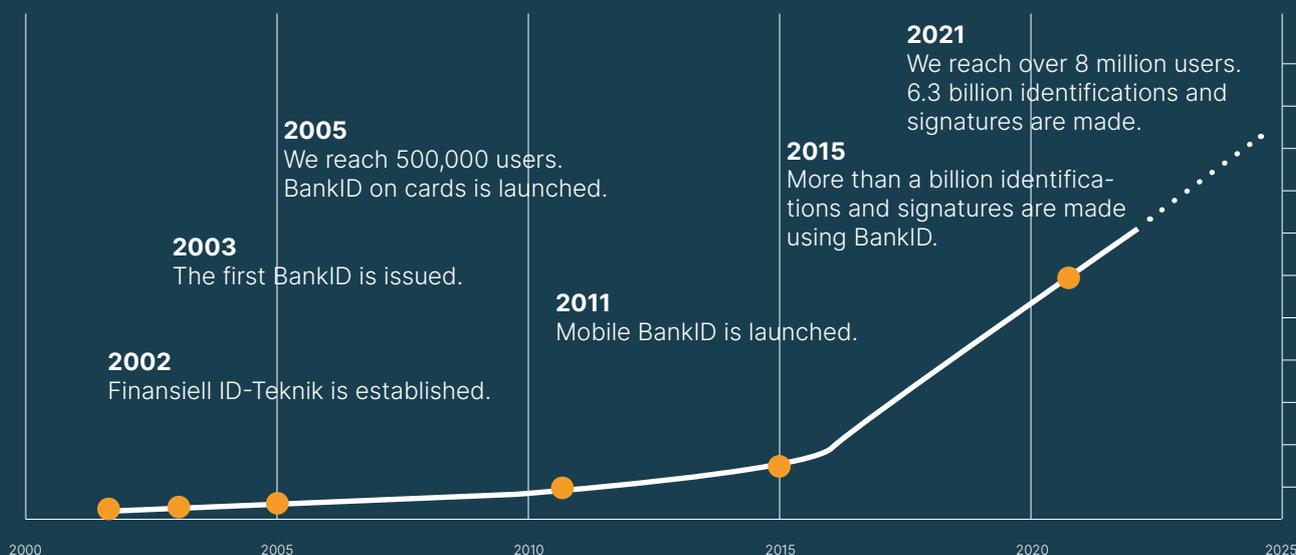
Suppliers: Energy consumption for servers (including overcapacity for reliability).

BankID: Electricity and heating. Travel to the office and for work. Home offices (remote working).

Companies, public authorities and organisations: Minor negative impact. Reduces climate impact by replacing other actions.

Users: Very little impact during use.

Society: Digital services reduce climate impact. At the same time, increased use of digital services leads to increased energy consumption for operations. Facilitating e-commerce may also increase the amount of transport in society.



BankID – digital identification for almost 20 years

Digitalisation was an important issue even at the turn of the millennium. The government perceived the need for a general infrastructure for eID. Several companies responded to the need, including Telia. One stakeholder was a consortium of seven banks: Finansiell ID-teknik, which produced BankID.

The pricing and business model were set according to the government's specified requirements. Finansiell ID-teknik is owned by several banks. We provide the infrastructure, while the banks sell to companies, public authorities and organisations in competition with one another.

Today, 98.7 per cent of the Swedish population (aged 18-67) has a BankID, and around 5,000 government and private e-services use BankID.