

A young woman with long brown hair, wearing a bright yellow knitted sweater, is smiling warmly while looking down at her smartphone. The background is a soft, out-of-focus indoor setting.

Sustainability report 2022

Finansiell ID-Teknik BID AB

Contents 2022

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A simple idea that revolutionises everyday life



We have been revolutionising everyday life with fast, secure digital identification for 20 years, laying the foundation for a modern and accessible society. We will continue to do so.

BankID is a personal eID for secure digital identification and signature. Identifying and signing with BankID can be compared to showing your passport or providing a physical signature. Private individuals can safely use e-services wherever and whenever they want, 24 hours a day, seven days a week. Public authorities, companies and organisations are more accessible and within reach of citizens and customers.

We now have around **8.4 million users** and more than **6000 connected companies** and **public authorities**. We feel both honoured and proud of this trust.



About us

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

The company was founded in 2002 and is owned by seven Swedish banks. BankID is a digital 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 has a trust level of three out of four

The 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 "substantial", which corresponds to the Swedish level three. According to the EU regulation on electronic identification and trusted services – the eIDAS regulation – BankID meets the trust level "substantial", which corresponds to the Swedish trust level three. Read more on page 19.

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%)
- SEB (18.3%)
- Länsförsäkringar Bank (10%)
- Skandiabanken (10%)
- Danske Bank (3.3%)
- Ikano Bank (1.8%)



8.4 million users



99.2% of Swedish citizens between the ages of 18 and 67 have a BankID.

Connected companies, public authorities and organisations

6,000

6.8 BILLION

Identifications and signatures



An increasing focus on e-identification

As digitisation continues, not least in Europe, the need for secure and well-functioning digital identities is becoming increasingly apparent. I have a positive view of this and am convinced that we can contribute to effective solutions both in Sweden and internationally.

As the EU, its member states and other countries become increasingly digitised, there is a growing understanding of eIDs and what is needed to make them both good and safe. Here, BankID is a good example of how e-identification can be secure, accessible and user-friendly. 8.4 million Swedes use BankID, most of them on their mobile phones.

Trust in BankID is sky high and users feel both secure and satisfied, which is reflected in our NPS of 74. This is unique and we have a lot of experience and knowledge to share.

Government eID could be beneficial

In Sweden, eIDs have been widely discussed and the question of a government eID is being investigated. Early in 2023, it was decided that one should be offered at trust level 4. For the government to issue digital ID documents just as they issue physical ID documents would be beneficial, particularly for the identification by means of original documents. This is a way for Sweden to meet the requirements of the EU's eIDAS regulation on e-identification.

Coordination numbers with verified identity

On 1 September 2023, a law will enter into force introducing coordination numbers with verified identity, which will have the same reliability as a personal identification number.

We are now investigating whether a person with a coordination number with verified identity could be able to get a BankID.

Biometrics are getting better and more common

As ever, technology is advancing and recently we have seen major improvements in biometric methods, such as facial recognition and fingerprinting. They are also becoming more common and many people now use biometrics to unlock their mobile phones. The advantage is that no one can look over your shoulder and see your code if this code is your unique



fingerprint or an equivalent. Many people already also use their phone's built-in features for their Mobile BankID. As technologies have improved, they have also created new possibilities, and combining biometric data with other technologies provides secure solutions. Biometrics are a part of the new option of getting BankID digitally and are used for checking ID documents. Please read more about these functions on page 16.

Interest and opportunities outside Sweden

It was recently confirmed that we will take part in two pilot projects in the first phase of the work on the European identity wallet – the EUDI Wallet. I think this will be beneficial both for the EU and for us as project participants. You can read more about this on page 11. In parallel with this, we

are in dialogue with a number of international stakeholders for our services.

In 2023, BankID turns 20

In 2003, a BankID was issued for the very first time and now, in 2023, we are seeing our 20th birthday. Since its inception, BankID has developed enormously, been crucial to digitisation and become an important part of Swedish society. Looking to the future, I see an increased need for fast and secure digital identification and BankID continuing to occupy a clear role. I am looking forward to this future.

Many thanks

Our goal is for BankID to be available 24/7, seven days a week. In 2022, BankID was available 99.97% of the time, which shows that we are a reliable provider.

90% of our users say that BankID is the most important app on their phones. Many of us contribute to BankID continuing to be as safe, reliable and appreciated as it has always been. I would like to sincerely thank all our employees, consultants and partners who work with us, as well as the companies, banks, authorities and organizations that use BankID in their services.

And last but not least, a special thank you to those of you who use BankID and trust us to secure your identity and privacy.

Johan Eriksson, CEO



BankID lays the foundation for a modern and accessible society

With BankID, Swedes can both identify themselves and provide signatures in digital environments.

User do not have to create accounts with passwords with different providers, and can instead use the same secure solution for 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

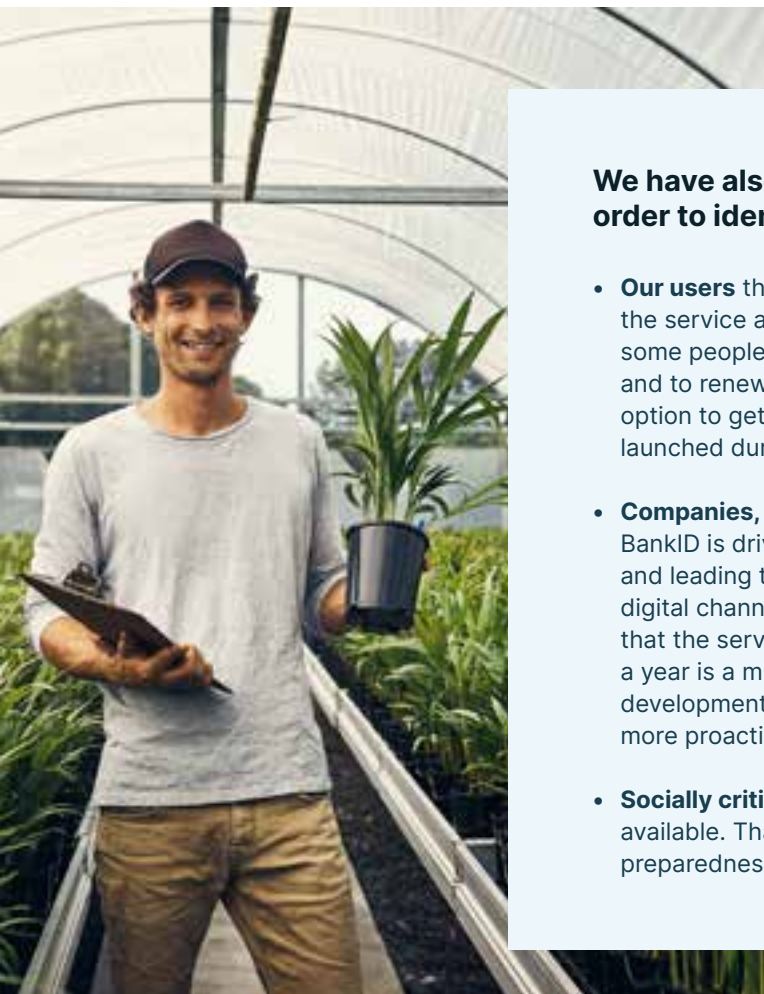
We work to promote financial, social and environmental sustainability. We strive to be a leader within technology development and always work on the long term with sustainability, primarily in terms of accessibility and safety.

We conducted a materiality analysis during 2021 in order to identify the sustainability issues on which we have the greatest impact. As an infrastructure deemed critical for society and 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. Our identified sustainability issues relate to our BankID service, our role as an employer and partner, and our work on climate and the environment.

The aim of our business is to simplify everyday life by giving as many people as possible access to a secure digital identity. One of the ways in which we do this is by providing a user-friendly and reliable service.

To be successful, we must be an attractive employer and partner with an inclusive and egalitarian culture.

Through our service, we help our customers and users to reduce the negative impact on the climate and environment, and we work actively to reduce the impact of our own operations, often in collaboration with our key partners.



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

- **Our users** think that BankID makes everyday life easier and experience the service as being secure, reliable and user-friendly. On the other hand, some people feel that it is complicated to get a BankID for the first time and to renew their BankID. To facilitate the issuing of a new BankID, the option to get a BankID digitally using a passport or national ID card was launched during the year.
- **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 considered critical for society. Product development is viewed as important, and many people want us to take a more proactive and guiding role.
- **Socially critical service.** It is important for BankID always to be available. That's why we collaborate with authorities within the sector on preparedness and civil defence.

Our sustainability goals

BankID service



Identified issues	KPI 2025	Result 2022	Linked global goals
Increase access to digital community and business services through secure identification.	As many people as possible should have access to a safe and secure digital identity.	99.2 (98.7) % of Swedes aged 18-65 have a BankID. 6,000 (5,000) connected companies, public authorities and organisations.	9.1 Reliable, sustainable and resilient high-quality infrastructure to support economic development and human well-being.
User-friendly service. • Ease of use	Meet all the requirements of the EU accessibility directive and always strive to ensure that as many people as possible have a safe and secure digital identity.	Investigation of targets for WCAG and EN301549 is ongoing.	10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability or other status.
• Novus survey. "Simple to use (user-friendly)"	100% agree.	97% (99%) agree. 2% disagree	
Reliable service that provides uninterrupted service availability to the user.	100% of the time	Available 99.97% of the time, 24 hours a day, 365 days a year.	9.1 (as above).

Our role as an employer and partner



Identified issues	KPI 2025	Result 2022	Linked global goals
Inclusive and egalitarian workplace.	Trust Index of at least 90%	Trust Index of 84 (87)%.	8.5 Decent working conditions for all. 5.1 No form of discrimination against women.
Trusting partnerships.	100% audited business-critical suppliers.	100 (100)% audited business-critical suppliers.	17.6 Co-ordination and knowledge sharing. 16.5 Combating corruption and bribery.

Climate and environment



Identified issues	KPI 2025	Result 2022	Linked global goals
Help to combat climate change.	Contribute to reducing the negative impact on the climate.	Work is ongoing.	13 Climate action.

The UN's 17 Sustainable Development Goals



BankID service

Digital identification creates new digital opportunities that can simplify and streamline matters for individuals, companies and society. Unfortunately, a digital society is also vulnerable in new ways. There are therefore at the same time increasing requirements for accessibility, user-friendliness and security.

Fast and secure identification in the expanding digital world

The digitisation of society is continuing, and in 2022 more Swedes than ever used online services on a daily basis. The 2022 Swedes and the Internet survey clearly show that connected life is a natural part of work, education and leisure. Of the entire Swedish population aged 16 and over, 94% use the internet and almost all of them do so on a daily basis.

The pandemic affected e-commerce and digital services

BankID is the ID document for the digital world and is currently used for identification and signature at more than 6,000 of Sweden's banks, companies, organisations and authorities. With BankID, the Swedes sign agreements, loan documents, payments and their tax return. They identify themselves, for example, to deal with the Swedish Social Insurance Agency or to collect parcels from the post office.

Almost all important matters can be dealt with on a mobile phone. The idea is that society can make progress provided that we have genuinely secure e-identifications such as BankID.

Use of Mobile BankID

People born in the 1920s, 30s and 40s have **doubled their daily Mobile BankID use**

99.2% of Swedes aged 18-67 have a BankID



7 out of 10 use Mobile BankID every day

7 out of 10 pensioners use Mobile BankID, half of whom do so daily

Source: Swedes and the Internet, 2022

Customer cases

Internationalisation – EUDI Wallet

In 2022 it was confirmed that BankID would be involved in the first phase of the work on the European Identity Wallet – the EUDI Wallet. The EUDI Wallet makes it possible to introduce a uniform European digital identity system that will be available to any EU resident who wishes to identify him or herself or prove certain personal data in a range of e-services both online and offline for both public and private services throughout the EU.

BankID will be involved in steering the extensive EU work that is underway with the digital identity wallet.

Two consortia implementing pilot projects

BankID is part of two consortia, EUDI Wallet Consortium (EWC) and Digital Credentials for Europe (DC4EU), which are each implementing a pilot project for the

EU Digital Identity Wallet. The aim is to guarantee use cases, security and interoperability in the future development of the European Digital Identity Wallet.

The EWC is led by Swedish and Finnish government authorities and supported by relevant industry experts from the travel and payment industry as well as a large number of technology partners. The focus is to be able to provide passenger information, purchases of goods and services and interactions between companies. Payments and digital identities for companies and organisations are also included. EWC consists of organisations representing all 27 EU Member States.

DC4EU focuses on the EUDI Wallet linked to education and social security, including certificates linked to education, professional qualifications and the European

Health Insurance Card (EHIC). DC4EU consists of private and public organisations from 23 countries (21 within the EU as well as Norway and Ukraine).

The Swedish open model

The Agency for Digital Government (Digg) has recommended a Swedish open model for the EUDI Wallet, which means that both private and public operators may be issuers of digital identity wallets.

BankID and Digg's roles in these two consortia are as follows:

- Digital identity wallet issuer.
- Issuer of PID (Personal Identifiable Data), which is when the end user's identity is linked to the identity wallet and allows more attributes to be stored in it.

Scrive – A Nordic leader in e-signatures

Scrive is a Nordic leader in e-signature, laying the foundation for their customers' digital businesses. Scrive has a deep understanding of how an integrated and nationally recognised e-identity such as BankID can affect the customer experience and ease of use. BankID is a crucial element of Scrive's solution, allowing it to offer smooth onboarding, secure logins and robust identity verification. Scrive has also simplified its own development process by offering BankID as an integrated element of Scrive eSign and eID Hub.

"At banking and finance events, we often talk about the "Nordic model" for onboarding," says Viktor Wrede, CEO of Scrive. As an example, he usually compares the British and Nordic markets. In the UK market it can take anywhere from 2 to 36 working days for the customer to obtain an active account, while the average time for Sweden is 3-7 minutes!

"Now the EU Wallet project is up and running and promoting interoperability throughout the EU. This will usher in a new wave of digitisation for the public



and private sectors, as well as immigration and travel. In this scenario, BankID is a very good example of how to achieve change." concludes Viktor Wrede.

BankID service

A high level of user-friendliness for more people

Doing business digitally should be simple. We are therefore working actively to ensure that BankID is easy to use and available to as many users as possible 24/7, seven days a week.



A large proportion of the Swedish population, around 8.4 million, have BankID. But in order for a bank to be able to issue a BankID, there are a number of requirements to be met. Among other things, the user must have a Swedish personal identity number, be a customer of one of the issuing banks and be the person using the eID.

An eID is a personal document of value and may only be used by the holder.

Inclusive services

We are convinced that digital services that make use easier for people unfamiliar with technology

or who are disabled makes things simpler and better for everyone.

User-friendliness, accessibility and inclusivity are important as we develop BankID further. We follow our internal guidelines, where the first step is to perform an analysis of the size of the impact each change may have on the user.

In the event of a major change and new development, we also carry out accessibility testing continuously during the development process.

Everyone involved in the product development process is told about the test results so that we

can always go on learning about improving accessibility.

We constantly strive to improve, by, among other things:

- Carrying out testing together with users who have different disabilities.
- Use accessibility guidelines from W3C's WCAG, Apple and Google.
- Collaborating with certified accessibility experts

Increased accessibility is good for everyone

Greater ease of use and accessibility improve the service for all our users. BankID allows

users to identify themselves with a security code, fingerprints, or FaceID. This makes use easy, fast and smooth for everyone.

This is particularly useful for those who, for various reasons, have difficulty entering a password.

Examples of other features that improve usage include text to speech, voice control and vibration when a QR code is scanned correctly, or FaceID/ fingerprints for people who have difficulty entering codes.

BankID can be used with technical aids, including screen readers, magnification, switch control and voice control. Our mobile apps work in both landscape and portrait mode, which is especially good for those who have their device on a stand at a keyboard or mounted on a wheelchair or mobility scooter.

BankID also supports various operating system accessibility features, such as dark mode and enlarged text.

More stringent requirements will apply to all products and services from mid 2025 when the EU Accessibility Directive comes into force. This is aimed at making the digital society accessible to all and to have standard rights for people with disabilities. It sets requirements on how products and services, including websites and apps, should be designed to be more accessible and easy to use. Among other things, the information must be able to be perceived using multiple senses. BankID currently already meets the accessibility requirements that will come into force in 2025.

Easier to get BankID

We are constantly working to simplify and improve BankID without compromising on security. For security reasons, a user previously had to use a security box or visit a bank branch to get a BankID. Thanks to the pace of technological developments, during the year we were able to launch a new secure way of getting BankID digitally.

Now identities can be confirmed using readers in the mobile phone in combination with the chip in Swedish passports and national ID cards.

Using a biometric solution, we can use facial recognition to compare a newly-taken picture with an original picture from the ID document. What is required is a mobile phone with an NFC reader, which is found in most newer models of mobile phones. There is no need to download an app – identities are confirmed in the BankID app. This is particularly helpful for those who have lost their BankID. Swedbank was the first to offer the option, and other banks are free to offer this method in the future.



Reducing the need for help

According to the survey Swedes and the Internet, the need for assistance in installing Mobile BankID has decreased in the past year. Looking at the population as a whole, the need for assistance has decreased by 5 percentage points, and among those over 55, it has decreased by between 7–10 percentage points among the various age groups.

Age is the most decisive factor when needing help installing BankID. During the year, we have actively visited and given presentations at meetings of seniors to provide information about how to get and use BankID in a secure manner.

We have also attended and presented at meetings within the framework of Telia's Digital initiative in Sweden, which was launched at the end of the year and is aimed at new arrivals.

Digitisation can be a challenge for many new arrivals and

the initiative aims to increase understanding of how digital services and tools are used in our society, help answer questions and pass on practical tips. The training courses are designed to create a safe and welcoming environment where everyone has the opportunity to understand and interpreters are on site so that the participants can get extra support in their mother tongue when needed.

The initiative is being implemented in collaboration with a number of different partners. We participated in two meetings in 2022 and our commitment will continue in 2023.

Options for reducing digital exclusion

Digital services contribute to an accessible society on the individual's terms, but there is a risk that those who do not have a digital presence will be left out.

The stringent security requirements for the use of

eID 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. It is also important to note that there are people who actively choose not to be part of the digital world.

Coordination numbers with verified identity

Ahead of the entry into force of a law on coordination numbers with verified identity on 1 September 2023, we are now investigating whether people with coordination numbers could be able to get a BankID. Coordination numbers with verified identity will have the same reliability as a regular personal ID number.



Establishing a state register of proxies

The measure that we believe makes the best contribution to better inclusion and at the same time reduces the administration for all proxies is to proceed with the proposal for a state proxy register as proposed by SOU 2021:36 (Gode män och förvaltare – en översyn). However, this should come with an important addition: future powers of attorney can also be registered in the state proxy register.

BankID service

Reliable service with no interruptions

The foundation of our benefit to society is the proper functioning and reliability of the BankID infrastructure. 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 overcapacity and redundancy, along with protection against potential cyberattacks such as denial-of-service attacks.



BankID service

Creating security in a modern society

BankID plays a key part in the infrastructure of Swedish society, and with that comes responsibility. Today, BankID is used for identification and signatures at more than 6,000 of Sweden's banks, companies and authorities. They and their users have high demands on security and so do we.

Security when issuing BankID: The BankID goes to the correct person

The first stage when a new BankID is issued is to identify the user by means of original documents. 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 for self-identification to obtain a passport or national ID card.

The basic identification is handled securely and efficiently, thanks to the cooperation between Swedish banks on financial infrastructure. This is the foundation

of a digital ecosystem for digital identification and signature.

A government eID would be a positive step for basic identification. This means that the government would issue digital ID documents in the same way as they issue physical ID documents. The issue of government e-identification is being investigated.

Security in use: The right person uses BankID

A BankID is a digital identity and may only be used by the holder. Each time the service is used, the user is validated.

New functions for more secure and simpler identification are continuously launched ongoing basis:

- There are more and more advanced security threats in the digital arena. We are constantly working to make fraud and other threats more difficult, through i.e. the implementation the implementation of secure start, which involves the use of an animated QR code or autostart.
- An animated **QR code ensures** that the user is in the same place as the computer and the device on which the identification is made, without the need of personal identity numbers. Autostart **starts** the BankID app when the customer visits a service on the same device as BankID is located, usually on a mobile phone. This makes identification faster and prevents someone from trying to steal an identification or signature. Secure start must be implemented no later than 1 May 2024, and for a year we have provided information so that everyone has time to make the change.
- It must be **clear to the user why they are identifying themselves** or what they are signing.

This is why companies and authorities can make identification even clearer by entering a text that explains the purpose of the identification. Thanks to this, it is easier for the user to detect if something is not right.

- With a **biometric solution** it is now possible to get BankID digitally. Using facial recognition, we compare a newly taken picture with an original picture from an ID document. Identities are confirmed using readers in the mobile phone in combination with the chip in Swedish passports or national ID cards. It is up to each issuing bank whether they want to offer this option or not.
- **Verification of an ID document** can be requested by the e-service as a reinforcement measure for a particularly important identification or signature. The user then needs to photograph and tap their Swedish passport or national ID card in the BankID app.

Compliant with laws and regulations

- A signature using BankID meets trust level 3 according to the Swedish eID quality mark.
- Identification with a BankID signature is classified as an advanced electronic signature in accordance with the eIDAS Regulation (EU 910/2014).
- A signature using BankID 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 (EU 2018/389 RTS).
- BankID is viewed as a payment instrument under the Payment Services Act (2010:751).

We secure your identity and privacy

When you use your BankID to identify yourself or sign something with a company or authority, it is required that they have a valid BankID agreement. When BankID is used, the company or authority sends a request for identification or signature. All personal data is transmitted in encrypted form and is only provided to securely identified companies and authorities.

Anyone using BankID can feel confident in our handling and

protection of personal data 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 the purpose of the identification. The details are only seen by the parties carrying out the transaction, i.e. the BankID user and the company/public authority with which they are using their BankID.

When using a biometric solution with facial recognition, we only

use it to compare a newly taken image with an original image from an ID document. We only see if the biometric data matches or not. Facial recognition is offered as an option in certain situations that would otherwise have required a physical visit to a bank branch and is based on consent from the user.

We have several safeguards and security processes in place to protect 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 staff 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.

Only limited information is stored when using BankID and this personal data is also protected by banking confidentiality. We never use personal data for marketing, nor do we share it with any other



party, unless there are rules breaching confidentiality according to law.

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 history in the app and see when they have used their BankID, and for which 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 personal data 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. You will find our privacy policy on our website.

Infrastructure with particularly high security

BankID is a mission-critical infrastructure, and disruptions could have a significant adverse impact. The need for security, robustness and reliability in critical

societal infrastructure is increasing. 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 infrastructure that is considered critical for society. Our data and IT security is at an extremely high level, 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 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. Our technical infrastructure, along with its operation and maintenance, has been certified in accordance with ISO27001 since 2013. During the year, this certification extended to cover the entire business. Due to this, the quality of the security work is reviewed and verified by an external party. We also conduct regular independent reviews of our regulatory framework to ensure good control and management of risks.

- Since 2022, all of our operations have been certified 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.
- Ongoing security reporting to all the company's stakeholders: operational, tactical and strategic.

Processes and procedures for maintaining a high level of security

A high level of security requires active and systematic security work, where the infrastructure is continuously updated based on developments in the outside world. 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.
- Incident management 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), 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.

It is important for BankID always to be available. That's why we collaborate with authorities within the sector on preparedness and civil defence.

We are inspected by several authorities

All approved eID in Sweden are inspected by the Swedish Agency for Digital Government (Digg), according to the State's assurance 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. Part of our activities fall under the Security Protection Act and the

Stockholm County Administrative Board is our security support authority for that aspect and we report security incidents to the Swedish Security Service.

On 1 January 2023, the new Riksbank Act entered into force. It gives the Riksbank responsibility for ensuring that the public can make payments during peacetime crisis situations and in times of high alert. The Riksbank must, among other things, coordinate the work on planning for peacetime crisis situations and heightened alert for the

companies concerned in the payment sector. They must also activate a management function for coordination and information sharing where necessary. Furthermore, the Riksbank must also monitor companies' fulfilment of their obligations. We must also report incidents to the Riksbank, something we also previously did on a voluntary basis. In 2022, there were no breaches or security incidents.



Trust levels for proper security management

The trust level is a measure of security and reliability. The higher the level of trust, the more stringent the rules for issuing the eID, both in terms of technical and operational security, but also various degrees of verification that the person receiving an eID is who they claim to be. The choice of trust level affects how the user can log in to the service, for example if a personal code is sufficient or if a certain type of eID is required. Requirements being too low can lead to unacceptable risks, while requirements that are too stringent may lead to

unnecessary costs and obstacles for a user to use the service. The trust level requirement is determined based on how great the damage is likely to be if the wrong person receives access to the service.

The Swedish eID quality mark is the Swedish Agency for Digital Government's (Digg's) trust framework. The framework has trust levels two, three and four, with level 4 corresponding to the highest degree of protection. BankID meets level three. The EU regulation on electronic

identification across national borders, eIDAS, has the levels low, substantial and high. This gives BankID a trust level of "substantial", corresponding to the Swedish level three.

The biggest difference between trust level 3 and trust level 4 is that issuing a new e-identification with trust level 4 must take place through a physical visit and that there are technical limitations in which devices an eID with trust level 4 may be installed on.

Our role as an employer and partner

Inclusive and egalitarian workplace

Over 8 million private users and more than 6,000 companies brings great responsibility. We meet the high levels of demands together, with close teamwork and a culture of trust.

We are motivated by a desire to build infrastructure that is of great benefit to many people. We do this as a team and our aim is to constantly get better together. Our team continues to grow and during the year, nine new employees joined us, some with completely new skills.

In everything we do, we have our core values with us. Whatever it is, we will always be **proactive**, with our eyes open and looking ahead to see both opportunities and threats, we will always be **available**, clear and responsive, and we will always put **security** first.

All development is a team effort

The foundation of an innovative environment is built on teamwork and the ability to respect and value different skills. To be able to maintain both a high pace and level in the development work, new working methods are required that allow us to be agile and find synergies between different skills and experiences.

In 2022, all employees took a development programme to strengthen the common culture, with the goal of further improving collaboration, finding synergies by seeing things from different perspectives, being good listeners and simply getting better together. With us, employees will have the opportunity to develop their potential in a permissive and forgiving work environment. We



constantly strive to create an inclusive, transparent and personal corporate culture.

We are convinced that different backgrounds, experiences and genders contribute to the strengthening of our business. 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.

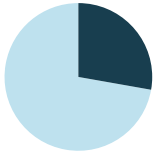
We do our best to create a balance between women and men. That is why this perspective is always a factor in recruitment.

Continuous learning

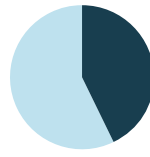
Meeting our mandate requires a very high level of competence from

every employee. In a knowledge-based company, continuous learning is central. The very high pace and level of innovation and development work requires us to offer good opportunities for further development. Our aim is for everyone to be able to show themselves off to their best advantage and develop to their full potential.

All employees must therefore have a development plan with individual goals where further training is encouraged. There are great opportunities to influence your own development with individual skills development. The plan is followed up on once or twice a year in staff appraisals.



As of 31 December 2022: 43 (36) employees, of which 12 (11) women and 31 (25) men.



Management team: 7 (8) employees, of which 3 (3) women and 4 (5) men.

Health and wellness

We work to promote a mentally and physically good and safe working environment with emphasis on proactive health and wellness. We offer very good ergonomics in both the company office and home offices.

In 2022, we reopened the office after the pandemic, but we continue to offer a hybrid model that allows people to work from home, contributing to a healthy workload by enabling more flexibility and work/life balance.

All employees are covered by healthcare insurance, which in addition to medical care offers regular health checks. The policy also includes a health portal with health promotion services, including programmes to reduce stress, improve sleep, or quit smoking. All employees have a wellness allowance and one wellness hour per week. Various organised wellness activities are also offered.

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 with very good results. In 2022, we continued to achieve a very high result with a continued high

response rate. We are always evaluating the results and have added activities in order to improve.

Our result in 2022

- Trust index 84 (87)%
- Good workplace: 89 (97)%
- Physically safe workplace: 97 (97)%
- A good work-life balance is encouraged: 94 (100)%

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 ten principles of the UN Global Compact and complements other guidelines, our staff handbook and steering documents. The code of conduct includes areas such as human rights, employees and health and safety, anti-corruption, environmental responsibility and privacy and information security. The code also includes the right to freedom of association and collective bargaining to be respected at all times.

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 are covered, regardless of their employment status. 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.

Suspicious of non-compliance must be reported to the line manager. During the year, a new whistleblower function was set up, where employees can report observations, also anonymously, to an external party who manages the function via various channels. In 2022, there were no incidents or violations of the code of conduct.



Great Place to Work

Each year Great Place to Work conducts employee surveys of 19.8 million employees from over 10,000 organisations in 106 countries. The results are used to achieve better business results and to create a workplace culture where every employee has confidence and commitment.



Our role as an employer and partner

Partnership part of teamwork

Our environment, with a culture of working together, seeing each other's different skills as assets and finding the synergies needed to meet the challenges ahead, also includes our key partners.

Access to the right high-level skills is a key factor if we are to stay at the forefront in terms of security, accessibility and ease of use. 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.

Teamwork 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, a friendly and inclusive 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 would have had an adverse impact.

We are working to reduce the negative environmental impact of our own operations. Before making a decision, the environmental impact of each activity must be taken into account and the precautionary principle applied.

In terms of operations, development and management, the impact is mainly through the purchase of computing power for servers. We always endeavour to use the most energy efficient and environmentally friendly technology.

We place high demands on our suppliers, and any subcontractors, in terms of security and technology development, and we

also do this from a climate and environmental perspective.

Our current data centres have set their own climate goals and they use 100% renewable energy. They also have high energy efficiency, heat recovery to district heating networks and efficient cooling systems.

Electricity purchased for our office is our second largest source of emissions. We therefore purchase 100% fossil-free electricity. Priority must be given to options with low environmental impacts when choosing an energy supplier. The third area is business travel. The staff handbook includes our travel

policy, which encourages the use of more eco-friendly options whenever possible.

Products purchased 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 so that we keep waste to a minimum.

When recycling electronic waste, we must account for security, social and environmental aspects when choosing the recycling method.

Climate impact in the value chain:

Climate impact occurs throughout the value chain. We are continuing our efforts to increase knowledge of this impact in the various stages in order to create a foundation for objectives and activities in the next stage.

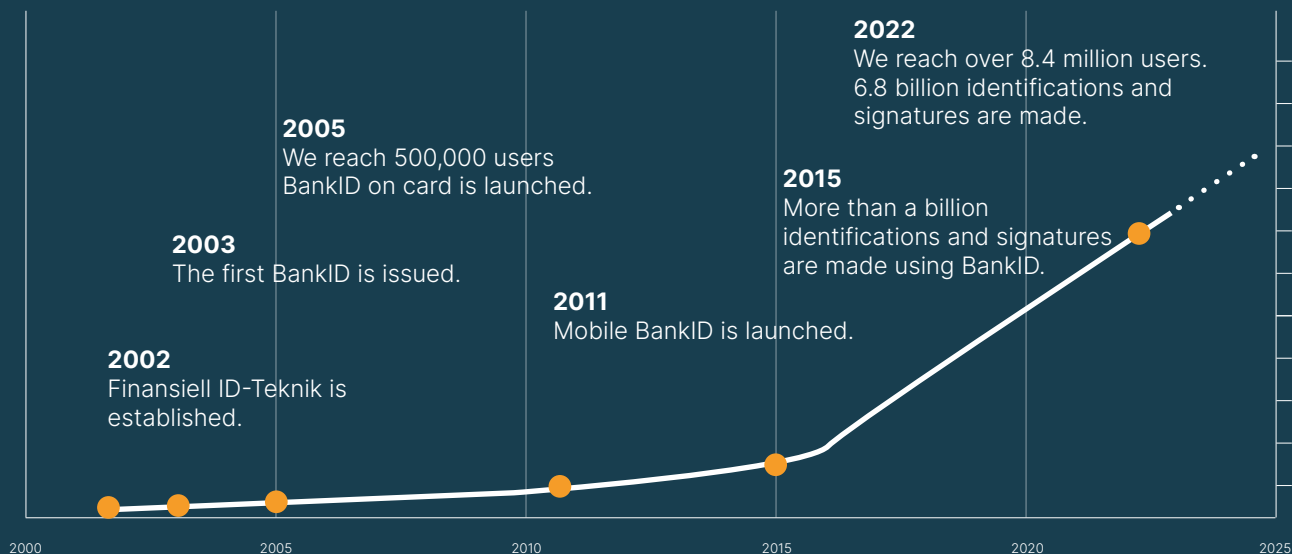
Suppliers: Energy consumption for servers (including overcapacity for reliability).

Finansiell ID-Teknik BID AB: Electricity and heating. Travel for work.

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 20 years

Digitisation was an important issue even at the turn of the millennium. The state saw a need for a general infrastructure for e-identifications and digital signatures so that authorities could develop various e-services for citizens.

In response to this need, seven banks formed a consortium: Finansiell ID-Teknik BID AB, which developed BankID.

Prices were regulated from the start by government framework contract procurements that set the main transaction-based business model that still applies today, where companies and organisations using the service are financing the infrastructure, and usage is free of charge for end users.

Finansiell ID-Teknik BID AB 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, 99.2 per cent of the Swedish population aged 18-65 has a BankID, and over 6,000 government and private e-services use BankID.