

Social

CEO Pay Ratio (S1 GRI: 102-38 UNGC-P6)	Unit	2015	2016	2017	2018	2019	2020
CEO Salary & Bonus (X) to median FTE Salary	X:1	-	-	-	-	6.2	5.61
Does your company report this metric in regulatory filings?	Yes/no	-	-	-	-	-	No

Gender Pay Ratio (S2 UNGC-P6 GRI: 405-2)	Unit	2015	2016	2017	2018	2019	2020
Median total compensation for men (X) to median total compensation for women	X:1	-	-	-	-	-	1.51
Outcome of equal pay certification	%	4.8%	3.7%	2.9%	2.4%	2.1%	1.02%

Employee Turnover (S3.1, S3.2 GRI: 401-1.b UNGC-P6)	Unit	2015	2016	2017	2018	2019	2020
Employee Turnover	%	10.8	13.8	11.8	13.9	23	10.5
Left voluntarily	%	7.7	5.4	7.7	8.3	6.8	6.5
Left due to dismissal	%	2.2	7.8	2.2	4.4	13.9	3.9
Retired	%	0.9	0.7	0.9	1.2	2.2	0.1
Employee Turnover by gender							
Women	%	-	-	-	71	59	68
Men	%	-	-	-	29	41	32
Employee Turnover by age							
Aged 20-29	%	-	-	-	23.4	14.1	28
Aged 30-39	%	-	-	-	17.7	21.6	32.5
Aged 40-49	%	-	-	-	22.6	31.9	21
Aged 50-59	%	-	-	-	22.6	19.5	13
Aged 60-69	%	-	-	-	13.7	13	5.5
Employee Turnover by region							
Greater Reykjavik Area	%	-	-	-	82.3	86	61.3
Outside Greater Reykjavik Area	%	-	-	-	17.7	14.1	39.7

Gender Diversity (S4.1 UNGC-P6 GRI: 102-8.a)	Unit	2015	2016	2017	2018	2019	2020
Total number of employees	no.	882	936	930	866	735	698
Women	%	66	65	65	64.9	65	63.8
Full-time	%	-	-	-	52	55.2	56.3
Part-time	%	-	-	-	12.9	10.2	7.5
Men	%	34	35	35	35.1	35	36.3
Full-time	%	-	-	-	33.1	33.1	34.5
Part-time	%	-	-	-	2	1.5	1.7

Equality (S4.2, S4.3 UNGC-P6 GRI: 401-3.a,b, GRI: 405-1)	Unit	2015	2016	2017	2018	2019	2020
Board of Directors							
Women	%	55	50	50	42.9	42.9	42.9
Men	%	45	50	50	57.1	57.1	57.1
Age of Board of Directors							
Aged 20-29	%	-	-	-	0	0	0
Aged 30-39	%	-	-	-	0	0	0
Aged 40-49	%	-	-	-	66.7	28.6	28.6
Aged 50-59	%	-	-	-	0	57.1	57.1
Aged 60-69	%	-	-	-	22.2	0	0
Aged 70-79	%	-	-	-	11.1	14.3	14.3
All Management							
Women	%	41	47	48	47	48	43
Men	%	53	53	52	53	52	57
Managing directors							
Women	%	33	44	50	50	33.3	42.9
Men	%	67	56	50	50	66.7	57.1
Heads of Departments							
Women	%	39	34	28	30	39.4	35.3
Men	%	61	66	72	70	60.6	64.7
Regional and Branch Managers							
Women	%	39	50	43	38.5	33.3	37.5
Men	%	61	50	57	61.5	66.7	62.5
Service Managers							
Women	%	-	93	73	82	85.7	-
Men	%	-	7	27	18	14.3	-
Supervisors and Team Leaders							
Women	%	50	44	67	60	50	42.9
Men	%	50	56	33	40	50	57.1
Account managers and service managers							
Women	%	-	-	-	-	-	61.1
Men	%	-	-	-	-	-	38.9
Managers							
Women	%	-	-	-	50	66.7	66.7
Men	%	-	-	-	50	33.3	33.3
Heads of Corporate Business / Account Managers							
Women	%	-	-	-	33	33	-
Men	%	-	-	-	67	67	-
Other Managers							
Women	%	-	-	-	25	50	-
Men	%	-	-	-	75	50	-
Age of Management							
Aged 20-29	%	-	-	-	0	0	0
Aged 30-39	%	-	-	-	14.6	18.1	16.7
Aged 40-49	%	-	-	-	55.2	59	60.3
Aged 50-59	%	-	-	-	28.1	20.5	16.7
Aged 60-69	%	-	-	-	2.1	2.4	6.4
Age of Employees							
Aged 20-29	%	-	-	-	17	16.9	14
Aged 30-39	%	-	-	-	25	25	24.1
Aged 40-49	%	-	-	-	31	31.3	33.4
Aged 50-59	%	-	-	-	21	21.2	22.1
Aged 60-69	%	-	-	-	6	5.6	6.3
Parental Leave							
Number of women entitled to maternity leave	no.	-	-	-	26	21	28
Number of women who took maternity leave	no.	-	-	-	26	21	28
Number of women that returned to work after maternity leave	no.	-	-	-	20	-	-
Number of men entitled to paternity leave	no.	-	-	-	25	19	31
Number of men who took paternity leave	no.	-	-	-	19	14	31
Number of men that returned to work after paternity leave	no.	-	-	-	19	-	-

Employment type (S5.1 UNGC-P6 GRI: 102-8.b,c, GRI: 401-1)	Unit	2015	2016	2017	2018	2019	2020
Percentage of People Employed on Permanent Basis		-	93	92	94.6	95.4	95
Women	%	-	-	-	61.2	62.4	60.7
Men	%	-	-	-	33.4	32.9	34.2
Percentage of People Employed on Temporary Basis	%	-	7	8	5.4	4.6	5
Women	%	-	-	-	3.7	3	3
Men	%	-	-	-	1.7	1.6	2
Employees by Residence							
Greater Reykjavik Area	%	-	-	-	83.7	82.4	84.8
Employees on a Permanent Basis	%	-	-	-	80	79.3	81.1
Employed on Temporary Basis	%	-	-	-	3.7	3.1	3.7
Outside Greater Reykjavik Area	%	-	-	-	16.3	17.6	15.2
Employees on a Permanent Basis	%	-	-	-	14.5	16.1	13.9
Employed on Temporary Basis	%	-	-	-	1.7	1.5	1.3
Number of New Employees	no.	-	-	-	73	51	31
Percentage of new employees	%	-	-	-	8.2	6.9	4.4
Gender of new employees							
Women	%	-	-	-	56	47	42
Men	%	-	-	-	44	53	58
Age of new employees							
Aged 20-29	%	-	-	-	38	45.1	29
Aged 30-39	%	-	-	-	26	31.4	38.7
Aged 40-49	%	-	-	-	30	21.6	32.3
Aged 50-59	%	-	-	-	4	2	0
Aged 60-69	%	-	-	-	1	0	0
New employees by residence							
Greater Reykjavik Area	%	-	-	-	87.7	90.2	80.6
Outside Greater Reykjavik Area	%	-	-	-	12.3	9.8	19.4

Training for Employees (GRI: 404-1)	Unit	2015	2016	2017	2018	2019	2020
Avg. hours of training in total	hours	-	-	-	7	20	6.4
Women	hours	-	-	-	8	22	8
Men	hours	-	-	-	6	17	3.7
Management	hours	-	-	-	12	36	13.6
Employees	hours	-	-	-	6	16	5.5

Non-Discrimination Policy (S6 UNGC-P6 GRI: 406-1.a)	Unit	2015	2016	2017	2018	2019	2020
Policy to ensure equal opportunities and terms for all genders	Yes/no	-	Yes	Yes	Yes	Yes	Yes
Policy against bullying, sexual harassment, gender based harassment and violence	Yes/no	-	-	-	Yes	Yes	Yes
Bullying, sexual harassment, gender-based harassment and violence	no.	-	-	-	3	2	2

Health and safety of employees (S7, S8 SDG 3 GRI: 403-1)	Unit	2015	2016	2017	2018	2019	2020
Accidents in workplace and to and from work	no.	5	5	0	2	7	6
Health indicators	%	-	95.8%	96.3%	96.3%	96%	96.8%

Child & Forced Labor (F9 GRI: 103-2 SDG: 8 UNGC: P7)	Unit	2015	2016	2017	2018	2019	2020
Child and/or forced labor policy?	Yes/no	-	-	-	-	-	No

Human Rights (S10 UNGC-P1, P2 SDG 4, 10, 16)	Unit	2015	2016	2017	2018	2019	2020
Human rights as part of equal-rights policy	Yes/no	-	-	-	Yes	Yes	Yes

Key to terms used

The letters **E**, **S** and **G** refer to factors relating to the Environment, Social and Governance as set out in the ESG reporting guide for the **Nasdaq** Nordic and Baltic exchanges.

GRI stands for **Global Reporting Initiative**. GRI helps companies and institutions analyze, collect and publish information on the economic, environmental and social impact of their activities.

UNGC stands for **United Nations Global Compact**. By participating in the Global Compact companies or institutions commit to work towards the UN's Ten Principles on Sustainability.

SDG refers to the **UN Sustainable Development Goals**. The Sustainable Development Goals were adopted by all member states of the United Nations in September 2015. There are 17 Sustainable Development Goals and 169 targets. This table refers to the 17 goals.