

Changing finances  
for the better.

eO's

# Corporate Responsibility

A summary of activities in 2021/22



# Debt collection means **assuming responsibility**

EOS has defined sustainability goals in its Corporate Responsibility (CR) strategy. The plan calls for taking more responsibility in four areas of action. The following is a summary of developments and successes.

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t the beginning of the past financial year, EOS presented its new Corporate Responsibility strategy with the objective of structuring and expanding its commitment to sustainability. CR activities go beyond environmental protection. As an international financial services provider, EOS is especially committed to social and corporate engagement. The point is to assume responsibility not only for the company's own employees and clients, but also for consumers and the entire debt collection industry. Or, in short, "Changing for the better."

To structure the previously set goals, EOS divided its efforts into four areas of action: Responsible Collection, Joint Progress, Financial Sustainability, and Environmental Protection. From instructional videos for consumers and diversity networks to e-mobility models for business trips, EOS has implemented several measures in the different areas of action over the past 12 months.

Our work has borne fruit. With the Top Women Leaders Award and the gold medal by the renowned rating agency EcoVadis, the EOS Group received two distinctions for its efforts in the area of Corporate Responsibility during the past year. A great deal more has happened aside from the awards. Existing initiatives were advanced and new ones were started. You will find a brief update on all four areas of action in the next few pages.

**Watch a video of our CR highlights**



## How can we make the world a little better?

Every company has its own parameters for making changes that lead to a more sustainable future. We have identified four areas of action where we can and want to have an impact.



### 1. How can we change debt-filled lives for the better?



### 2. How can we change society for the better?



### 3. How can we change climate for the better?



### 4. How can we change the debt collection business for the better?

EOS stands for communicating with consumers in a respectful and fair manner, and for solution-oriented, sustainable debt relief.

**International**

**Data-driven installment plan model**

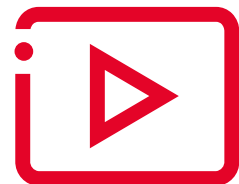
**23**

payment plans

...offer consumers feasible ways out of debt. The following must be considered in establishing an effective plan: the better the plan fits the consumer's situation, the greater its likelihood of payment. To that end, EOS in Belgium and the Center of Analytics, for instance, use historic data to develop models that propose an individual payment plan to match the pertinent person's specific situation. First, 23 possible payment plans are generated for a specific open receivable. Then a data-driven algorithm analyzes the likelihood of success. Finally only the plan with the highest likelihood of success is proposed to the consumer.

**Croatia**

**Instructional videos against excessive debt**



How do you prevent consumers from repeatedly ending up with excessive debt? EOS in Croatia believes in financial education. Colleagues there have provided brief instructional videos that explain what the most frequent debt traps are and how best to avoid them in the future. The campaign aims at protecting consumers permanently from excessive debt while also giving them tips on how to deal with money properly.

EOS takes social responsibility in its own company by promoting empowerment, diversity and inclusion and in society through its own education initiatives.

**Slovenia**

**Socially Responsible Employer certificate**



At the end of 2021, EOS in Slovenia applied for and received the Socially Responsible Employer certificate. Based on the guidelines of the International Standard for social responsibility (ISO 26000), the certificate recognizes socially responsible management in organizations and companies in Slovenia.

**Croatia**

**Diversity Charter**

**“A group of more than 6,000 employees is truly a large community, which adds strength to the diversity of the individuals. At EOS we develop a common corporate culture regardless of age, ethnicity and nationality, gender and gender identity, religious and philosophical beliefs, sexual orientation and social background,”**

... states Barbara Cerinski, Managing Director of EOS Matrix in Croatia. By signing the Diversity Charter of the Croatian Business Council for Sustainable Development, EOS in Croatia has once more pledged to support and develop this position.

**Germany**

**Finlit**

**More than**

**9000**

... schools in Germany have used the finlit foundation's ManoMone-ta in their classes since the launch of this educational program. The next step is the international roll-out.

**Group-wide**

**Diversity & Inclusion Board**



Advancing diversity as a success factor for the Group is the declared goal behind the establishment of the EOS Diversity & Inclusion Board. In the future it will coordinate and support various employee initiatives, such as the LGBTQ+ community Queer@EOS or the women's network W:isible.

Together with the Otto Group, EOS employs focused measures that can be implemented quickly to achieve the goal of climate neutrality by 2030.



**Belgium**

## Climate-neutral postal traffic

EOS Contentia in Belgium sends out 460,000 letters a year—a necessary means of communication in the debt collection business which is difficult to reduce. That's why EOS is participating in a program of the Belgian bpost that helps to compensate for CO<sub>2</sub> emissions. Each letter sent out by carbon-neutral means supports a project in Eritrea that champions clean water and fights deforestation.

**Germany**

## Earth Hour

**For**

# 60

...minutes on 26 March, the EOS logo at EOS headquarters in Hamburg was switched off. The blackout was part of the international Earth Hour campaign in which companies show their support for environmental protection.

**Group-wide**

## Sustainability Challenge

# 500

...trees will be planted by EOS in collaboration with the German Bergwaldprojekt this autumn. The company had called on its employees throughout the Group to participate in a Sustainability Challenge and to report on their personal active commitment. The result was an inspiring collection of sustainable activities in people's everyday life. As a thank-you and additional contribution to climate protection, EOS, with assistance from the Bergwaldprojekt, is reforesting a destroyed forest with native trees.

**Slovenia**

## E-car sharing



EOS in Slovenia focuses on e-mobility for all business trips within the country. Specifically, the national subsidiary is working with a local car rental company that offers a car-sharing model for e-cars.

EOS advocates strict, binding industry standards and responsible codes of conduct.

**Germany**

## “Rules and values are not laws of nature”

In addition to her roles at EOS, Kirsten Pedd is president of the German debt collection association BDIU. In this capacity she wants to improve the industry's image with fair rules and values. In this interview she tells us why she thinks EOS should play an active role.



**Kirsten Pedd**, Chief Compliance Officer and Head of Public Affairs of the EOS Group

### Why is it important for a company to champion the concerns of the entire industry?

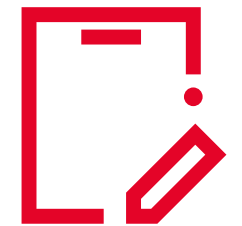
Because as a company, we share responsibility for the rules and values our industry follows. This is not natural law but something one is obliged and able to shape. As a relevant player in the industry, it is our duty, too.

### What are the challenges?

The challenge is for all involved to put into practice the rules and values they have defined for themselves. For the Code of Conduct of the German debt collection association BDIU, this means we should assist in their implementation in daily debt collection practice and offer our support to all member companies.

### What specifically do you want to achieve?

The goal is to improve acceptance of the debt collection industry as a fair and essential part of the business cycle. Debt collection is important for the economy in general and it has to be value-based and balanced, or in a word, fair. You achieve that by doing what you say you'll do—all the time. It's the only way to build and strengthen trust.



**Update**

## UN Global Compact

UN Global Compact is the world's largest Corporate Responsibility initiative. EOS became a signatory to the United Nations (UN) initiative last year. Joining alone is just the first step leading to the actual work. As part of the Otto Group, EOS has always embraced and promoted Corporate Responsibility (CR).

The company is now mapping out the details of its CR strategy based on a materiality analysis conducted with help from external consultants. The strategy contains a road map with specific goals which, in a transparent and understandable way, will anchor in the company the UN Global Compact's Ten Principles and Sustainable Development Goals (SDGs) relevant for the financial sector.

### More details wanted?

Our compliance experts will tell you more in this interview.

