

2022 ESG Report

Dun & Bradstreet Europe

Dun & Bradstreet AB



dun & bradstreet

Index

About Dun & Badstreet	03
About this Report	04
Our Planet	07
Our People	16
Our Purpose	26
About the Report	40
GRI Table	42

About Dun & Bradstreet

Dun & Bradstreet has helped clients and partners grow and thrive through the power of data, analytics, and data-driven solutions. Our 6,355 employees around the world are dedicated to this unique purpose and we are guided by important values that make us the established leader in business decisioning data and analytical insights. Dun & Bradstreet's Data Cloud fuels solutions and delivers insights that empower customers to accelerate revenue, lower cost, mitigate risk, and transform their business, whatever the economic environment.

Our clients embed our trusted end-to-end solutions into their daily workflows to inform commercial credit decisions, confirm suppliers are viable and compliant with laws and regulations, enhance sales force productivity, and gain visibility into key markets. Our solutions support our clients' mission-critical business operations by providing them with proprietary and curated data, along with meaningful analytics to help drive informed decisions and improved outcomes.

Established in 1963, the D-U-N-S® Number, which stands for Data Universal Numbering System, a unique nine-digit digital "fingerprint" that creates a persistent single thread connecting related business entities throughout the world, is now the foundation of Dun & Bradstreet's Data Cloud and is used to identify more than 508 million public and private businesses worldwide. The D-U-N-S Number provides visibility into business relationships, employees, and subsidiaries,

helping an organisation gain a holistic view of an enterprise's financial health and much more.

We are continuously working to develop new solutions to help our more than 240,000 clients around the world, including 93% of the Fortune 500, tackle some of the world's biggest and emerging challenges.

We are enabling public and private companies to measure their ESG performance, explore how climate change and sustainability factors impact global supply chains, and improve their own ESG programmes and strategy.

Today, corporate supply chains are bigger, more complex, and more widespread than ever. With open markets enabling materials and production to be sourced across the globe, companies now rely on an increasing number of third-party suppliers. This has resulted in new levels of emerging risks, many of which are increasingly difficult to understand and gain visibility into. Our new capability, D&B ESG Intelligence, delivers data and analytics built from the Dun & Bradstreet Data Cloud and established sustainability standards to help companies quantify and assess the impact of their business partners' sustainability rankings on their organisation's performance.

This true and trusted source of ESG data enables compliance and procurement teams to generate insights that help them strengthen their ESG goals and policies, while streamlining the ESG assessment processes.



About this Report

Welcome and thank you for reading Dun & Bradstreet Europe's 2022 ESG Report. We are excited to share our progress over the last year and continue our journey of measuring our progress, reporting on our impact, and continuing to strengthen our ESG commitments and strategy. Dun & Bradstreet's ESG strategy aligns to our vision and guides how we live up to the expectations of all our stakeholders. For us, ESG is a strategic priority, and something that is embedded in who we are as an employer of choice, a community partner, and a trusted and leading global provider of mission-critical data. As a global leader in commercial business information, we have an opportunity to support better environmental and social outcomes and continue to uphold our commitment to operate our business with integrity and transparency.

This is Dun & Bradstreet Europe's seventh sustainability report and provides an updated look at the actions we have taken to shape our ESG performance in our markets across the Nordics and Central Europe specifically. It also details our ongoing work to reduce our carbon footprint, our emphasis on Diversity, Equity, and Inclusion, and our focus on corporate governance so that we continuously do the right thing in a world that is constantly evolving. Our team is proud of how far we have come in a wide range of areas that fall under the ESG umbrella and we are energised by what we can accomplish in the future. For an expanded overview of Dun & Bradstreet's global ESG activities, please read our Global ESG report, available on the [Sustainability page of our global website](#).

Dun & Bradstreet's Sustainability Working Group, which includes our Chief Ethics and Compliance Officer, Chief Financial Officer, Chief Legal Officer, Chief People Officer, Chief Risk Officer, and Corporate Secretary, strives to ensure the Company is well-positioned to navigate ESG complexities and challenges, and execute our strategic vision.

We are accountable to the Audit Committee of our Board of Directors and report on our progress on a quarterly basis. Among the topics we have reviewed with the Audit Committee over the last year are: business continuity; integrity and compliance; workforce inclusion and diversity; employee engagement; stakeholder perceptions of our Company's ESG initiatives; and ESG data collection and reporting, among others. We are committed to making meaningful, measurable progress on these and other vital ESG issues.

We have big goals for 2023 and beyond and we know that this work is a team sport. Thank you to all of our team members who champion and support our ESG work, our clients and alliances who ask questions and give feedback to make us better, and our Audit Committee, all of whom are helping us to build a more sustainable future.

Thank you for taking the time to learn about our Company's progress and commitments across the ESG dimensions represented in Dun & Bradstreet Europe's 2022 ESG Report. We welcome your questions and feedback at sustainabilityeurope@dnb.com.



Michele CaselNova

Chief Sustainability & Communications Officer

Our Vision and Values

Dun & Bradstreet's vision is to create a global network of trust, enabling clients to turn uncertainty into confidence, risk into opportunity, and potential into prosperity. By building on the world-class data and analytics that we already bring to market through the Dun & Bradstreet Data Cloud and the solutions it powers, our global network of trust seeks to deliver data and deep insights, sourced directly from our alliances, through new analytics models that help to solve some of the world's most prevalent business information challenges.

Dun & Bradstreet is an organisation that is driven by our values. Our three core values are the bedrock of our culture, and they shape the way we interact and how we approach our work. They guide our behaviour, anchor our decisions, and centre us in our community.



The Dun & Bradstreet team is:



Data Inspired

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



Relentlessly Curious

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



Inherently Generous

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

Sustainability at Dun & Bradstreet Europe

It is becoming increasingly important for organisations to actively consider the impact they are having on the environment, as well as on their employees, communities, and society at large. ESG continues to receive growing attention, with many businesses and investors focusing on how we can transition towards a sustainable society.

ESG has become central to how we do business at Dun & Bradstreet. Over the last year, we have launched D&B ESG Intelligence, our analytics solution that allows businesses to assess and track their business partners' ESG performance and activities, and we are rapidly expanding our coverage of sustainability performance data.

We recognise that we must also commit to ESG at the corporate level and enhance the sustainability of our business practices and operations, to create long-term value for our Company, society, and future generations. Throughout 2022, we made significant strides in our corporate ESG programme.

Some highlights from our 2022 environmental sustainability programme include investing in a new global corporate ESG software to gather and calculate our global greenhouse gas (GHG) emissions, as well as other ESG data, helping us to improve our scope 3 data as we move towards setting tangible emission reduction targets going forwards. We also continued our move towards running our offices across the Nordics and Central Europe on 100% renewable energy.

Additionally, we completed the roll-out of our electronic waste (e-waste) programme across our offices to reduce waste and foster circularity.

As part of our social sustainability programme, we continued our work towards increasing equality across our employee base and leadership positions, hitting our 2022 target of 35% of managerial positions in Dun & Bradstreet Europe being held by women. To support the professional development of our team members, we implemented Dun & Bradstreet's performance management system to all markets across Europe and introduced the setting of SMART (specific, measurable, achievable, relevant, and time-bound) objectives and more structured performance reviews.

To improve our governance, we expanded our information and cyber security position, continuing the roll-out of our Information Security Management System (ISMS) across our European markets. In 2022, we also certified two major Nordic office locations, Solna in Sweden and Oslo in Norway, to ISO 27001.

A full-page background image showing a person from behind, walking through a field of tall, sunlit grass. In the distance, a large, forested mountain is visible under a bright sky with a strong sun flare. The scene is bathed in warm, golden light, suggesting late afternoon or early morning.

Our Planet

Reducing the impact our products and operations have on the environment

Climate change is one of the most significant challenges of our time. We recognise that through our business operations we produce greenhouse gas emissions that contribute to climate change. We have therefore continued to review our business practices and introduce measures to reduce our energy consumption, waste production, and overall environmental impact.

Our Environmental Protection Commitment

Our Environmental Policy Statement helps us to promote sustainability across our operations, by listing the following aspirational pledges around environmental protection:

Engaging with suppliers that use progressive and environmentally friendly products, materials, and technology to advance sustainability across the organisation

Creating healthy workplaces that embrace sustainability and promote recycling and responsible consumption

Setting and monitoring the progress of our sustainability efforts through the collection of key data and establishment of corporate objectives



Adopting internal policies and best practices that, when combined with technology, enhance our energy efficiency and management, and resource conservation efforts

Fostering a global workforce aligned with our corporate sustainability efforts and engaged in environmental projects and issues in their local areas

Taking actions to ensure team members are not engaging in excessive or unnecessary work travel

Exploring opportunities to save energy, water, and resources; generate less waste; and consume fewer natural resources

Our Energy Reduction Efforts

Moving towards 100% Renewable Energy

Throughout 2022, we continued our move towards running our offices and data centres on 100% renewable energy. In 2022, 69% of all kWhs of electricity used in our Central European and Nordic offices were from renewable sources, a 10% increase from 2021.

Data Centres

As a data and analytics Company, the data centres we operate contribute to our carbon footprint. As part of our efforts to reduce energy consumption, at Dun & Bradstreet Europe we have begun to consider the energy efficiency of our data centres and to monitor their CO₂ emissions when that information is available. At Dun & Bradstreet Europe, we have also begun prioritising the use of energy-efficient facilities and have engaged our data centre suppliers with our efforts to monitor and reduce emissions. We have not been able to track all emissions produced by data centres due to a lack of established reporting processes. It is therefore on our agenda to improve the availability of emissions data from these data centres.

Suppliers

Dun & Bradstreet Europe's data centre suppliers have ambitious climate goals that will support our own objectives to reduce our carbon footprint. Our top three data centre suppliers have committed to using 100% renewable energy by 2025 and have set goals to reach net zero by 2040.



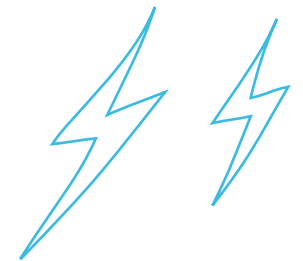
Dun & Bradstreet Norway, an Environmental Champion

Dun & Bradstreet Norway is leading our efforts against climate change, having been climate neutral since 2019. The Norway office uses 100% renewable energy, operates without company-owned or leased cars, and offsets its CO₂e emissions in accordance with the United Nations' Climate Neutral Now initiative. To offset the 2022 emissions produced by our facilities in Norway, we will continue to support the Gold Standard's global offsetting projects that support both the environment and the sustainable development of local communities.



100%

renewable energy in
our Norway office



Handling our E-waste Responsibly

E-waste continues to be our biggest waste stream. During 2021, we introduced Dun & Bradstreet's global e-waste policy and procedures, which included the end-of-life handling of all waste from technological assets owned by Dun & Bradstreet. To supplement this, we established a process whereby non-compliance with the electronic waste policy must be reported, managed, and mitigated.

Additionally, in 2022 we completed the introduction of our e-waste management programme across all sites in Europe. This programme was launched with the help of a third-party e-waste disposal partner. All data from our unused PC's, hard-drives, and other devices is erased to enable the refurbishing and re-marketing of this equipment. Faulty devices are broken down into component parts and sold separately, and equipment is recycled only when deemed unusable. The programme also ensures that none of our e-waste is sent to landfill.

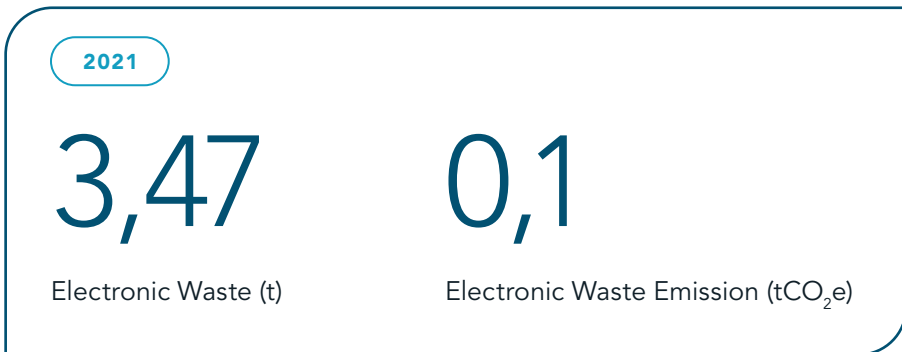
OUR E-WASTE DISPOSAL PARTNER HOLDS COMPLIANCE CERTIFICATION FOR THE FOLLOWING STANDARDS:

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

E-waste and Information Security

Protecting our data is crucial. We have policies and procedures in place to ensure that data from all unused devices is removed before reaching our e-waste disposal partner. Our partner carries out an additional data-wipe before processing the equipment. Our data removal processes comply with both Global Data Protection Regulation and the Waste Electrical and Electronic Equipment Directive.

All of our sites within Dun & Bradstreet Europe now collect e-waste data. Our data for 2022 is presented below:



Precautionary Principle

As a signatory member of the United Nations Global Compact, we apply the Precautionary Principle to our business practices. This principle states that precautionary measures should be taken, where there is uncertainty around the probability of the risk and the degree of harm to human health and the environment.

Our scopes 1, 2 and 3 emissions

In 2022, our emissions goal for Europe was to not exceed our 2020 emissions of 3,527t CO₂e. However, the return to our offices and associated business travel following the end of pandemic lockdown resulted in emissions of 4,167t CO₂e. We recognise that it is important for us to review our operations and keep our emissions low, whilst transitioning to and maintaining a hybrid working model. To help us achieve this, in 2022 we invested in a corporate ESG software that will be implemented globally in 2023. This software will enable us to collect more robust scope 1, 2, and 3 emissions data across our operations and value chain, analyse these figures, identify trends, and set tangible emission reduction targets.

SCOPE 1

We have introduced various measures to reduce our scope 1 emissions, including our approach to company-owned cars. In 2021, Dun & Bradstreet Sweden implemented a policy to support the restriction of CO₂ emissions produced by company-owned cars that it continued to follow in 2022. Furthermore, Dun & Bradstreet Germany has continued its move towards the use of hybrid and e-cars with the help of myclimate Deutschland, a consultancy for climate protection projects. Dun & Bradstreet Germany has also continued to offset its emissions from fuel consumption annually.

SCOPE 2

We have continued our efforts to decrease scope 2 emissions by moving towards operating our offices and facilities on 100% renewable energy. We have also installed dimmable lighting and controlled heating solutions at multiple offices. While our 2022 scope 2 emissions decreased in comparison to the prior year, we will continue to place greater responsibility on office landlords to provide robust scope 2 emissions data that we will report on through our new corporate ESG software.

SCOPE 3

We recognise the impact scope 3 emissions contribute to the environment. As we work towards setting meaningful reduction targets, at Dun & Bradstreet Europe we measure our emissions across relevant scope 3 categories, where the data is available. These categories include leased assets, business travel, waste generated in operations, employee commuting, remote working, transmission and distribution, and purchased goods and services.

Dun & Bradstreet Europe GHG Emissions

Scope 1

Total CO₂e emissions (t)

	2021	2022
Company Owned Cars	556,6	523,4
Natural Gas	31,7	30,4
Total:	588,3	553,8

Scope 2

Total CO₂e emissions (t) - market-based

	2021	2022
Electricity	318,8	202,4
Heating	221,8	106,7
Cooling	4,9	0,21
Total:	545,5	309,3

Scope 3

Total CO₂e emissions (t)

UPSTREAM EMISSIONS	2021	2022
LEASED ASSETS		
Data Centers	110,4	12,0
BUSINESS TRAVEL		
Business Travel	87,6	2143,4
WASTE GENERATED IN OPERATIONS		
Electronic Waste	0,1	0,1
General Waste	0,5	0,5
EMPLOYEE COMMUTING		
Employee Commuting	429,2	269,5
*Note: Estimations are based on the average number of days worked from the office per week and share of commuters.		
Remote Work	147,1	128,6
*Note: Estimations are based on the average number of days worked from home / week.		
FUEL & ENERGY RELATED ACTIVITIES		
Transmission & Distribution / Fuel / Electricity	243,2	361,8
PURCHASED GOODS AND SERVICES		
Paper	1,9	2,9
Laptops	254,0	318,3
Screens	143,3	42,2
Mobile Phones	26,8	23,1
Other IT Equipment	0,2	0,8
Water Usage Emissions	0,7	0,8
Total:	1 445,0	3 304,0

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

Total CO₂e Emissions

Market-based (t)

2021

2578,0

2022

4 167,1

Our 2023 Environmental Objectives



Further expand and improve our scope 3 emissions data



Continue our move towards running our operations on 100% renewable energy sources wherever possible



Continue reviewing environmental risks, raising the most critical through our enterprise risk management programme



Implement a corporate ESG software across our business globally, to collect and measure our global emissions in a centralised location and set tangible reduction targets

Our People

Fostering diversity and inclusivity by providing opportunities for our employees and local communities to thrive



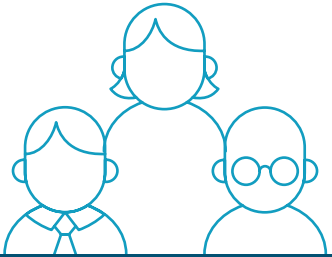
Diversity, equity, and inclusion are key priorities at Dun & Bradstreet. We operate in 19 countries in Europe and therefore benefit from a workforce that speaks multiple languages and contributes with their different perspectives, knowledge, and experience. We acknowledge that this diverse employee-base is a central component of our Company's success and have put in place various measures to attract and retain skilled individuals from all communities.

Driving Diversity across our Business

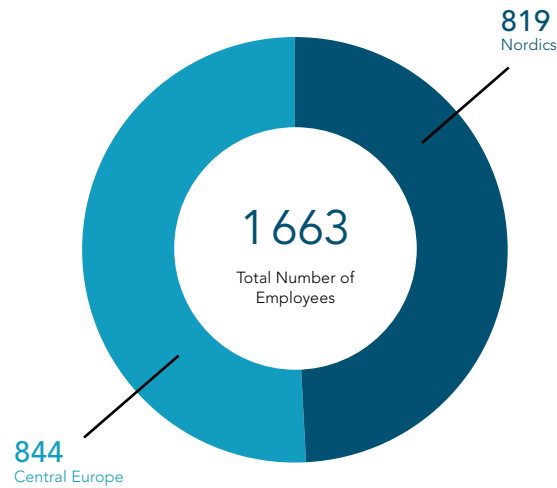
Our workforce is composed of talented, creative individuals from a variety of backgrounds, worldviews, and life circumstances. It is our priority that our workplace is inclusive, welcoming to new ideas, and appreciative of valuable experiences. In support of this commitment, we work hard to create a diverse, equitable and inclusive culture. At Dun & Bradstreet Europe we have introduced gender balanced candidate slates and gender-neutral job descriptions, and implemented an applicant tracking system, which shortlists candidates based on a series of objective and role-relevant selection questions. "Minus the Bias" training was also made available to all employees on Workday, our Company's HR management system, which covers unconscious bias and how we can all play a part in creating a more inclusive workplace.

Dun & Bradstreet Europe Diversity Metrics

Please note that rounding of numbers has been applied for clarity. Totals may therefore differ from the sum of parts.



Breakdown of Employees by Region and Employment Contract 2022 (FTE)

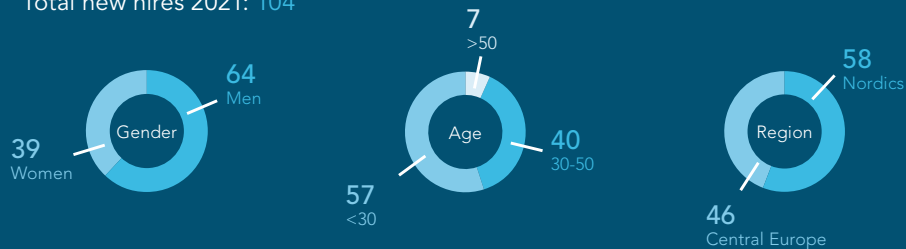


Total Numbers of Employees by Employment Type (FTE)

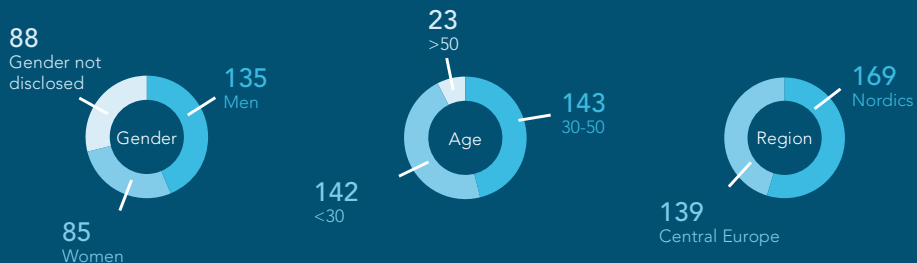


New Employee Hires (FTE)

Total new hires 2021: 104

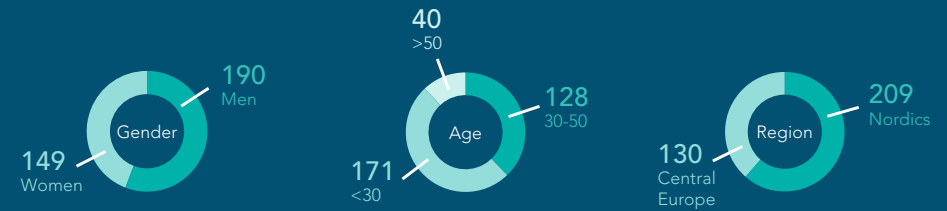


Total new hires 2022: 308

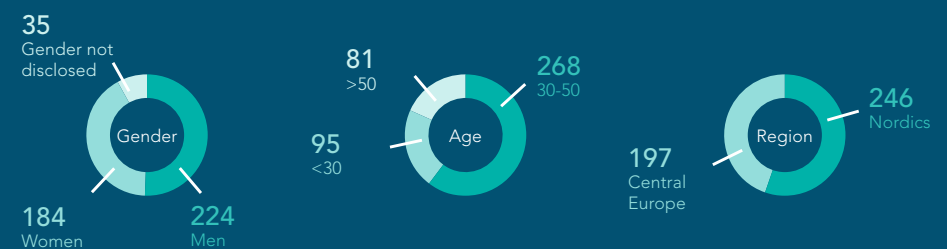


Employees Who Left (FTE)

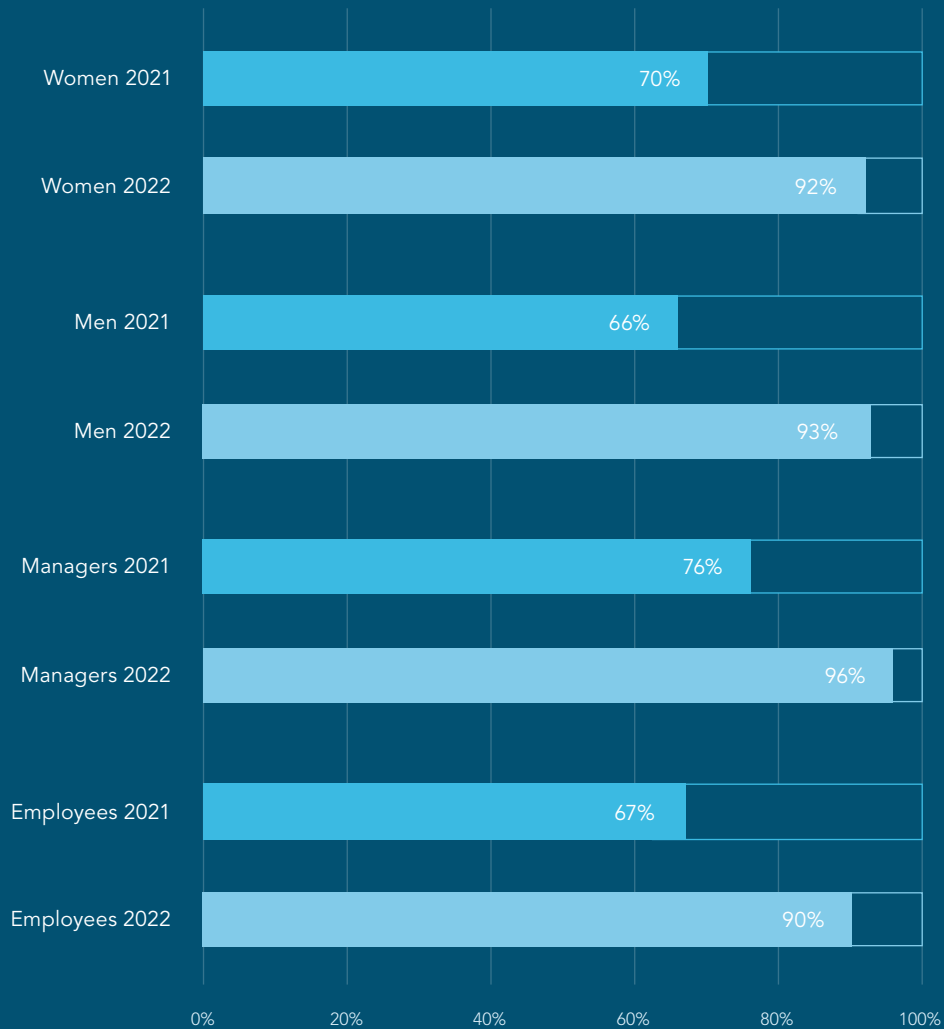
Total leavers 2021: 339



Total leavers 2022: 443



Dun & Bradstreet Europe Performance Reviews*



*This data represents 100% of the employee population including those that are not required to complete year-end performance reviews, such as limited duration employees, employees from newly acquired companies, and new hires joined after a certain cut-off.

Composition of Governance Bodies and Breakdown of Employees By Age Group

BOARD OF DIRECTORS	2021	2022	EUROPEAN LEADERSHIP TEAM	2021	2022
<30	0%	0%	<30	0%	0%
30-50	00%	33%	30-50	30%	64%
>50	100%	67%	>50	70%	36%

MANAGERS	2021	2022	EMPLOYEES	2021	2022
<30	0%	4%	<30	11%	14%
30-50	70%	68%	30-50	60%	59%
>50	30%	28%	>50	29%	27%

Composition of Governance Bodies and Breakdown of Employees by Gender

BOARD OF DIRECTORS	2021	2022	EUROPEAN LEADERSHIP TEAM	2021	2022
Women	25%	0%	Women	0%	29%
Men	75%	100%	Men	100%	71%

MANAGERS	2021	2022	EMPLOYEES	2021	2022
Women	31%	35%	Women	46%	45%
Men	69%	62%	Men	54%	49%
Gender not disclosed	N/A	3%	Gender not disclosed	N/A	6%

Employee Satisfaction and Wellbeing

Our employees are key to our Company's performance, and we believe that their health and wellness are important, which is why we have invested in a partnership with Gympass, our fitness and wellness benefit that provides access to gyms and on-demand and virtual wellness opportunities. In some regions we also offer additional local benefits, such as free health checks, massages, and in-office fitness sessions.

We have enhanced our employee benefits by introducing:



Employee Assistance Programme (EAP)

Provides a supportive environment to balance work and life issues. Access is confidential and available 24/7.



Bereavement Leave

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



UnSick Day

One paid day off each year for preventive health care.



Flexible Working

A hybrid working approach that allows team members to split their time between the workplace and remote working.

Employee Engagement

At Dun & Bradstreet we work to facilitate a culture where our team members feel heard, valued, and supported to achieve their best work and develop their careers. We listen to the voices of our team members on an ongoing basis across various channels, including our quarterly employee engagement survey.

The survey measures employee engagement by tracking the average score by country, calculated from all quantitative results across all question categories. The 2022 engagement score for our European markets shows that our respondents are very engaged, with a rating of 4.3 out of a 5-point scale. Our team members' thoughts from past surveys have supported us in building stronger teams, identifying opportunities, and helping us prioritise programmes that are most meaningful to our employees.

Supporting the Career Development of our Employees

We are committed to developing and nurturing employees through an atmosphere of support and learning. One of the most important factors of the employee experience at Dun & Bradstreet is growth. That's why we have developed a proven performance management strategy to ensure our team members are receiving critical feedback on an ongoing basis and gaining access to opportunities that will facilitate their growth and development. We think about performance management as a continuous cycle of conversations

and feedback that enable high performance, anchored by specific activities. Those activities include setting objectives, engaging in quarterly check-ins, and an annual review. We believe there should never be any surprises, so our employees and their leaders communicate openly and transparently.

In 2022, we transitioned our performance review process to Workday to align our performance review method and cycles across all regions. This included the adoption of the SMART model, which seeks to guide our employees in setting personal objectives that are specific, measurable, achievable, relevant, and time-bound.

We placed responsibility on managers to organise quarterly check-ins with their team members, to provide more structured guidance and a chance for team members to share any thoughts or concerns about their role. At year-end, all leaders meet with their direct reports to review

in-year performance and begin discussions about future objectives and priorities.

To support employee development with the direction and priorities of our Company, team members' objectives are aligned with our Company-wide Strategic Objectives and Performance Personas that guide the goals and behaviours we expect in a high-performing organisation.

Though a wide range of learning and development programmes, we seek to encourage and inspire a culture of learning and curiosity at all levels. We provide the tools for team members to take ownership of their own development including curriculum for leaders, and a wide variety of online and other learning experiences for our team members geared to strengthen their skills and capabilities.



Strengthening and Supporting our Leaders

Good leadership fosters a good work culture and good results. Strengthening and empowering our leaders has been one of our long-standing priorities. Our curriculum includes the 7 Talents Programme, which focuses on three different leadership training routes for new, experienced, and high potential leaders, and covers self-reflection, individual coaching, and connection building with other leaders across the business. Furthermore, the programme provides leaders access to an online community that offers monthly educational webinars and newsletters. In addition to the 7 Talents Programme, we provide self-directed learnings on Workday, and specific leader training is offered at a local level where the need has been identified.

To complement these programmes, our management team host quarterly calls with their leadership team to review business performance and priorities, as well as employee engagement results, among other topics.





Zero Tolerance of Bullying and Harassment

Dun & Bradstreet does not tolerate bullying and harassment of any kind, as clearly stated in our [Code of Conduct and Ethics](#). This includes all forms of verbal, digital, or physical bullying and harassment. All employees receive anti-bullying and harassment training and are expected to follow these policies, as well as report any misconduct or breaches to their manager, local HR Representative, Global Compliance & Ethics, or the Company's helpline, our confidential channel for raising compliance and ethics concerns, issues, and incidents. We investigate all reports of harassment, discrimination, or workplace violence and take the required corrective actions. Throughout 2022, we had zero incidents of discrimination reported at Dun & Bradstreet Europe.



Ensuring Healthy and Safe Employees

Health and safety requirements differ across the organisation as we follow the local regulations of the countries in which we operate. The work is governed by local health and safety policies as well as our Company-wide Speak Up and Non-Retaliation Policy, which ensures employees can report any dissatisfaction anonymously or confidentially. All employees also receive mandatory health and safety Workday training as part of their on-boarding. Throughout 2022, 100% of Dun & Bradstreet Europe employees were covered by a health and safety management system.

Community Involvement

Through our community service and philanthropy, we hope to have a positive impact and spread awareness of critical causes in an effort to be good global citizens. We are proud to be a responsive and engaged corporate citizen and encourage our team members to get involved. As part of our global Do Good charitable giving programme, in addition to the two paid volunteer days we give to our employees each year, we provide a 100% match for employee personal donations to eligible non-profit organisations up to \$4000/ €4000/ £4000 per calendar year, subject to global matching caps.

Alongside our global Do Good Programme, the Sustainability Ambassador Network across our European offices organises regional activities for employees to get involved in and support their local communities.

2022 COMMUNITY INITIATIVES

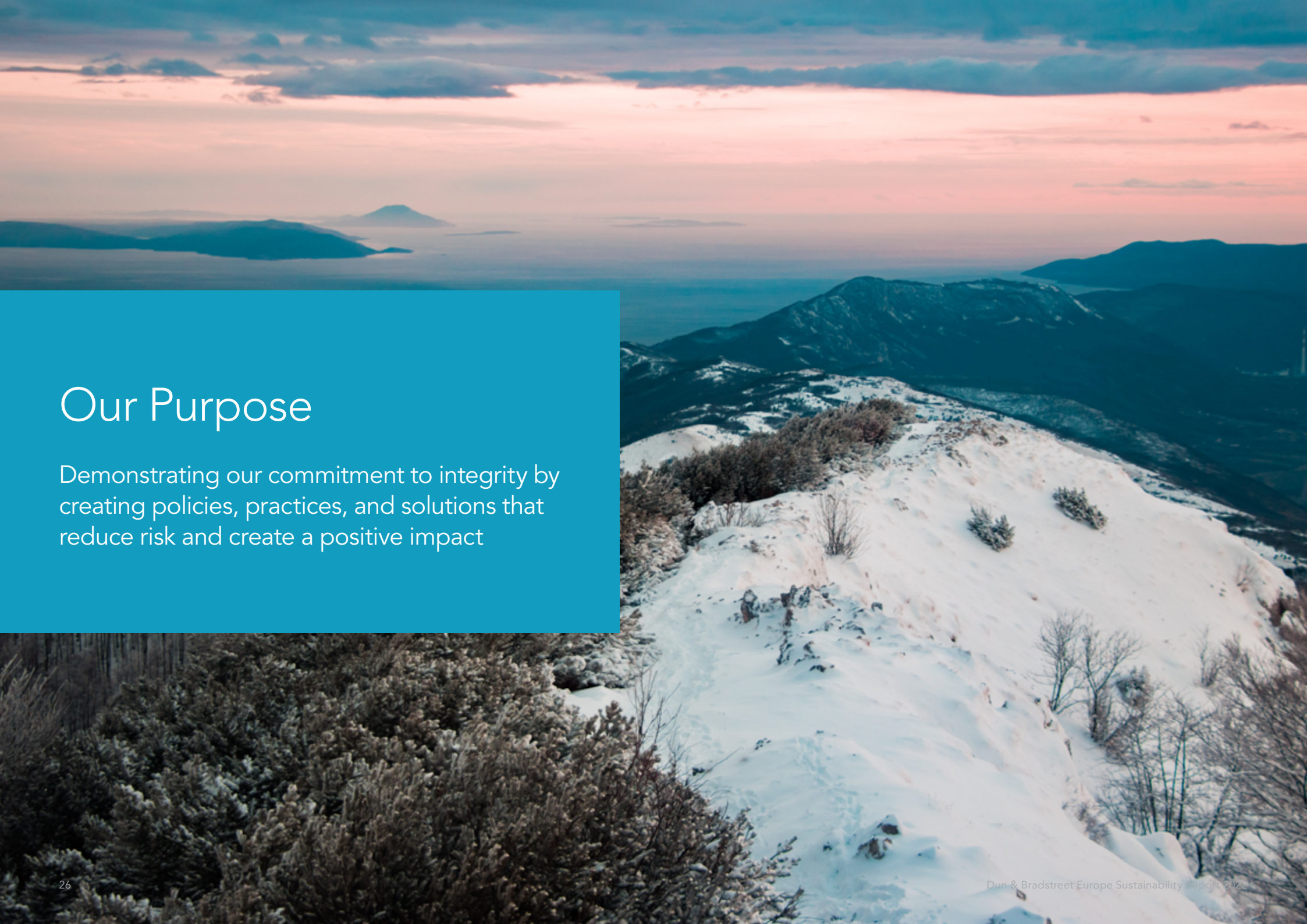
Russia's Invasion of Ukraine

Our team members in Poland organised a donation drive for necessary goods, including food, blankets and clothing, in addition to providing shelter for those who were affected by Russia's invasion of Ukraine. As we are committed to supporting organisations at the centre of our employees' interests and to investing in high-need causes as they arise, Dun & Bradstreet donated \$25,000 to the International Red Cross, and our team members raised over \$3,000 for the International Committee of the Red Cross.

Regional Community Initiatives

Throughout 2022, our team members across the Nordics and Central Europe participated in a number of other community events including volunteering at the children's ward of a hospital, donating toys and books to hospitals, and volunteering to support the victims of the war in Ukraine.





Our Purpose

Demonstrating our commitment to integrity by creating policies, practices, and solutions that reduce risk and create a positive impact

For nearly two centuries, Dun & Bradstreet has provided businesses with the information they need to grow their operations through data-driven decision-making. In providing information that enables companies to describe the past, thrive in the present, and anticipate the future, and in turn impact the people and organisations they serve, we recognise a responsibility to both lead in good governance and use our data for good. Dun & Bradstreet's mission is to create a global network of trust by stewarding data protection and privacy, cybersecurity, and compliance and ethics standards. We do so by establishing dedicated teams that mitigate risk throughout our Company, and by providing every Dun & Bradstreet employee with the knowledge and resources necessary to speak up. Doing things the right way, ethically, with integrity, and in full compliance with the law, is not just a policy at Dun & Bradstreet, it's ingrained in our culture and is central to our ESG strategy.

Engaging in business relationships with ethical companies is among the growing priorities of corporations today to better mitigate risk, increase resiliency, and drive business performance. In addition to ensuring our internal governance practices reduce risk for our clients, Dun & Bradstreet is also dedicated to using our data for good through our ESG solutions. By providing companies with the necessary insights to identify and monitor ESG risks, measure their progress, and to meet compliance and reporting requirements we enable our clients to recognise the opportunities they have to create a positive impact.

Board of Director Committee Oversight

Audit Committee

- Quality and integrity of financial statements and related disclosures
- Compliance with legal and regulatory requirements
- Risk assessment and management, including data protection, privacy, cybersecurity, and compliance and ethics risk
- Oversees ESG strategies, practices, and metrics, including quarterly updates from our Chief Sustainability Officer

Corporate Governance & Nominating Committee

- Corporate governance framework
- Board refreshment

Compensation Committee

- Executive compensation decisions
- Oversight of compensation plans

ESG Strategy Oversight

Sustainability is an integral part of our formal governance structure. Dun & Bradstreet's Chief Sustainability Officer (CSO) has the overall responsibility for global sustainability and provides quarterly reports to the Audit Committee on the progress against our ESG objectives. Our CSO reports directly to the CEO and is a member of the Dun & Bradstreet Executive Leadership Team.

Dun & Bradstreet Europe operates a sustainability programme tailored to local legislations and customer requirements. Our European Sustainability Team leads the sustainability programme across our European markets. The sustainability strategy, goals, and actions for Dun & Bradstreet Europe are approved by the CSO and aligned with the European Leadership Team. The Sustainability Team works closely with business units to execute the sustainability strategy, monitor, communicate best practice, and track progress within Dun & Bradstreet Europe.

Leaders of functional teams, markets, and regions oversee and manage sustainability in their business units and are responsible for delivering the established targets and implementing the sustainability strategy. We expect all our team members to take responsibility for sustainable business practices in their daily work. When it comes to sustainability governance, we see it not just as a leadership responsibility but as a role for all our team members, including those in Dun & Bradstreet Europe. Our leaders and team members are supported by a network of local Sustainability Ambassadors guided by our Sustainability Team.



Ethics and Business Conduct

Good governance ensures effectiveness and is essential for the functioning and growth of our organisation. We are committed to compliance with applicable laws and regulations, privacy and security, and mitigating risks and negative impacts where possible. This includes annual mandatory Code of Conduct and Ethics; Anti-bribery and Anti-corruption; Cyber Security Awareness; and Privacy, Data Ethics and Compliance training.

Our publicly available policies related to sustainable practices within Dun & Bradstreet operations are:

ENVIRONMENTAL POLICIES:

- ✓ [Environmental Policy Statement](#)
- ✓ [Product Governance and Sustainability Policy Statement](#)

SOCIAL POLICIES:

- ✓ [Modern Slavery and Human Trafficking Statement](#)

GOVERNANCE POLICIES:

- ✓ [Code of Conduct](#)
- ✓ [Code of Conduct and Ethics for Senior Finance Officers](#)
- ✓ [Partner Code of Conduct](#)
- ✓ [Anti-Bribery and Anti-Corruption Policy Statement](#)
- ✓ [Conflict of Interest Policy Statement](#)
- ✓ [Data Compliance and Ethics Policy Statement](#)
- ✓ [Internal Audit Policy Statement](#)
- ✓ [Privacy and Personal Data Protection Policy Statement](#)
- ✓ [Data Subject Rights Policy Statement](#)

Global Anti-Bribery and Anti-Corruption Policy

Dun & Bradstreet's long-standing commitment to doing business with the highest standards of business ethics and conduct means avoiding corruption in any form. This policy sets out the rules and expectations for how Dun & Bradstreet does business in compliance with the applicable anti-bribery and anti-corruption laws of the countries in which we operate. Each employee is responsible for knowing and complying with this policy. There have been zero incidents of corruption during 2022 at Dun & Bradstreet Europe.



Responsible Value Chain Management

We take a continuous improvement approach to the management of our value chain, actively working towards best practice. In keeping with the nature of our business, Dun & Bradstreet's largest suppliers by spend are in the categories of technology (storage, computing, licensing), professional services, marketing, data services, and data licensing.



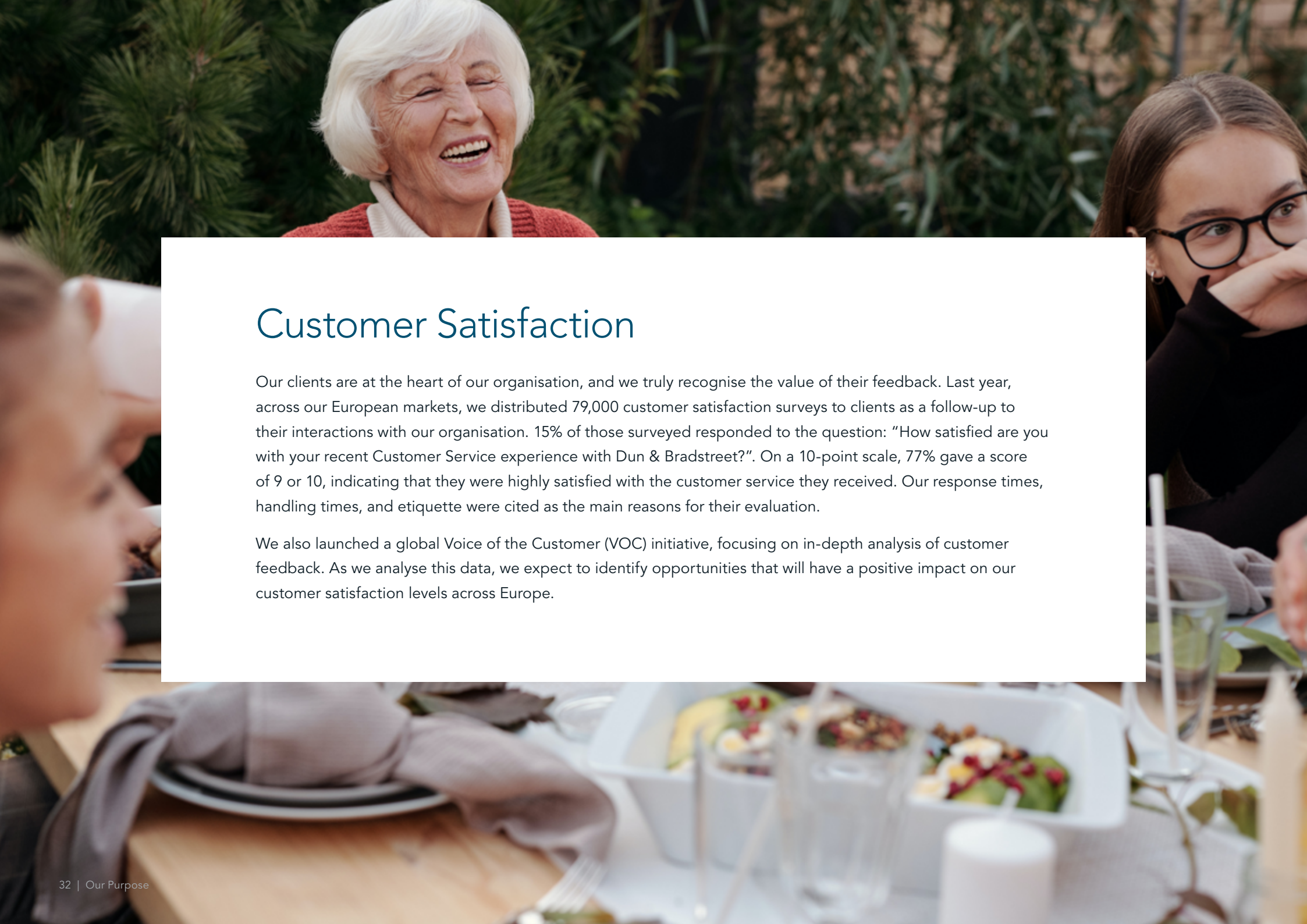
Suppliers and Procurement

A major focus for our Procurement Team in 2022 was planning and preparing for the implementation in Q1 2023 of our Global Finance & Procurement ERP system, Workday, across our European markets. This introduction of a single, end-to-end, requisition to purchase order system represents a significant improvement for our European business. It bolsters the visibility, governance controls, oversight, and accountability throughout the supplier engagement process, and brings it in line with Dun & Bradstreet's global standards and policies.

Our third-party engagement review process covers data compliance, ethics, privacy, IT security and technology risk, sanctions, corruption, compliance, business ethics, and business reputation issues such as human trafficking, fraud, and other matters. Although Dun & Bradstreet Europe does not currently apply a fixed set of sustainability criteria when assessing, evaluating, and screening new suppliers, our Procurement Team does consider relevant credentials during the contract negotiation process. Furthermore, our Global Compliance & Ethics team considers certain ESG criteria in our data and technology risk evaluation process.

Our supplier agreement includes Dun & Bradstreet's Partner Code of Conduct. All medium, high, and critical third parties are required to agree to our Partner Code of Conduct and those third parties meeting certain requirements are also issued our online interactive Partner Code training. To assure compliance, we review and monitor alerts on our third parties for activities and behaviours that are contrary to our Partner Code of Conduct. A third-party provider sends us alerts derived from global adverse media, litigation reports, and government watch lists, and this monitoring continues throughout the entire relationship.

Most of our suppliers provide data and technology solutions, where the risks related to environmental sustainability issues remain low. At Dun & Bradstreet Europe there is low corruption risk identified in using State Owned Entities (SOEs) in markets where they are common and no other providers are available. There is low corruption risk identified in using professional services and partnerships. Risks are monitored by the use of an engagement-based review process and continual portfolio monitoring through the lifespan of the relationship. All SOE relationships are escalated and reviewed.



Customer Satisfaction

Our clients are at the heart of our organisation, and we truly recognise the value of their feedback. Last year, across our European markets, we distributed 79,000 customer satisfaction surveys to clients as a follow-up to their interactions with our organisation. 15% of those surveyed responded to the question: “How satisfied are you with your recent Customer Service experience with Dun & Bradstreet?”. On a 10-point scale, 77% gave a score of 9 or 10, indicating that they were highly satisfied with the customer service they received. Our response times, handling times, and etiquette were cited as the main reasons for their evaluation.

We also launched a global Voice of the Customer (VOC) initiative, focusing on in-depth analysis of customer feedback. As we analyse this data, we expect to identify opportunities that will have a positive impact on our customer satisfaction levels across Europe.

Digital Sustainability

At Dun & Bradstreet, we take the privacy, data protection, and security of a user's personal data extremely seriously. As a data and analytics Company, we have a duty to ensure and protect the confidentiality of our clients' information and will handle their personal data in accordance with prevailing data protection and privacy legislation. Data protection and privacy focus on the protection of personal information when collecting, using, processing, securing, and sharing such information with third parties and transferring personal information across geographic borders, as well as providing adequate transparency, ensuring that data processing is lawful and fair, and that the rights of individuals are honoured and respected.

There are regulatory requirements across the globe associated with these activities:



Data collection
and generation



Data modelling
and analytics



Data usage
monitoring



Data Request
Management



Client Data
Sharing



Government
Data Requests

Our clients, partners and team members trust us to safeguard their information, and this remains a top priority for us. The Chief Cybersecurity and Technology Risk Officer, the Chief Ethics & Compliance Officer, and our Chief Risk Officer work together with our Sustainability Team to ensure that there is compliance with data security and privacy policies and that the confidentiality, integrity and availability of information is maintained.

When it comes to Digital Sustainability we consider:

- Data Security: the protection of data from unauthorised access
- Data Protection: the safeguarding and legal protection of stored and transmitted data
- Data Compliance and Ethics: the appropriate, authorised, permitted, legitimate, accountable, and transparent processing of data
- Data Privacy and Personal Data Protection: the legally permitted, fair, and transparent processing of personal data and respect for data subject rights
- Data Integrity: data accuracy and quality maintained throughout its lifecycle, i.e., the opposite of data corruption
- Business Continuity: readiness to continue providing critical processes following an interruption to our normal operation





Dun & Bradstreet's information security framework is aligned to the ISO 27001 standard, and we continue to rollout our Information Security Management System (ISMS) to our European markets. In 2022, our offices in Solna (Sweden) and Oslo (Norway) were certified as compliant to ISO 27001:2013, joining those other Dun & Bradstreet offices that are already certified. As we move into 2023, additional European markets will be assessed for certification.

We use an external third-party to penetration test Dun & Bradstreet's global digital perimeter, which includes our European operations. Furthermore, Dun & Bradstreet's Europe products were security tested by SAST, DAST and product penetration tests.

Dun & Bradstreet Europe was also considered in our global Ransomware

Exercise to test Dun & Bradstreet's Incident Response capabilities.

We maintain appropriate policies, procedures, and standards and have robust controls in place. These controls include physical security, system access, network security, and data security. We have technical and organisational measures in place for workstation protection, logging and monitoring, backup and recovery, business continuity, and disaster recovery.

Additionally, there are systems and processes for supplier management, contract management, record-keeping, and data breach handling. We address privacy by design and default and apply pseudonymisation to maintain an appropriate level of data confidentiality, integrity, and availability.



In 2022, we broadened the scope of the Data Protection Officer (DPO) Network to a global network, aligned with our global approach to data compliance and privacy. The Data Compliance, Ethics and Privacy Network is coordinated by the Chief Ethics & Compliance Officer and includes our European DPOs, including our new European Group DPO as well as data compliance and privacy representatives globally.

We have adopted global corporate policies and standards for data compliance and ethics and personal data protection and privacy. Dun & Bradstreet obtained external verification of our privacy compliance related to personal data transferred from Europe to Dun & Bradstreet in the U.S. We have published global transparency statements regarding our data processing in our ESG solutions and our processing of professional contact data.

In 2022, there were eleven incidents of identified leaks, thefts, or losses of customer data.

During 2022, we received seven complaints from outside parties or from regulatory bodies concerning customer privacy and data protection rights and obligations, which upon investigation were remediated or otherwise addressed by Dun & Bradstreet.



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

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

The risks associated with climate change are not underestimated and we continuously review the risks posed to our business as well as the impact our business has on the environment.

Throughout 2022 we closely followed the escalating conflict between Russia and Ukraine and recognise the increasing likelihood of retaliatory cyber-attacks and impacts on power or energy supply. In response, we have elevated our cyber threat level appropriately and taken proactive measures to safeguard our infrastructure against possible disruptive attacks. Our Security Operations Centre has adopted a heightened security posture and is closely monitoring for signs of malicious or abnormal network activities. We regularly exercise our response and crisis management procedures to ensure rapid and effective response to security incidents. We have also been in close contact with our security partners who provide the latest cyber threat intelligence to optimise our preventive and detective controls to evolving threats. Securing our

clients' data is paramount, and we are taking every action necessary to ensure that our systems and global infrastructure are always available and protected from all external cyber threats.

Recognising the importance of securing our clients' data and the variety of risks that exist, we have a mature business continuity programme overseen by our Chief Risk Officer to provide organisational resilience. Our business continuity assessments and plans are reviewed frequently as business and threats change to ensure we are ready for the unexpected. We also schedule simulations to test the readiness and effectiveness of the business continuity plans to help ensure the stability and sustainability of our business.

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



Our ESG Solutions

Dun & Bradstreet ESG Intelligence

While ESG has been a focus of many large, multinational companies for several years, there is little insight on these companies' supply chains, their private company customers, or small to medium businesses. Leveraging our core competencies in company data, linkage, credit, and due diligence, Dun & Bradstreet has expanded our risk management offerings to include ESG.

In 2022, Dun & Bradstreet successfully brought to market five distinct ESG products, all powered by a rapidly expanding global ESG dataset on companies. The ESG Rankings dataset aims to provide intelligence on a substantial part of the market that has historically been difficult to understand in terms of ESG performance.



ESG Rankings – Launched in July 2021 with 10 million companies in the US, this dataset rapidly scaled to cover 42 million companies in 176 countries by end of 2022. Today, our Company's flagship ESG offering covers over 74 million public and private companies in 185 countries and includes metrics on ESG performance, peer comparisons, 31 granular ESG topics, and confidence scores.

ESG on Risk Analytics – Launched in early 2022, the risk management user-interface platform offers up-to-date information for managing risks in supply chain and vendor portfolios.

ESG on Risk Essentials – Launched in late 2022, this platform makes it easy for users to choose which risk modules to utilise, ESG being the first one offered.

ESG Self-Assessment – Launched with ESG on Risk Analytics, this is a comprehensive survey that can be requested by procurement managers to their vendors directly from Risk Analytics and Risk Essentials.

ESG Registered™ – Launched in late 2022 in select geographies, companies can earn a publicly viewable “ESG Seal” by completing the full ESG Self-Assessment, showing a commitment to ESG data disclosure that is accurate and verifiable.

A close-up photograph of a field of small white flowers with yellow centers, interspersed with some blue flowers. The background is a soft-focus green, suggesting foliage.

About the Report

This report summarises Dun & Bradstreet Europe's sustainability performance during 2022. The report has followed the requirements of a Global Reporting Initiative (GRI) referenced report, providing us with a structured approach to sustainability, and helping us to integrate our sustainability programme into our daily business operations.

Report Scope and Boundaries

The most previous sustainability report was published on 19 May 2022. Unless otherwise stated, the information disclosed in this report refers to activities undertaken from 1 January 2022 to 31 December 2022.

Information presented in the report describes the management of our prioritised sustainability topics across

our value chain. Social and governance data used in this report has been extracted from Dun & Bradstreet systems used by Dun & Bradstreet Europe, as well as from Workday. All human resources data has been compiled based on full-time equivalent (FTE) employees.

Environmental data has been collected via Dun & Bradstreet's travel management system, mileage reimbursement system, finance information, and dialogues with suppliers (mainly landlords, energy companies, and data centres). The data was calculated based on the latest version of the Greenhouse Gas (GHG) Protocol. With an implemented central system for all business travel, we are now able to collect emissions data from business travel and pinpoint improvement areas. Electricity is calculated using the scope 2 amendment on market-based reporting, the latest methodology for

calculating electricity consumption. 2019 has been used as the base year for environmental data, and all available data on greenhouse gases are included in the emissions figures. The emission intensity figure disclosed includes scopes 1, 2, and 3.

The data has been calculated using emission factors from Defra 2021, Apple, Dell, Association of Issuing Bodies, and PHYS.ORG. Where data was not available, estimates were based on previous years. The information and data presented in this report have not been externally assured.



GRI Table

Dun & Bradstreet Europe has reported the information cited in this GRI content index for the period 2022.01.01-2022.12.31 with reference to the GRI Standards.

GRI 1 used: Foundation 2021.

	Page Number
GRI 2: General Disclosures 2021	
2-1 Organizational details	43
2-2 Entities included in the organization's sustainability reporting	4
2-3 Reporting period, frequency and contact point	4
2-4 Restatements of information	No restatements
2-5 External assurance	41
2-6 Activities, value chain and other business relationships	3, 30
2-7 Employees	18
2-9 Governance structure and composition	19
2-13 Delegation of responsibility for managing impacts	28
GRI 205: Anti-Corruption 2016	
205-2 Communication and training about anti-corruption policies and procedures	29
205-3 Confirmed incidents of corruption and actions taken	30
GRI 302: Energy 2016	
302-1 Energy consumption within the organization	14
302-2 Energy consumption outside of the organization	14
GRI 305: Emissions 2016	
305-1 Direct (Scope 1) GHG emissions	14
305-2 Energy indirect (Scope 2) GHG emissions	14
305-3 Other indirect (Scope 3) GHG emissions	14

	Page Number
GRI 401: Employment 2016	
401-1 New employee hires and employee turnover	18
GRI 403: Occupational Health and Safety 2018	
403-1 Occupational health and safety management system	24
403-4 Worker participation, consultation, and communication on occupational health and safety	20
403-5 Worker training on occupational health and safety	24
403-6 Promotion of worker health	20
403-8 Workers covered by an occupational health and safety management system	24
GRI 404: Training and Education	
404-3 Percentage of employees receiving regular performance and career development reviews	19
GRI 405: Diversity and Equal Opportunity	
405-1 Diversity of governance bodies and employees	19
GRI 406: Non-discrimination 2016	
406-1 Incidents of discrimination and corrective actions taken	23
GRI 418: Customer Privacy 2016	
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	36



ABOUT DUN & BRADSTREET®

Dun & Bradstreet, a leading global provider of B2B data, insights and AI-driven platforms, helps organizations around the world grow and thrive. Dun & Bradstreet's Data Cloud fuels solutions and delivers insights that empower customers to grow revenue, increase margins, manage risk, and help stay compliant—even in changing times. Since 1841, companies of every size have relied on Dun & Bradstreet. Dun & Bradstreet is publicly traded on the New York Stock Exchange (NYSE: DNB). Twitter: @DunBradstreet

© Dun & Bradstreet, Inc. 2023. All rights reserved. (CR-00000000000000 5/23)

dnb.com