

# Instruction on diversity and inclusion

December 2024

*This policy is published in Swedish and English. In the event of any differences between the English version and the Swedish original, the Swedish version shall prevail.*

This instruction and plan describe Avanza's approach to diversity and gender equality issues, where no employee of Avanza may be treated differently due to gender, gender identity or expression, ethnicity, religion or other beliefs, disability, sexual orientation or age. The instruction also describes the delegation of responsibility and an action plan against harassment. The aim is to ensure that all employees at Avanza are treated fairly.

## Inclusion and diversity in our day-to-day operations

### How we work with inclusion and diversity in our day-to-day operations

- We will attract, develop and retain employees with different backgrounds, education, experiences, and skills.
- We will have an inclusive work environment that utilises in the best way each employee's unique competence and engagement based on their capacity.
- Ensure that a diversity and inclusion perspective is integrated in how we work and our processes, and always considered when we develop the business.
- We will actively build skills and encourage dialogue to reduce prejudices and exclusionary attitudes and behaviours.

## Plans, activities and measures

### Recruiting

Our goal is to evaluate candidates objectively. The recruitment process should be structured and skills-based in order to minimise the risk of prejudices and avoid relying on gut feelings.

- Our ads should be formulated based on a diversity perspective, mainly to attract a range of various candidates and to avoid all kind of discrimination.
- We use selected questions instead of a personal letter. It promotes objectivity and greater fairness in the recruitment process, as the questions focus on relevant information linked to the requirements and position.
- We have introduced a digital, structured interview process with clear templates, competence-based questions and assessment criterias to make as fair an assessment as possible.
- To avoid subjectivity, we use digital, structured and standardised reference checks with no room for cognitive bias.
- To increase competence, we provide regular internal training for managers on competence-based and unbiased recruiting and interview techniques.

### **Employer branding**

To ensure that Avanza has the right talent and is successful as a company, we need to attract diverse employees. To get a broader selection of qualified applicants for a position requires us to reach out to the full range of potential future colleagues! We do so through a diversity-oriented recruiting and employer branding strategy.

- To attract candidates from a range of backgrounds, we want to show our support for differences by illustrating our culture, values, day-to-day work and true-life stories on our career site and social channels.
- To attract and get more candidates to find our job openings, we work with search word optimisation and replace certain words and concepts in our ads.
- We try to find new forms and channels through market analysis, but also with help of colleagues internally for inspiration and tips.
- We evaluate the candidate experience in all recruiting processes for feedback on how they were treated and suggestions how we can improve.

### **Training and awareness**

To create awareness of the importance of diversity and inclusion, Avanza carries out various internal activities and events. One example of this is “Mind the Gap”, an internal initiative to encourage more women to save. We conduct annual pulse surveys with questions on diversity, inclusion, harassment and discrimination. We generally receive very high scores in our pulse surveys, around 80 out of 100, and a response rate of approximately 90%.

Avanza also provides internal training for managers to build skills and increase understanding of:

- The recruiting process, how we employ a structured approach and evaluate candidates in as objective a way as possible in order to minimise the risk of discrimination.
- Interview techniques with a focus on skills, utilising interview templates and ensuring that we are aware of our biases.
- Work environment with a focus on the responsibilities our leaders have and what we have to do to maintain Avanza’s systematic occupational health and safety work.
- Discrimination and harassment, knowing what the terms mean, how we work to prevent them and how we act in the unlikely event they arise.

### **Cultural development**

Avanza’s culture is unique and has a strong value for us as an employer brand. Our culture is a success factor both to retain and develop our employees as well as to attract new employees and thereby ensure access to strategic skills.

- Our cultural concept is reflected on our career site, at our interviews, our onboarding process for new employees, and in our annual performance reviews.
- We foster an open, inclusive, value-based culture where employees feel valued, respected and involved regardless of who they are, what they believe in or where they come from.
- We create a culture that encourages open dialogue and respect for differences.
- We also try to ensure that our teams and our management are balanced in terms of gender, age, skills, nationality and ethnicity.

**Leadership & skills building**

Our managers are our ambassadors with knowledge of diversity issues. With the right tools, they can prevent, identify and eliminate discrimination.

Assembling the right teams is an important part of a manager's responsibility and is a natural component of long-term human resource management.

- Leaders and managers set an example for Avanza's diversity work and are responsible for contributing to diversity and inclusion in our workplace.
- Diversity, inclusion, harassment and discrimination are included in pulse surveys in order to proactively identify any signs of problems at the team level. The results are communicated at monthly meetings and followed up by both the HR team and at the senior management level.