



# Environmental Social & Governance

INAUGURAL REPORT



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## About this Report

Open Lending Corporation's (Open Lending, we, or the Company) Inaugural Environmental, Social, and Governance Report (Report) contains information on how we serve our customers and their consumers, employees, partners, shareholders, and communities. The environmental, social, and governance (ESG) priorities and information referenced in this Report are for the fiscal year ended December 31, 2022, unless otherwise stated.

## A Message From Our CEO

I am delighted to present our inaugural Environmental, Social, and Governance Report, which details the work we do to fulfill our mission and serve the interests of our clients and their customers, our shareholders, our employees, and our communities.

For more than a decade, I have had the privilege of getting to know Open Lending, initially as a board member, then as an advisor, and now as CEO. I am humbled to lead Open Lending through its next phase of growth and continue our mission to change lives by making transportation more affordable. In a society where vehicle ownership significantly impacts our daily life, we believe we play a crucial role for those who are frequently excluded from vehicle ownership through traditional automotive lending practices. We achieve this by empowering financial institutions with the tools, risk management, and confidence to serve the underserved.

Within this Report, we address the critical areas of oversight, such as data privacy and compliance, that are necessary to achieve our strategic objectives and maintain strong relationships with our partners in the automotive lending industry. We detail the programs and policies that guide our practices and enable our teams to mitigate risks and drive performance. We also recognize opportunities to enhance our knowledge and transparency as our company continues to grow.

I, along with my fellow Board members and the team at Open Lending, invite you to read this Report to learn more about us, how we operate, and how we are dedicated to making lives better.



A handwritten signature in blue ink, appearing to read 'Keith Jezek'.

**Keith Jezek**  
Chief Executive Officer and Director





02

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# Who We Are

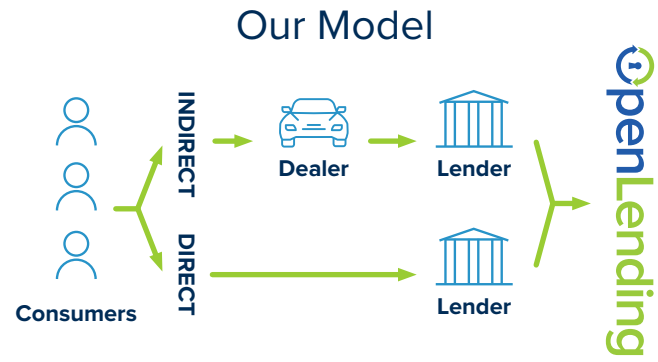
Making An Impact

Approaching ESG

Integrating Our Values

## Open Lending is an automated lending service on a mission to change lives by making transportation more affordable.

We are an industry trailblazer in lending enablement and risk analytics for automotive lenders – credit unions, regional banks, and captive finance companies – throughout the United States. Powered by proprietary data, advanced decisioning analytics, and an innovative insurance structure, we believe our solutions offer a profitable way to lend to traditionally underserved near- and non-prime borrowers – individuals with credit scores generally between 560 and 699.



## Our History

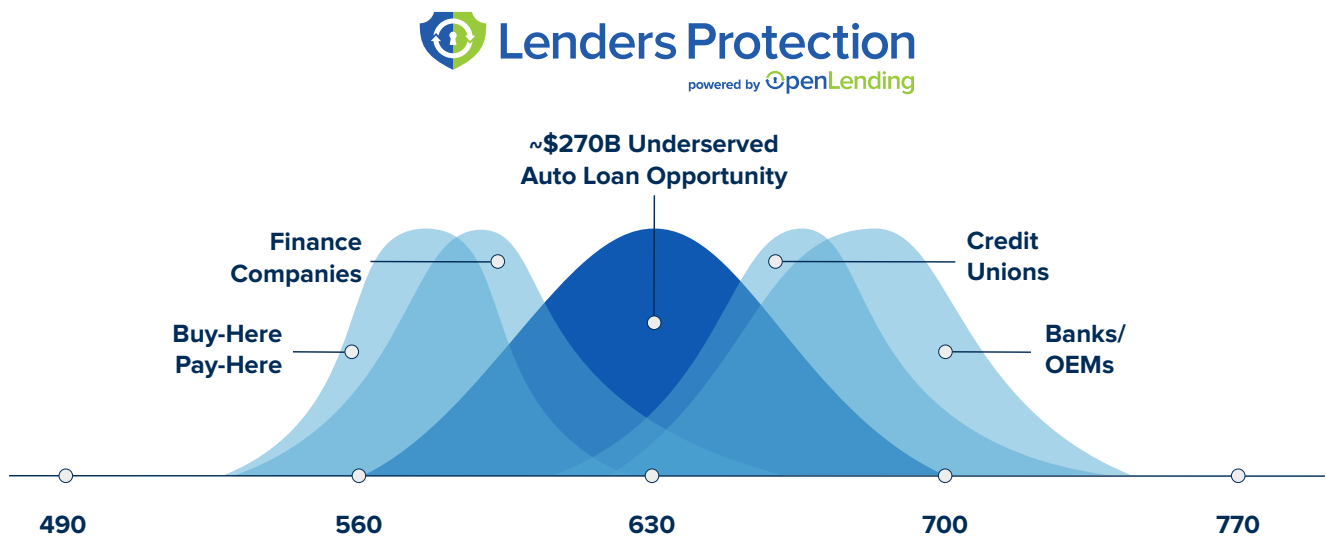


\$18.3B

Auto Loans Facilitated as  
of December 31, 2022

## Making An Impact

We are working to make transportation more affordable by generating competition for the financing needs of underserved borrowers. As compared to traditional automotive lenders, who tend to target prime borrowers, or sub-prime lenders, who offer higher interest rate loans that are often misaligned with borrowers' credit profiles, we are helping automotive lenders create the most attractive loan terms for near- and non-prime borrowers that risk may allow.



Our flagship cloud-based product – the Lenders Protection Platform (LPP) – employs risk-based pricing models to assess credit risk and deliver fast and scalable decision-making for automotive lenders throughout the entire loan transaction process, including credit application, underwriting, insurance approval, settlement, servicing, and data analytics.

LPP's unique database builds on 20+ years of accumulated data, which is leveraged by our data scientists and actuaries to continuously improve and refine our risk models.

**Less Risk. More Reward.**

**“It’s efficient. It’s accurate. It drives growth and profitability, but I think what it’s really helped me do is serve the underserved.”**

**Jenny Vipperman**  
President/CEO  
ORNL Federal  
Credit Union



## Approaching ESG

At Open Lending, we do well by doing good and remaining committed to our values. This past year, our Board of Directors (Board) and management took this a step further by embarking on an assessment and communication of environmental, social, and governance (ESG) factors important to our business.

The process began with an ESG Diagnostic, which identified our business-relevant ESG priorities based on assessment of investors, peers, leading ESG rating agencies and frameworks, including the SASB Standards, which are under the stewardship of the International Sustainability Standards Board, and the United Nations Sustainable Development Goals (UN SDGs). We leveraged insights from the ESG Diagnostic and engagements with internal experts to address and report on priority issue areas within our operations.

## Our ESG Priorities



## Integrating Our Values

We deliver on our mission and create impact by remaining true to our values.



### Trustworthy

We uphold the highest standards of integrity and accountability for our words and actions.



### Commitment

We are dedicated to the success of our customers, partners, employees, and shareholders.



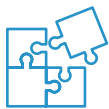
### Respect

We maintain respectful relationships with our customers, partners, employees, and communities.



### Humility

We are servant leaders who remain genuine, selfless, and caring with gratitude to serve others.



### Teamwork

We believe in an employee-centric and collaborative environment that is essential to reaching our goals; we succeed as a team, not as individuals.



### Innovation

We strive to transform the markets that we serve by creating unique, cutting-edge, customer solutions.



### Quality

We provide outstanding products and unsurpassed service to our customers and the consumers they serve.



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# Uplifting Our Communities

Improving Transportation Access and Education

Giving Back



# Improving Transportation Access and Education

Each of us relies on transportation, primarily cars, to get things done. For those dependent on cars, owning or having access to one is not always easy. At Open Lending, we have made it our mission to help break down financial barriers and make transportation more affordable.

## The Obstacles

Transportation is ranked second among the top household expenses at approximately 15%, trailing only housing.<sup>1</sup> In the U.S., cars are the dominant mode of transportation, with 73% of people relying on them to commute to work.<sup>2</sup> This generates higher household expenses for people with owned or leased vehicles. As a result, vehicle access is at the forefront of people's concerns and affordability is one of the main drivers.

## Research and Resources

Research has shown that both lack of affordability and perception of opaque lending processes hinder ownership. We are helping to raise awareness and inform others of the intricacies of the automotive and lending industry through our own observations and communications. We conduct surveys, share market trends, and deliver insights on the challenges our customers and their consumers face. We recommend actions that may be taken to reduce loan complexity and misconceptions, improve transparency, and expand financial access. In addition, we host our annual Executive Lending Roundtable to enhance the network and knowledge of the auto lender industry.

**Check out our [Resources](#) and results of our survey [Driving Opportunity: U.S. Vehicle Accessibility Index 2023](#) on our website.**

1. Bureau of Transportation Statistics (September 19, 2023). "The Household Cost of Transportation: Is it Affordable." <https://www.bts.dot.gov/data-spotlight/household-cost-transportation-it-affordable>

2. Statista (June 2023). "Most common mode of transportation for commuting in the U.S. as of June 2023." <https://www.statista.com/forecasts/997176/most-common-modes-of-transportation-for-commuting-in-the-us>

## Impactful Products

Our automotive lending platform, LPP, facilitates financing opportunities and empowers consumers in an effort to get the best loans their risk status will allow. With our advanced technology and data, lenders are able to fulfill a key role of providing vehicle access across underserved segments. Our risk models use a proprietary score to assess risk more effectively and determine appropriate insurance premiums and pricing for automotive loan applications. All of this moves us in the right direction for serving all borrowers, especially near and non-prime borrowers.

**"We have a heavy focus on addressing challenges our communities are up against. We were seeing people in our community pay 25-30% interest rates at buy-here, pay-here dealerships for a car that was likely to break down. Then they would struggle to come up with money for unexpected repairs. Lenders Protection helps us put borrowers in reliable cars with reasonable rates and payments they can afford."**

**Tammie Atoigue**  
Vice President  
Consumer Lending  
Sound Credit Union



## Giving Back

We are a company on a mission. Day to day, our focus is on serving those who are underserved by automotive loans. Throughout the year, we also take time to serve our communities and support causes that are near and dear to us.

### Donations and Volunteerism

Our employees are a group of dedicated individuals who are eager to help others, whether it is with their time or a financial contribution. We have established partnerships with local and national organizations that offer opportunities for fund raising and volunteer events. We host volunteer days and encourage teams to host quarterly events for causes that are important to them. Through our participation, we are raising awareness and supporting initiatives, such as food insecurity and children's hospitals, that make a difference and change lives.

# \$165,000+

**Raised through charitable donations  
and event sponsorships in the 2022  
fiscal year.**





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# Fostering Responsible Business Practices

Upholding Integrity

Securing and Protecting Information

Recognizing Our Environmental Impact

## Upholding Integrity

The way we act and conduct ourselves is fueled by our steadfast commitment to create and maintain a culture of respect, responsibility, and trustworthiness. Through these values, we build strong relations with all of our stakeholders - our customers and the consumers they serve, our shareholders, our employees, our partners, and our communities - and deliver quality services our customers depend on.

## Ethics and Compliance

Much of our success is driven by upholding our seven values and adhering to the policies that guide our actions. From day one, every employee at Open Lending is provided with our Employee Handbook (Handbook) and [Code of Business Conduct and Ethics \(Code\)](#). The Code encompasses a comprehensive compliance and ethics program designed to safeguard customer trust and helps ensure we operate in a consistent ethical and legal manner to achieve the Company's long-term business strategy.

The Code and Handbook are supplemented by other policies, including our anti-harassment policy, employee security policy, and data retention and archival policy, among others. All employees are required to acknowledge the Code on an annual basis and are provided training to reinforce our practices. Training topics include, but are not limited to, insider trading, anti-retaliation, data protection, and security. In addition to Company-wide training, departments may provide role-specific instruction, such as our sensitive information modules for our Claims department.

Our Chief Legal and Compliance Officer is responsible for the interpretation and administration of our compliance program and procedures. In the event of any alleged violation of our Code, employees are encouraged and trained to report internally or through our confidential and anonymous hotline. Complaints and acts of retaliation are investigated promptly and addressed appropriately.

## Enterprise Risk Management

Our firmwide risk management framework is a vital component to maintaining stability, sustainability, and business continuity. Through a systematic approach, we identify, evaluate, and mitigate business risks by engaging individuals from across the organization. This process is conducted by management and overseen by our Board. The Board maintains a focus on the Company's long-term corporate strategy, including evaluating key market opportunities, consumer and market trends, competitive developments, the associated risks, and strategic risk exposures.

### ERM Process





## Board Oversight

Our Board is comprised of nine directors who are responsible for overseeing our strategy and associated risks through constructive engagement with our management team. As part of that responsibility, our directors help ensure that our Company's risk management processes function as intended.

Our directors execute on sound corporate governance and monitor the Company's business as a full governing body and through its three standing committees.

- *Audit Committee:* Oversees accounting and financial reporting processes, legal and regulatory compliance, enterprise risk management, and internal controls.
- *Compensation Committee:* Monitors our compensation structure, policies, programs, and administration.
- *Nominating and Corporate Governance Committee:* Addresses Board composition, Board evaluations, corporate governance guidelines and practices, and succession planning.

**Refer to our [Investor Relations website](#) for Committee Charters.**

In July 2023, the Board established a new committee – the Innovation and Development Committee. Its purpose is to facilitate streamlined collaboration with management on growth initiatives and to support a smooth Board leadership transition from John Flynn to Jessica Snyder.

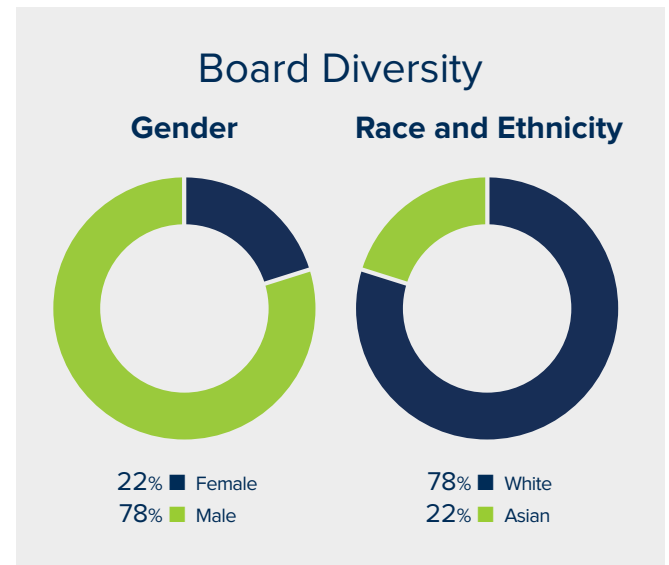
### Corporate Governance Practices

- Fully Independent Standing Committees
- Independent Board Chair
- One Share-One Vote Standard
- Plurality Vote for Director Elections
- Separate Board Chair and CEO
- Three-Quarters Independent Board<sup>3</sup>
- Three-Year Director Terms

3. Independence as defined by the listing standards of Nasdaq.

## Board Composition

We strive to assemble a Board that has a diverse mix of skills, experiences, and backgrounds. Our directors possess high standards of personal and professional ethics and integrity, sound business judgement, depth and breadth of business and industry expertise that complement one another, and a range of backgrounds, inclusive of gender, race, ethnicity, age, and other factors.



## Leadership

Our executive leadership team, which includes our CEO and seven other executive officers, develops and guides our strategic direction through the operation and management of our key business areas. In October 2022, two of our co-founders, Messrs. John Flynn and Ross Jessup, transitioned from our CEO and President and Chief Operating Officer, respectively, into advisory roles after more than 20 years with the Company. At that time, we appointed Keith Jezek, a former director and an automotive technology veteran, as our CEO and a director.

As part of the CEO transition, Mr. Jessup resigned from the Board, while Mr. Flynn remained as Board Chair, with our independent director Jessica Snyder serving as Vice Chair. This Board leadership structure continued until July 2023 when Mr. Flynn stepped down as Board Chair and Ms. Snyder assumed the role.

**Visit our [Proxy Statement](#) for more information on our Board and corporate governance practices.**

# Securing and Protecting Information

The security and privacy of our sensitive data, including that of our customers, is of utmost importance to us. We are devoted to applying an integrated, enterprise-wide approach to defend against and mitigate threats to our business and operations each and every day.

## Oversight and Leadership

Within the automotive finance industry, one of our greatest concerns regard the security of our systems - in particular our cloud-based LPP - and the confidentiality of the personally identifiable information (PII) entrusted with us. Our cybersecurity and data privacy strategies are developed and refined through our enterprise risk management approach and codified in our security practices and policies. Our Chief Technology Officer (CTO) and Chief Information Officer (CIO) manage our strategy with direct support from our VPs of Cybersecurity, Enterprise Data Management, and IT Compliance. In addition, all employees are trained to practice vigilance in their roles.

### INDUSTRY RECOGNITION

**Our Chief Technology Officer was elected in July 2023 to the Forbes Technology Council, an invitation-only community of CIO, CTOs, and technology officers, aimed at expanding networks, sharing information, and gaining actionable insights.**

Our policies and procedures are reviewed each year, and key controls are tested by independent third-party auditors on a rolling basis. Reports on cybersecurity and data privacy are provided to our CFO, who routinely informs our CEO and Audit Committee, including an annual cybersecurity update.

## Open Lending's Security and Data Privacy Policies

- Cyber Security Incident Handling Policy
- Data Classification Guidelines Policy
- Data Retention and Archival Policy
- Encryption Policy
- Incident Response Plan Policy
- Monitoring and Intrusion Detection Policy
- Patch and Vulnerability Management Policy
- Security Practices Policy
- Server Hardening Policy
- Third Party Management Policy
- Workstations Hardening Policy

## System Integrity and Continuity

Our cybersecurity program is designed according to the National Institute of Standards and Technology (NIST) 5-step framework. The framework provides system standards and best practices for the identification, protection, detection, response, and recovery from any real or potential security event or PII exposure. We maintain the program with effective operating procedures, documentation, and communication.

Our technology relies on a variety of practices to protect against external points of connectivity and security anomalies. We ensure our workstations and servers are securely configured and regularly test and score them against NIST, Center for Internet Security (CIS), and MITRE benchmarks. Our practices include web application firewalls, secure socket layer (SSL) encryption, phishing campaigns, and third-party penetration tests and audits. Independent assessments of our policies, practices, and controls are accomplished via SOC 2 Type 2 reports on the effectiveness of our and our third-party co-location providers' controls and operating effectiveness.

Our data centers are geodiverse, which provides improved network demand capabilities across our operations and lower risk in the event of a natural disaster. They are also supported with hot-hot sites that provide full-scale backups and system functionality.

Our Security Information and Event Management (SIEM) solution monitors, logs, and alerts us of privileged or elevated activities and change events across all layers of our technology stack. Alerts are investigated by dedicated IT personnel and, as appropriate, are escalated up to management and the Audit Committee. On a semi-annual basis, we review and test the effectiveness of our Business Continuity and Incident Response Plans.

#### SYSTEMS IN ACTION

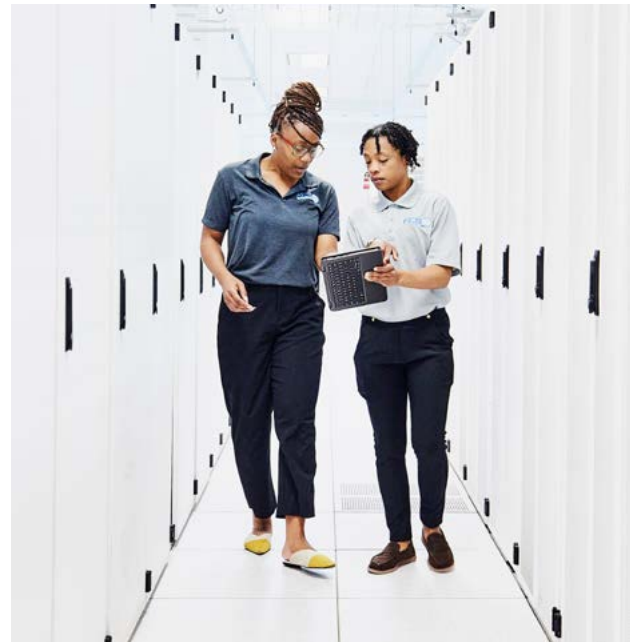
**We achieved a 99.99% uptime during the 2022 fiscal year.**

## Data Privacy

We collect and store more than two million unique risk profiles in addition to data sensitive information on our employees and operations to service our business. We respect the privacy of others and ensure we comply with all laws and regulations governing the use, access, collection, retention, sharing, and protection of sensitive information, including the Gramm-Leach-Bliley Act (GLBA) and the California Consumer Protection Act (CCPA).

Our Privacy Policy addresses our confidentiality and privacy terms for our customers and users. Confidential data is not disclosed to any third party, agent, or employee unless authorized through our systems or as required to fulfill services within our agreements. In addition, our customers provide their consumers with privacy notices that comply with federal and state privacy laws, which grants us access to applicant information.

**Visit our [Privacy Policy](#) for more details.**



## Training and Awareness

Our employees are a key element of our cybersecurity and data privacy defenses. At initial hire and every year thereafter, they are required to complete our mandatory Security Awareness Training. Employees with direct responsibilities in data privacy and security receive additional resources to support role specific training and domain accreditation.

We supplement our training program with newsletters on best practices and provide updates on our vendor threat reports to help ensure our workforce is aware of emerging issues. We also conduct routine simulated phishing campaigns to identify potential trends in system vulnerabilities.

#### TRAINING RESULTS

**Our employees' average rate of clicks on phishing links was 1.6%, outperforming the industry average of 4% as of May 2023.**

# Recognizing Our Environmental Impact

We are mindful that our operations and services have broader sustainability implications. In this area, we are taking account of our practices and new opportunities so that we may continue to deliver high-quality services and business solutions that do good.

## Operational Footprint and Office Activities

We are a service-based company with a relatively small footprint. Since the COVID-19 pandemic, we have operated as a hybrid and remote workplace, with our Austin, Texas-based headquarters as the sole office. If our employees are not local to Austin or the Dallas-Ft. Worth area, they work from home and, on occasion, meet up at coworking spaces.

We partner with a real estate investment trust that balances productivity and health across its properties for our office lease and management. Our headquarters is situated within an approximately 26-acre office park and is within a few miles' radius to trailheads and downtown Austin. On campus, the landscaping integrates local flora, and stormwater is collected for garden maintenance. Our building is ENERGY STAR® certified and has been equipped with sustainable features, such as motion-activated LED lights and water bottle refill stations. The energy we consume is provided by [Austin Energy](#), which sources from a mix of conventional and renewable power methods, such as wind, biomass, and solar.

Within our office, we employ sustainable procurement and waste management practices. We stock our common area with ecofriendly utensils and paper, rather than plastic, plates. We encourage proper waste disposal to minimize items going to landfills and emphasize recycling, which includes our furniture when possible. We also seek ways to manage our electronics by donating used devices to local charities and communities in need.

## Climate-Related Disclosures

As we continue to assess our environmental practices, we are committed to complying with all legal and regulatory requirements on climate change and greenhouse gas (GHG) emissions reporting. We are monitoring developments for enhanced disclosure requirements from the U.S. Securities and Exchange Commission (SEC) in addition to stakeholder perspectives and expectations on these matters.

## Affordable and Cleaner Vehicles

Federal and state regulations on vehicle GHG emissions' standards have increased over the past few years, most notably with the Environmental Protection Agency's rules<sup>4</sup> and the Strengthening American Leadership in Clean Cars and Trucks Executive Order.<sup>5</sup> This has ushered in a focus on vehicles that are lower- or zero-emission, which includes battery electric, hybrid, and hydrogen fuel cells.

We recognize that automotive lending companies play a role in this transition by implementing strategies and products that address the unique risks of these cleaner vehicles, while at the same time providing financing that is accessible and appealing to consumers. This is a new frontier that will take time to explore and develop. As we do so, we look forward to contributing to the adoption of these vehicles and a greener and more sustainable future.

4. EPA (January 4, 2023). "Final Rule to Revise Existing National GHG Emissions Standards for Passenger Cars and Light Trucks Through Model Year 2026." <https://www.epa.gov/regulations-emissions-vehicles-and-engines/final-rule-revise-existing-national-ghg-emissions>

5. The White House (August 5, 2021). "Executive Order on Strengthening American Leadership in Clean Cars and Trucks." <https://www.whitehouse.gov/briefing-room/presidential-actions/2021/08/05/executive-order-on-strengthening-american-leadership-in-clean-cars-and-trucks>





05

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# Elevating Our People

Supporting Our Workforce

Advancing Diversity, Equity, and Inclusion

# Supporting Our Workforce

Our motto is work because life is to be lived and enjoyed. At Open Lending, we want everyone to succeed and we make that possible by creating a fun and rewarding environment for our employees by championing our seven core values and mission-driven culture.

## Oversight and Leadership

Our Human Resources (HR) team is responsible for developing and implementing our people policies and programs. They focus on employee input and well-being as we attract and retain top talent, drive thoughtful engagement, and effect change management as our Company continues to grow. The HR team is led by our Chief People Officer with support from our talent acquisition and total rewards teams. Through their efforts, we are building teams that reinforce our culture and values with attention to teamwork, commitment, humility, and respect.

## Talent Acquisition

We want our employees to feel welcome from the moment they join us. The relationship starts with our talent acquisition team, who have been ramping up recruiting and onboarding employees over the past few years. To support their work, we developed a talent acquisition strategy that formally defines our procedures and streamlines our processes. Through this exercise, we brought on an internal recruiter to manage and promote Open Lending in direct and third-party platform-based recruitment.

## Talent Development

We strive to support the growth and development of our employees, both personally and professionally. We offer continual learning and development opportunities through training programs, educational reimbursements, and ongoing performance and development opportunities.

All new employees participate in our onboarding program, which provides a consistent and comprehensive introduction to the Company and our culture and values. Our teams offer specific training to help ensure employees are knowledgeable of their responsibilities and disciplines and have the opportunity to build skills to more effectively perform their duties and expand their capabilities. We also provide management training for all newly hired or internally promoted managers to equip them with the tools and confidence to be strong leaders.

We respect and acknowledge our employees' talents with our promote-from-within philosophy and align employee and manager expectations through our performance management program. On an annual basis, our employees participate in a formal performance review that is administered through our HR platform. We also encourage one-on-one dialogues throughout the year to maintain active discussions on goal achievements and developing aspirations.

### A GROWING TEAM

**Our employee base grew by 38% during the 2022 fiscal year, with an annual turnover rate of 14.7%.**

## Rewards and Benefits

We recognize and reward our employees' contributions and aim to ensure everyone can celebrate in the Company's success through our compensation and benefits programs.

Our pay programs are designed to incentivize performance and be market competitive. On an annual basis, we conduct compensation reviews and benchmark our pay to industry and regional practices. Compensation plans consist of a base salary, bonus, and equity compensation, where eligible. The vast majority of our employees are granted annual time-based equity awards as a measure to reap long-term rewards from the Company's performance.

Our employees' health and well-being are strengthened by our benefits programs. We encourage work-life balance and make this a reality through our hybrid and remote work environments in addition to our unlimited paid-time-off policy and holidays. We prioritize both physical and mental health with our Employee Assistance Program, which offers counselling, in addition to our comprehensive medical and dental benefits. For employees working from our Austin headquarters, they have free access to the onsite gym and community sports courts, including sand volleyball. Our benefits also consider our employees' retirement with a 401(k) plan that includes automatic three percent employer contributions regardless of whether an employee allocates funds.

## Engagement and Recognition

We believe a team-based approach is vital to our success. While our employees work in more than 25 locations across the country, we make a point of creating ways to bring everyone together.

Our CEO leads town halls on a quarterly basis to keep everyone informed of key business activities and objectives. Employees join remotely or in-person from our headquarters and have the opportunity to participate during the Q&A portion. We also conduct employee engagement surveys, which enable us to better listen to our growing workforce and inform developments of our employee-centric programs.

We take moments to celebrate our teams' accomplishments. Some of the commemorations include the "President's Club" sales initiative award and the "Rookie of the Year" award within the IT department.

**"Open Lending has always been a great place to work. They value each individual's contribution to the company, care about us as people, treat us with respect, and allow us flexibility to get our work done while having a great work life balance. I really don't think you could find a better place to work."**

Employee  
Testimonial



# Advancing Diversity, Equity, and Inclusion

Respect, humility, and doing well by doing good are fundamental to how we operate. These values permeate our culture and reinforce our commitment to diversity, equity, and inclusion (DEI) so that we may better serve one another, our business partners, customers, and other stakeholders.

## Approach and Policy

We embrace DEI by celebrating our differences. These include areas related to age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, political affiliation, race, religion, sexual orientation, veteran status, and other characteristics and interests that make each of us unique.

Through our anti-harassment policy and as an equal opportunity employer, we prohibit unlawful discriminatory practices in our day-to-day operations and our hiring practices. Both off- and on-site business conduct ought to be free of bias, prejudice, and harassment. We encourage all of our employees to report any real or perceived incidence of discrimination or harassment and to do so without fear of retaliation.

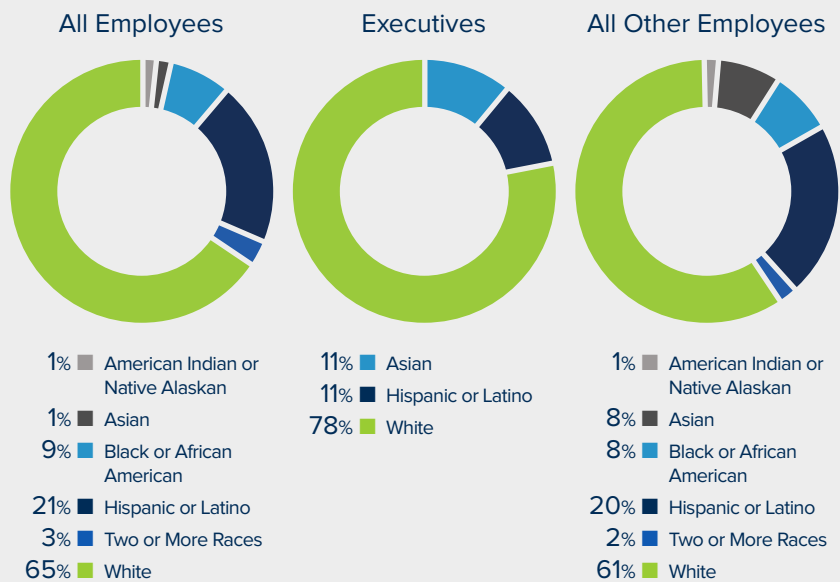
We seek to foster an inclusive professional atmosphere, and have held some office events that raise awareness of different cultures. In addition, our emphasis on balance and equity is carried through our policies and programs, including the formal adoption of a 4-week parental leave for all employees.<sup>6</sup>

6. For employees who have given birth, we offer an additional 8 weeks off, totaling 12 weeks of maternity leave with up to 100% pay.

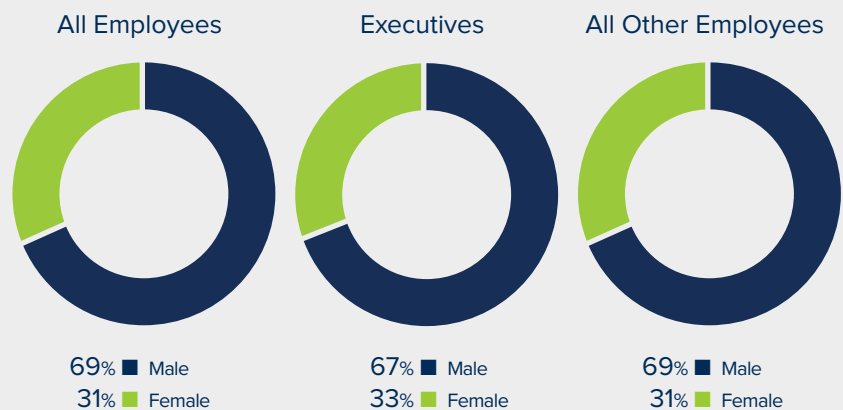
7. Gender and racial and ethnic data are as of December 31, 2022. All employees include all other employees and executives, which refers to the eight individuals of the executive leadership team. Some values do not sum up to 100% due to rounding.

## Employee Diversity<sup>7</sup>

### Race and Ethnicity



### Gender





## Dragon Boat Festival Celebration



Members of our teams participated in dragon boat races as part of our commemoration of Asian American and Pacific Islander heritage.





06

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# Furthering Our Commitment





## Furthering Our Commitment

This inaugural Report reflects our commitment to responsible and sustainable business practices and symbolizes the first step in an ongoing dialogue with our stakeholders, highlighting our progress in integrating ESG principles throughout our operations. As we embark on this journey, we recognize the importance of transparency and accountability. While we have achieved milestones in enhancing corporate governance and cybersecurity, promoting employee wellbeing and community engagement, and adopting environmentally friendly office practices, we acknowledge that there is more work to be done. Looking ahead, we are dedicated to setting even higher standards for ourselves. We are excited to drive positive change together on our path towards a more sustainable and equitable future.



07

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# Appendix

**SASB Standards Professional & Commercial Services**

**United Nations Sustainable Development Goals**



## SASB Standards Professional & Commercial Services

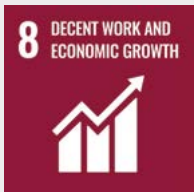

Table 1: Sustainability Disclosure Topics and Accounting Metrics

Topic	Accounting Metric	Category	Code	References
Data Security	Description of approach to identifying and addressing data security risks	Discussion and Analysis	SV-PS-230a.1	Refer to Securing and Protecting Information.
	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	SV-PS-230a.2	Refer to Securing and Protecting Information.
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	Quantitative	SV-PS-230a.3	(1) 0 (2) 0% (3) 0
Workforce Diversity & Engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Quantitative	SV-PS-330a.1	Refer to Advancing Diversity, Equity, and Inclusion.
	(1) Voluntary and (2) involuntary turnover rate for employees	Quantitative	SV-PS-330a.2	(1) 14.7% (2) 0.6%
	Employee engagement as a percentage	Quantitative	SV-PS-330a.3	Refer to Supporting Our Workforce.
Professional Integrity	Description of approach to ensuring professional integrity	Discussion and Analysis	SV-PS-510a.1	Refer to Upholding Integrity.
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Quantitative	SV-PS-510a.2	Refer to the <a href="#">Annual Report</a> . \$0

Table 2: Activity Metrics

Activity Metric	Category	Code	References
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Quantitative	SV-PS-000.A	(1) 180 (2) – (3) –
Employee hours worked, percentage billable	Quantitative	SV-PS-000.B	Not Applicable

## United Nations Sustainable Development Goals

UN SDG	Open Lending Contributions	References
	We support productive employment and talent development through our recruiting and human management programs and policies. We have adopted performance reviews, conducted internal training, and offered tuition reimbursements to improve our employee's skill sets. In addition, we support a promote-from-within philosophy to encourage talent growth and career development.	Refer to Supporting Our Workforce.
	We are a company committed to respecting the diversity among us all and creating a workplace that offers opportunities for all of our employees to succeed. We have initiated programs to celebrate our uniqueness and raise awareness of cultural events and enhance our practices, including a formal parental and maternity leave policy. We adhere to all legal and regulatory requirements and do not tolerate any forms of discrimination or retaliation.	Refer to Advancing Diversity, Equity, and Inclusion.

### Forward-Looking Statements

This report includes certain statements that are not historical facts but are forward-looking statements for purposes of the safe harbor provisions under the United States Private Securities Litigation Reform Act of 1995, including statements related to market trends, consumer behavior and demand for automotive loans. Forward-looking statements generally are accompanied by words such as “believe,” “may,” “will,” “estimate,” “continue,” “anticipate,” “intend,” “expect,” “should,” “would,” “plan,” “predict,” “potential,” “seem,” “seek,” “future,” “outlook,” and similar expressions that predict or indicate future events or trends or that are not statements of historical matters. These statements are based on various assumptions and on the current expectations of the Company's management and are not predictions of actual performance. These forward-looking statements are provided for illustrative purposes only and are not intended to serve as, and must not be relied on by any investor as, a guarantee, an assurance, a prediction or a definitive statement of fact or probability. Actual events and circumstances are difficult or impossible to predict and will differ from assumptions. Many actual events and circumstances are beyond the Company's control. These forward-looking statements are subject to a number of risks and uncertainties, including general economic, market, political and business conditions; applicable taxes, inflation, supply chain disruptions including global hostilities and responses thereto, interest rates and the regulatory environment; the outcome of judicial proceedings to which Open Lending may become a party; failure to realize the anticipated benefits of the business combination with Nebula Acquisition Corporation; and other risks discussed in our filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K for the year ended December 31, 2022. If the risks materialize or assumptions prove incorrect, actual results could differ materially from the results implied by these forward-looking statements. There may be additional risks that the Company presently does not know or that they currently believe are immaterial that could also cause actual results to differ from those contained in the forward-looking statements. In addition, forward-looking statements reflect the Company's expectations, plans or forecasts of future events and views as of the date of this report. The Company anticipates that subsequent events and developments will cause their assessments to change. However, while the Company may elect to update these forward-looking statements at some point in the future, the Company specifically disclaims any obligation to do so. These forward-looking statements should not be relied upon as representing the Company's assessments as of any date subsequent to the date of this report. Accordingly, undue reliance should not be placed upon the forward-looking statements.



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