



Sustainability Report for Roslagens Sparbank 2010

NÄRPRODUCERAD
BANK

GRI and COP Reports

A savings bank acts both as a bank and as a catalyst in the community. As such we have been committed to working with sustainability issues since the start in 1859.

We have now chosen to report our work according to the current GRI (Global Reporting Initiative) standards for sustainability reporting. A GRI Report adds a new dimension to our sustainability work, supporting dialogue with stakeholders and helping us to further develop our sustainability work.

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We also want this report to show our support for the UN Global Compact's ten principles in the areas of human rights, labour, the environment and anti-corruption, and how we apply them in our day-to-day work. The GRI Report accounts for several measurable aspects of our operations where we show how we are living up to the UN Global Compact principles.

This year's Sustainability Report has been complemented with a COP Report (Communication on Progress). This is part of our bank's participation in the UN Global Compact, a network consisting of more than 5000 companies and organizations, which Roslagens Sparbank became a member of in 2009.

Our Savings Bank Policy lays the foundation for our work, and is the equivalent of our Code of Conduct. Along with a number of other policies and guidelines, our Savings Bank Policy secures our operations, in a co-worker, client, authority and stakeholder perspective. These are all accounted for in the GRI Report.

This is Roslagens Sparbank's second Sustainability Report. We apply the GRI at C+ level in our sustainability reporting, which has been externally assured by KPMG. The reporting period corresponds to the annual financial report, i.e. calendar year. (3.3).

This Report refers to the calendar year of 2010. (3.1) In this year's report an account has been added under Social, containing clarifications regarding the bank's commitments in the community, including the amounts of the contributions made. Furthermore, information about environmental impact in terms of paper consumption, waste disposal and recycling of confidential documents, has been added under Ecological. (3.11) No restrictions has been made in comparison to the 2009 edition, which was published in April 2010 (3.2, 3.11)

The Report covers all of Roslagens Sparbank without any limitations of the operations. (3.6, 3.7, 3.8)

How to read the Sustainability Report

The structure of this Report follows the GRI index for Sustainability Reports. We have chosen to illustrate the different indicators with colors. There is a key for these color illustrations included in the index table on pages 25-26, and on the pages 28-29.

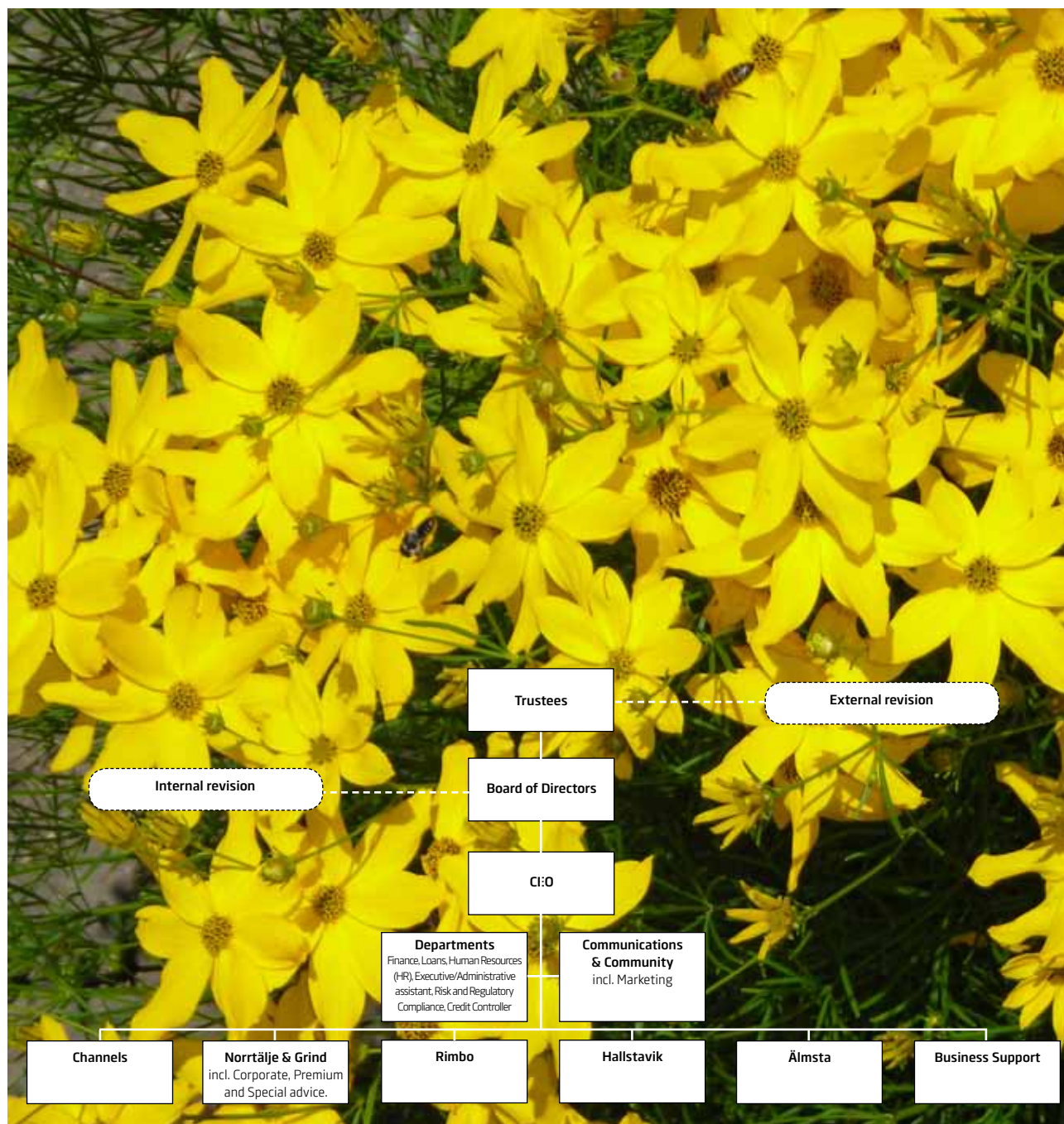
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Organization Chart for Roslagens Sparbank

From October 1, 2010 the organization of Roslagens Sparbank is as follows: (2.3, 4.1, 4.3)



Board of Directors 2010

Pettersson, Kurt ordf.
Hultin, Mats vice ordf.
Nordström, Dag, VD
Eriksson, Mats
Malmgren Hansen, Audrey
Pfister, Eva
Srndovic, Aleksandar
Öst, Lillemor
Törnsten, Sten, vVd

Co-worker representatives

Hellgren, Catrin
Berglund, Markus
Linde-Wiberg, Jenny

Trustees 2010*

Angleryd, Louise
Berggren-Karlsson, Kerstin
Brile, Claes-Göran
Elisson, Dan-Åke
Eriksson, Roland
Hofbauer, Andreas
Lodenus, Per

Norén-Mellin, Lena
Pettersson, Göran
Ronquist, Tomas
Stymne-Bratt, Hanna
Sundblom, Lenneke
Svanström, Ewy
Svenonius, Lena
Wedberg, Bridget
Werlinder, Alf
Åsbrink, Birgitta
Öst, Mikael
Brask, Heléne

Edlund, Hans
Frisk, Christina
Jacobsson, Hans
Karlsson, Johan W
Lennartsson, Leif
Lewerentz, Ann
Lidén, Anders
Roxell, Charlotta
Sandin, Stig-Olof
Säterli, Margareta
Tamp, Peter
Viktorsson, Gun-Britt

Wennerfors, Åsa
Westermarck, Liv
Åhman, Britt-Marie

Accountant

Jan Larsson

* There are currently two vacancies open.

Unions

- Finansförbundet
- SACO

CEO's message

2010 was the year when the 200 years old – or young! – concept of the savings bank made its big comeback in Sweden. (1.1, 2.1, 2.9, 3.11)

The advantages of running a locally established banking business based on sound financial long term thinking, was indeed highlighted in the media at the end of 2009, the year of the great financial crisis. However, in 2010 the importance of saving and the benefit of economizing became an important issue for many more people.

You see it in the media, in the selection of services of the major banks, and in our result for 2010, where there has been a great increase in savings during the latter part of the year, especially in traditional savings.

Reaching our targets

In our four main target areas, the outcome can be summarized as follows:

- Higher client satisfaction. Both the Retail market and the SME's (Small and medium enterprises) rated the bank higher in the Swedish Quality Index (SKI) in 2010 than in 2009.
 - Higher co-worker motivation and commitment. According to the annual co-worker survey, the share of empowered co-workers (motivated, taking responsibility and has authority and support) remains unchanged, 48%.
 - Community and Sustainability. SKI shows that 88% of the Retail market consider the bank to contribute positively to the development of Roslagen.
- Result and Return. The result before any balance-sheet allocations or taxes amounted to 47,4 MSEK. (86,9 MSEK). The difference from 2009 can mainly be attributed to a post of 23.3 MSEK regarding the value of rights issues for a seasoned equity offering by Swedbank. The result for 2009 also includes a reversal of impairment of financial assets. However, comparable figures for the core business, such as net interest margin, shows a positive development compared to 2009.



Expectations for next year.

In 2010 the Global and Swedish economies has recovered faster than expected from the financial crisis and the following effects on the real economy. Although Roslagens Sparbank's operations are limited to Municipality of Norrtälje, our bank is still effected by the global financial development. However, the economic upturn is driven by a number of temporary effects. Why does the higher level of growth rest on such a fragile foundation? Low nominal interest rates and extensive stockpiling has contributed positively to the rising economic activity. The fiscal policy has been expansive in several industrialized countries. This has involved quickly deteriorating public finances, which is not sustainable over time. In Sweden, the public finances have instead been strengthened during 2010 and are now among the strongest of the EU countries. Sweden's national debt is expected to subside even further during the next two years, thus there is room for more fiscal stimulus measures in Sweden instead of budget cuts, should the global economy worsen beyond expectations.

The interest rate hikes which started in 2010 are expected to continue during 2011. In combination with the already high level of debt in Swedish households could lead to an increase in household savings, while it could have a negative effect on consumption. Since access to funds has been one of the main problem areas during the last few years, the loan-to-deposit ratio is expected to become increasingly important. The high level of debt in Swedish households also makes savings even more important, and puts the mission for the savings banks to promote sound finances for their clients and the community in the spotlight. We believe that the level of credit losses during 2011 will remain similar to that of the last two years.

Strategic priorities

Our bank's success factors, what we have chosen to focus on to become successful and appreciated, is:

- Increased activity and availability
- More intimate and distinct savings bank
- Sustainability

In our business operations, the development of competence, professional roles and routines continues. The availability is also improved by means of extended opening hours, mainly for booked appointments, but also by means of the bank bus that was launched in the spring of 2010. During the fall of 2010 the structure of the bank's management was changed to increase focus on business and clarify the roles of Business operations – Business support – Business department.

Being a more intimate and distinct savings bank is all about developing and using the savings banks unique assets even in business – and vice versa . A good example is the on-going work with microcredits, but in 2011 the bank's offers related to environment improving measures will also be developed, such as installing plumbing in the many summer houses in Roslagen. Promoting economizing and sound finances has been a founding pillar for Roslagens Sparbank's operations since the start in 1859. Today that entails competitive interest rates for savings accounts, but also qualified personal financial guidance – and continued education on private finance for young people in schools.

The environmental work, where the bank has been one of the pioneers in the savings bank movement and Swedish banking since the ISO certification in 2002, continues. As does the support for projects such as Ung Företagsamhet and Snilleblixtarna,

where childrens' and young peoples' enterprising spirit and creativity are encouraged.

Sustainability Work

Being a savings bank means being both a bank and a catalyst for the community. To be socially responsible, to benefit society and to be a catalyst for the development of the local community, is deeply rooted in the operations and the history of our bank.

Doing so in a way that contributes to long term sustainable development – economically as well as ecologically and socially- also comes very natural to a savings bank. In May 2010 it was 200 years since Ruthwell Savings Bank started in Scotland. What was new about the savings bank in Ruthwell was that anyone could deposit any amount of money and maintain the free right of disposal, the self-help of the time, for the less fortunate. The surplus of the business funded social efforts. In the fall of 2010 it was also 190 years since the first savings bank in Sweden was founded in Gothenburg.

The ecological aspects of sustainability also becomes naturally evident to a bank operating in an area like Roslagen, where the beautiful natural setting is an important asset, attracting both existing and new residents and a large number of seasonal residents and tourists during the summer. Water issues and the closeness to Östersjön, is a good example of issues that make a long term sustainable outlook on growth and development absolutely necessary.

Our vision- an attractive, open and growing Roslagen – is very much alive, not least in a sustainability perspective!

DAG NORDSTRÖM, CEO

What Sustainability means to us

An attractive, open and growing Roslagen. That is our vision. We are firmly grounded in Roslagen – a savings bank cannot move – which is why the future of our bank is depending on the region to keep growing. At the same time, economizing is a core concept for a savings bank, and to us that is not only about saving money, but also saving our natural resources. That is why our bank works for a long-term sustainable development; ecologically, economically and socially. (2.5, 2.6)

As guidance for all co-workers and managers in their day-to-day work, we have policies, instructions and guidelines for direction and support. These all act as a seal of quality for our clients, and as a guarantee towards authorities and other stakeholders, that our work follows laws, rules and regulations.

Our savings bank policy is the very foundation of our management model. In addition to that we also have policies for internal management and control, rule compliance, ethics and communications and information, with accompanying guidelines and instructions. These documents are based on our vision, our success factors (Greater Activity and Accessibility, a More Intimate and Distinct Savings Bank and Sustainability) and our values (Commitment, Positivity and Mutual Respect).

What is special about the savings bank

Roslagens Sparbank is an independent savings bank (2.6) with headquarters in Norrtälje. The area of business is the Norrtälje district, Sweden. The bank is governed by a group of trustees, half of which are appointed by the local authority. This group then appoints the other half. The 36 trustees represent clients and members of the local community. One of their tasks is to elect the Board of Directors.(4.1)

We cooperate closely with Swedbank in terms of IT systems and we provide their products in our selection of services. The cooperation with Swedbank, and over 60 other independent savings banks in the country, offers our clients access to a nationwide branch of offices, and qualified competence within all financial areas. (2.3)

Our values

Our values are meant to serve as guidance on how to treat each other; with commitment, positivity and mutual respect. It is important to create opportunities for commitment, to think positively about possibilities in an open climate, while showing respect for both each other and oneself as well as for the environment and future generations.

Why does Roslagens Sparbank work with sustainability?

A savings bank is both a bank and a catalyst in the community. This means we bring a wider world perspective to local matters, such as social development, than any normal bank would.

In that sense, Roslagens Sparbank has worked with sustainability since the start in 1859. As of the fiscal year of

The past year

Result for 2010

	2010	2009	2008	2007	utveckling	sidhänvisn
Marketing/Market						
Revenue	193 614	233 568	204 856			8
Quality index, Customer Satisfaction – Personal	75,6	74,8	74,2	76,0	▲	17
Quality index, Customer Satisfaction – Business	73,5	71,2	72,1	73,6	▲	17
Co-workers						
Sick leave(M/F)	1,3/3,4	2,4/3,0	2,3/3,6	2,4/4,3		19
Motivated co-workers, voice survey/index	76%	82%			▼	19
Environment						
Emissions – electricity and heating, tonnes of CO2e	3,17	2,5	3,5	3,4	▲	12
Emissions – Business Travel, tonnes of CO2e	37,58	19,23	14,3	10,7	▲	12

2009 we have also chosen to disclose our work and accomplishments according to current GRI (Global Reporting Initiative) standards for Sustainability Reports. The GRI Guidelines (including reporting principles for materiality, stakeholder inclusiveness and sustainability context) has been used for defining the contents of this report. Our intention has been to create a comprehensive report describing the most important economical, ecological and social areas of responsibility for our business operations.

Sustainable development

To Roslagens Sparbank, sustainability has to be economical, ecological and social. There is a strong connection between these concepts and our vision of an attractive, open and growing Roslagen, and they are also part of our strategic priorities. There is a natural connection to the origin of the savings bank, where economizing – with money as well as other resources – has always been a carrying concept.

Economically – includes creating conditions for and supporting a productive business climate, and promoting sound household finances for our clients, both private and corporate.

Ecologically – includes contributing to a minimized impact on the environment and on people's health, by taking direct action and being a positive inspiration to other actors in the region.

Socially – includes being a good employer to our co-workers and to govern and develop good relations with our business partners, both clients and suppliers.



How are we working for sustainable development?

These issues are part of our bank's overall business plan, which is re-developed through a process that begins with a resolution by the Board of Directors, regarding goals and strategy. Later all co-workers become part of shaping and planning activities for each business operation. This top-down, down-up process is finalized when the Board of Directors lay down an overall business plan for the next three years.

An Environment Officer is appointed by management and is supported by an Environmental Agent at each office and department. Together they form an Environmental Group whose objective include supporting the co-workers in the environmental work. Ultimately the responsibility for our bank's environmental work rests on the CEO. The deputy CEO is the savings banks management's representative in environmental issues.

Economically

Roslagens Sparbank's financial management is regulated by a Risk Policy, a Policy for Internal Management with accompanying guidelines and other documents. These are the main tools for our bank's Board of Directors to secure the quality of the operations from a client and stakeholder perspective.

As a local bank we consider ourselves to be a catalyst for companies and households in the local community, by contributing to a well-developed financial infrastructure. The primary goal is to create conditions for and support a productive business climate and to promote sound household finances for our clients. In a savings bank the finances of the bank also benefit the savers and the members of the community at large, since the bank is "owned" by them.



GOVERNING DOCUMENTS IN THIS AREA

10

[Risk Policy](#)
[Policy for Internal Management](#)
[Savings and Loans Policy](#)
[Liquidity Risk Guidelines](#)
[Market Risk Guidelines](#)
[Operational Risk Guildelines](#)

Direct economic value generated and distributed

EC 1

Direct economic value generated

Revenues	193 614 tkr
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Economic value distributed

Operating costs	-53 002 tkr
Employee wages and benefits	-72 302 tkr
Payments to providers of capital	-20 558 tkr
Payments to government	-8 544 tkr
Community investments	-8 500 tkr
Economic value retained	30 708 tkr

Financial implications and other risks and opportunities due to climate change



Around the world there is a growing awareness about climate being an important matter for everyone. It has become especially noticeable in the financial sector. An important task for banks and other financial institutions is to make sure there are competent people getting the information out on the climate issue to clients and co-workers as a pro-active measure.

BASELII, the recommended laws and regulations for the financial market, clearly points out the importance of identifying risk factors, and that includes factors of climate impact in the business operations, both internal and external.

Training in policies and procedures



Every two years the department of Risk and Compliance follows up on the co-workers knowledge of the bank's policies and guidelines. About every three years there is also training within the field of policies, guidelines and instructions.

Economical, ecological and social sustainability in business banking

Both Swedish legislation and our bank's policy states lending of funds must be done in a responsible manner. Since 2010 we have been performing environmental analyses, on top of the standard considerations and verifications, for all business loans for amounts of five MSEK or more.

The purpose of doing this is to prevent business clients from ending up in a situation which might bring about badwill and financial loss due to environmental accidents. The work with environmental analyses will be evaluated annually in connection to the environmental review done by management.

For our selection of services for business clients we are currently looking into the possibility of expanding the competence and services of our Telephone Bank to also be available to business clients. Since advising and other services can be provided over the phone, it presents a possibility to save money as well as limit the environmental impact.

Economical, ecological and social sustainability in personal banking

Helping people to a more secure future was one of the main reasons for establishing Roslagens Sparbank in 1859. Since then we have kept working for economical sustainability – in other words, sound finances for our clients.

Before lending to private persons, there is always thorough investigation of the client's repayment capacity, other financial assets and family situation. Hence insurance advice has become an important element of lending, in order to minimize financial problems, in case of long-term illness, unemployment or any other unexpected event such as death. Savings is one of the founding pillars for our bank's long-term work for a secure existence for our clients. Our routines are currently being revised, adding annual meetings with clients as a prioritized area for private financial advice. The 2010 client satisfaction survey (SKI) show that our routines so far has been much appreciated.

Ecologically

Roslagens Sparbank's success factors include economically, ecologically and socially sustainable growth. In order to strengthen the sustainability work in our business operations, our Board of Directors has laid down the following policies and guidelines with accompanying instructions.

Being mostly office based, the nature of the operations makes the banks direct environmental impact relatively small. The environmental impact of banking is instead mostly indirect, via clients, businesses and suppliers. We are a local savings bank and thus a central actor in the community. That enables us to influence the environmental awareness and work of our stakeholders. Perhaps the most important activity, apart from affecting attitudes and knowledge through information, and activities such as Världsmiljödagen and Earth Hour, is increasing the use of cards and Internet banking services. That way we can reduce the environmental impact of both cash handling (involves a lot of transportation, among other things) and clients travelling to and from the offices.

GOVERNING DOCUMENTS IN THIS FIELD/AREA



Savig's Bank Policy
Environmental Policy
Communication Policy
Credit and Risk Policy



Targets and outcome



Targets 2010

Increased use of cards and internet banking services by improving the E-factor* to 6.5

Client awareness of Roslagen's Savings Bank's environmental work to be at 65 % in the Swedish Quality Index survey for 2010.

Outcome

OK, outcome 7,4

Outcome private market 45 %
Outcome corporate market 51 %

Targets 2011

Increased use of cards and internet banking services by increasing the E-factor* to 7,5

Client awareness of Roslagen's Savings Bank's environmental work to be at 65 % in the Swedish Quality Index survey for 2011.

*Increased E-factor shows decreasing cash withdrawals from cash machines and increased use of cards and Internet services.

In a 2010 comparative survey of different ISO14001:2004 certified savings banks, Roslagens Sparbank came in fourth place with a share of card transactions of 84,2 % of the total transactions. The best bank was Sparbanken Ulricehamn with a share of 84,7 %. The comparison included 26 of the 63 savings banks in Sweden.

The first Climate Neutral* bank

EN 30

As of 2006 our operations are climate neutral. This means we work on improvements every year to decrease our climate impact, and offset for the emissions we still see in our operations. In co-operation with Respect Sustainable Business, we at Roslagens Sparbank have made an inventory of our greenhouse gas emissions and compensate financially for the greenhouse gas emissions measured during the past year.

Through the collaboration with Respect, all the money paid as compensation for greenhouse gas emissions go to environmental projects appointed and supported by the UN (so called CDM-projects). For 2010, Roslagens Sparbank's emissions amounted to 128 t (of which 83 t was caused by staff commuting travel). For that we pay a compensation fee of 27 800 SEK.

The offset for 2010 went to Gayatri Agro, a biomass fueled power plant in India. Project Gayatri Agro results in carbon dioxide emissions being reduced by 21 000 t per year. For more information you can look up CDM-project number 0797, or go to the website <http://cdm.unfccc.int/Projects/DB/DNV-CUK1165495428.17/iProcess>

* Climate Neutrality is a concept introduced by Respect, meaning that Roslagens Sparbank offset for the emissions we know about, and report according to the climate emissions calculation tool Svante.

Our own environmental impact

7 8

The environmental impact of Roslagens Sparbank mainly consists of energy consumption, business travel and purchased transportation along with paper consumption. Our bank has an Environmental Group in charge of environmental management, consisting of a central Environment Officer and an Environmental Agent at each office and department.

As of 2002 we are ISO 14001 certified, and running a systematic environmental improvement work. The work towards reaching the environmental targets is led by the Board of Directors, setting the overall targets for our Bank. These then form the basis for business plans and on-going follow-ups for each department.

Kilowatt hunting

EN 7

Since the late 1990's our bank has been working actively to cut down on energy consumption.

The total energy consumption was reduced by about 40 percent, from about 870 000 kWh to 530 000 kWh. From 2004 until today, we are seeing an increase, mainly due to extended opening hours at the headquarters corresponding to about 25 % since 2008. The winter 2010-2011 was much colder than it has been for many years, which resulted in an increased consumption of district heating. For the future plans of our operations we will look into the possibility of reducing the overall development of our energy consumption. In every department of

our bank we continuously work on our routines to turn off lights, change to less energy consuming machines such as new printers, copying machines and computers.

Business travel and own cars

EN 29

Our Instructions for Business Travel states that environmental impact is to be taken into consideration when choosing means of travel for business journeys. This means choosing bus over car, rail over air, electronic tickets over paper tickets and renting class 1 eco-cars etc. Phone conferences should always be considered as an option to traveling.

For procurement of travel or purchasing vehicles the bank's instruction for purchases must be followed. The instruction states that our environmental policy must be considered and that purchases should be made from a supplier who has an established environmental work, preferably an environmentally certified company. Companies in our region should, if possible, also be prioritized. The emissions from business travel have continued to increase during 2010. That can to a large extent be contributed to an increase in flight due to a staff journey to Berlin, which was executed with half of the staff during December 2010. (The other group of co-workers will be going during the spring of 2011. The reason for this is that the originally planned journey was canceled due to weather conditions.)

Produced waste 2010

EN 22

Waste to incineration*	9750 kg
Newspapers and magazines	878 kg
Hazardous waste**	19 kg
Copying paper***	14500 kg

* Domestic waste to incineration

** Mostly fluorescent lamps, computers and screens

*** Recycled by IL-recycling

Greenhouse gas emissions, tonnes of CO2e

EN 16 EN 17

	Ton	Andel
Scope 1*	1,14	0,01
Scope 2*	3,17	0,02
Scope 3*	123,63	0,97
	127,94	1

* Scope refers to the GHG protocol <http://www.ghgprotocol.org/files/ghgp/public/ghg-protocol-revised.pdf>

Waste handled by Samtek 2010



EN 22

Paper packaging	90 kg
Corrugated cardboard	750 kg
Plastic packaging	122 kg
Metal	28,8 kg
Glass	0 kg
Newspapers and magazines for recycling	304 kg
Waste for incineration with heat recovery to district heating	907,5 kg

Own cars are the most common means of transportation for commuting purposes, as the infrastructure for public transport in the area is not entirely

sufficient. In spite of that, commuting by car decreased in 2010 while travelling by bus had increased. In 2010, the reporting of commuting and business

travel has been optional, and about 60 % of the co-workers has chosen to report. Starting 2011, reporting business travel will be mandatory.

	Consumption				Climate impact (tonnes of CO ₂ e)*			
	2007	2008	2009	2010	2007	2008	2009	2010
Company owned car, direct energy consumption by source in litres  								
Ethanol E85 (litres)	1446	1252	1900	1535	0.380	0.320	0.82	0.66
Diesel				191				0.48
Total	1446	1252	1900	1726	0.380	0.320	0.82	1.14

Company owned car, direct energy consumption by source in kilometres

Ethanol E85 (km)	16305	11870	14740	16782				
Diesel				2725				
Total	16305	11870	14740	19507				

Indirect energy consumption by source

Electricity, Bra Miljöval (MWh)	238	223	585	785	0.019	0.018	0.012	0.020
District heating (MWh)	540	549	389	486	3.380	3.550	2.520	3.150
Total	778	772	974	1271	3.399	3.568	2.532	3.170

Indirect energy consumption from business travel

Air (km)	18418	37362	10296	91846	5.080	9.950	2.86	25.21
Train (km)	2124	1546		4060	0.002	0.001		0.00
Bus								
diesel (km)	12459			13017	0.430			0.83
biogas (km)	16798	19827		160	0.230	0.270		0.00
ethanol (km)			19187	1979			0.42	0.04
Employee owned cars								
petrol (km)	11465	8066	51110	33083	2.350	1.650	10.22	6.62
diesel (km)	12459	5520	21900	33083	2.240	0.990	4.23	4.80
ethanol (km)	714	19635	25014	1085	0.050	1.470	1.50	0.07
Total	24638	33221	127507	178313	10.382	14.331	19.23	37.58

Indirect energy consumption from commuting

Train (km)	4400	3360			0.004	0.003		
Bus, diesel (km)				100628				6.42
Bus, biogas (km)	35222	128300		720	0.470	1.720		0.06
Bus, ethanol (km)			139150	267			3.03	0.01
Car – petrol* (km)	183882	216138	335986	280042	40.450	47.550	67.2	56.01
Car – diesel* (km)	36000	71015	104899	141849	6.950	13.710	20.25	20.57
Car – ethanol* (km)	49120	54305	10265	6004	3.680	4.070	0.62	0.36
Total	308 624	473 118	590 300	529510	51.554	67.053	91.1	83.43

* Rättat korrekturfel för 2007-2009 utifrån 2009 års Hållbarhetsredovisning

Indirect energy consumption from transportation, suppliers

Petrol (m ³)	0.0078	0.0078			0.020	0.020		
Diesel (m ³)	0.5	0.5	0.327	6240	1.360	1.360	1	1.21

Paper consumption (tonnes)

Paper consumption (tonnes)	4.55	2.56	3.59	3.95	1.360	0.750	1.20	1.18
Total	4.55	2.56	3.59	3.95	1.360	0.750	1.20	1.18

(ton) CO₂ekv Scope 3

* CO₂e includes methane, nitrous oxide, and carbon dioxide.

Raising customer awareness

EN 26

Perhaps our biggest contribution for the environment is inspiring others around us to raise their environmental awareness.

In 2010 our target was that 60 percent of our customers would answer yes to the following question: "Have you noticed that Roslagens Sparbank is working actively for the environment in Roslagen". We did not completely reach this target, only 45 percent of personal clients and 51 percent of business clients answered yes to that question (according to SKI).

This has brought about a number of activities with the aim of reaching the target for 2011. The work is now being focused on creating more information about the bank's work for economically, ecologically and socially sustainable development. The information will be displayed in the office windows and will also be an important message during client meetings, events and functions.

In 2011 an English version of Roslagens Sparbank's Sustainability Report will be added to our website along with more information about environmentally friendly products. Information about ongoing work and activities in the environmental field will also be published on the website as it becomes available.

Environmental testing of suppliers

7

During 2010 a framework for environmental testing of suppliers has been developed, based on our bank's environmental policy and instruction for purchasing and procurement. The environmental testing will start in 2011 and be sent to all new suppliers, starting in April.

Environmentally profiled product and services

EN 6 9

Roslagens Sparbank has a wide selection of environmentally profiled products and services for the Retail market as well as

for small and medium sized enterprises in savings, naming for example environment and ethics funds developed and managed by Robur.

Debit and credit cards are important products to promote in order to decrease the needs for cash and so forth the impact on environment and safety for the staff handling cash. There are cards with a direct connection to environmental work, such as the WWF card where the holder continuously contribute to their operations.

For the Retail market there are Energy Loans for those who want to improve their property from an environmental perspective. Among the products in loans there is also a Green Car Loan.

World Environment Day (WED)

EN 26

Every year we acknowledge World Environment Day on June 5th. In 2010, clients who visited our offices were given information about energy saving lights, in cooperation with local company Ljusexperten. The activity was about highlighting the difference in electricity consumption between a regular light bulb and an energy saving light.

Caring for climate (4.12)

Anyone who wants to influence others must have high credibility and aim to be a role model in their community. In the spring of 2009, Roslagens Sparbank signed the UN's Caring for Climate, which means we want to demonstrate leadership on the issue of climate change.

Companies in the Norrtälje district are invited to joint action

8

In 2010 there has been intensive networking in order to inspire more entrepreneurs all over the Norrtälje district to work for sustainable development. The work has been based on a dialogue with Respect Sustainable Business AB, who has been positive about launching a local pilot project in which half of the compensation for carbon dioxide emissions would act locally and the other half would as before go to projects

appointed and supervised by the UN. A series of meetings and briefings has been held by Dag Nordström, Roslagens Sparbank's CEO, and Katarina Ekspong, Norrtälje Tidning's SEO. The purpose has been to start a local sustainability fund, financed by companies that offset carbon. By having more companies commit, the sustainability work is also spread within the operations and would thus have a greater foundation in the community. As of yet however there are only a few companies that has shown interest in the local sustainability fund, which means this work will continue in 2011.

The first charging stations in the Norrtälje district

9

In 2010, the first public charging station for electric cars was opened in Norrtälje. It is the first of about a half dozen that are planned in the Norrtälje district. Roslagens Sparbank initiated the investment made together with Norrtälje Energi, the local authority's main property owner. Roslagens Sparbank will also exchange its company car for an electric car during 2011. Today there is no dealer in the district who sells electric cars but hopefully a new market will be created for them once the new charging stations are in place.

Paper consumption

EN 1

Copying paper, envelopes and marketing paper is by far the largest post under material for our bank. Our target is to minimize this consumption by increasing the share of E-clients (clients who do most of their banking business online, over the phone and using a card). In 2010 the amount of paper used was slightly more than 3,95 t.

Waste

EN 22

All the waste in Roslagens Sparbank is sorted, and materials such as paper and plastic are recycled. Other waste goes to incineration. Hazardous waste consists mostly of discarded computers and screens.

Social SO1

Roslagens Sparbank wants to be a positive force and a catalyst in the community, both by providing good banking services and high quality financial expertise, and by supporting activities and projects contributing to sustainable development and growth.

Part of the bank's annual surplus is thus brought back to the community of Roslagen. In recent years, about 20 % of the profit after taxes and balance-sheet allocations has been deposited into the bank's foundations for culture & economy; research & education; and youth accommodation and also spent on community activities..

GOVERNING DOCUMENTS IN THIS AREA

[Savings Bank Policy](#)
[Environmental Policy](#)
[Policy for Regulatory Compliance](#)
[Ethics Policy](#)
[Policy for Human Resources and
Organization with accompanying
guidelines](#)
[Communications Policy](#)
[Guidelines for Community Work](#)



Bank and catalyst for the community

The objective of the bank is formulated as follows:

By being a savings bank we shall influence and advance development towards an attractive, open and growing Roslagen, making it possible for everyone with a connection to Roslagen to reach their goals.

By being a savings bank, we mean:

- Being a catalyst for the community, raising debate, stimulate investments and performing development activities
- Developing financial concepts, and marketing and selling financial products and services.
- Spreading the savings bank concept

The benefit for the community makes us special

A savings bank is special in the sense that it shows loyalty to its local community, knows the local conditions and creates conditions for local economic and social growth. In order to be unique as a saving bank it is necessary to have a well-founded interest in and focus on our clients. An "open" Roslagen is easy to visit and to live and work in. We believe the presence of our bank can make everyday life here easier. We also support projects and collaborations that can improve infrastructure. Sustainable business development also makes living and working in Roslagen more attractive.

Activities in the areas of benefit for the community, and social sustainability

Hallstaviksnätverket

Since 2007 our bank supports Hallstaviksnätverket's work to turn around the development in the northern parts of the district. The support has included sponsoring part time project managers and renting of premisses for the network. Roslagen's Sparbank was

also one of the founders of Hallstavik Invest AB in November 2009 – an initiative to get more companies to Hallstavik.

Inspiration Roslagen 2010

One way for us to show our bank's social commitment and inspire others who wants to work for a sustainable development in Roslagen, is the annual inspiration day – Inspiration Roslagen. The 2010 edition attracted more than 200 people who got to listen to Maud Olofsson, and Vanja Lundby-Wendin, president of LO.

Sparbanksdagen – Family Day

Every year Roslagen's Sparbank arranges a major function for families, children and young people, Sparbanksdagen. This function, which is always held on the second Saturday in June, in Societetsparken in Norrtälje, offers many associations and clubs the opportunity to show their operations and activities. In addition to these activities Sparbanksdagen also includes the final of our bank's talent show for children, Talang Roslagen. Our bank also uses this opportunity to treat our clients, But also any one who wants to join in, (Sparbanksdagen is free and open to everyone) to a performance by a national artist – In 2010 the artist was Erik Grönwall, the newest winner of Idol at the time.

Roslagenambassadörer

Roslagen's Sparbank loves Roslagen. This is why it has also been very natural to offer all co-workers training to become Roslagenambassadörer. The first five graduated in October 2009.

Ung Företagssamhet (UF)

Our bank has had a close cooperation with UF Stockholm for many years. Thanks to UF, high school students get to run a business as part of their regular school program for an entire school year, and thus learn what it is like to be an entrepreneur. The students also get to make useful business connections.

Statistics from UF are very impressive: one out of five of the UF students start a business with about five employees within ten years! As part of the work with UF our bank also hosted three functions on its own in 2010 – a local kickoff in the fall, a fair at Christmas time, and a local UF final in the spring. During 2010 our bank's sponsorship of UF amounted to about 200 000 SEK

Egen Sommar

The experiences from UF also laid the foundation for our bank's praised projects "Egen Sommar". In 2009 Roslagen's Sparbank started an initiative where some 15 young people received help creating their own summer job by starting a business. The project was much appreciated and therefore continued in 2010 with about a dozen young people.

Snilleblixarna

Snilleblixarna is a national concept for stimulating creativity and ingenuity in schools, where in less than two years more than 150 teachers has been trained in the Norrtälje district, thanks to the support of our bank.

Sponsored Children Panumat and Surachai

Since 2000, Roslagen's Sparbank sponsors two children in northern Thailand. A girl named Panumat who is in school and dreams of becoming an architect, and a boy named Surachai who has yet to find out what he wants to be. These children's interests are being looked out for by Kids Arks who also makes sure the children's money (about 6 500 SEK per year) go to their schooling..

The Red Cross

In 2010 Roslagen's Sparbank made a contribution of 50 000 SEK to the Red Cross' work in Haiti.

Cancerfonden

Another organization supported by Roslagen's Sparbank is Cancerfonden. In 2010 our bank contributed with 12 000 SEK.



10 crowns for the environment

Roslagen's Sparbank has developed a profiled debit and credit card, "Clas-sickortet". As a bonus for both personal and business clients, the bank offers business clients to make special offers to card holders. For every new card sold, 10 SEK is donated to charities with an environmental profile.

In 2010, 6 140 SEK was donated to Färsna 4H. The farm is open to the public all year round and has different kinds of animals and birds for children to meet, and both indoor and outdoor picnic areas.

Kanelbullens dag

In early October each year in Sweden we have Kanelbullens Dag (Cinnamon Roll Day). We celebrate it by treating our clients to cinnamon rolls and coffee or fruit drink in all our offices. The cinnamon rolls are of course locally produced and the activity is always much appreciated by people of all ages.

Self-support for people in isolation – Microcredits

For the past three years Roslagens Sparbank has worked on a project together with Norrtälje's Un-employment Agency, Jobs & Society and the NGO Baltic Fem. The objective is to help people far from the labour market to find a long-term solution for providing for themselves.

With the help of Un-employment Agency a group of 10 to 15 people is selected to proceed with group projects. The structure of the project follows a project carried out in Sörmland, which focused on women with foreign background. In these three years the project has resulted in only a very few people returning to Un-employment Agency. In three years six new businesses has been started, of which three has applied for a Microcredit. The other participants has either found employment or internship or decided to study.

Sponsorship

The bank sponsors some 30 associations and clubs every year, mostly activities for children and young people. Among the main sponsorships in 2010 was the athletics club Rånäs 4H, the football club BKV Norrtälje and the speedway club Rospiggarna.

Roslagens Sparbank's foundations

Our savings bank's foundations for culture & economy and research & education was established in 2001. The foundations are important actors for the development of Roslagen and are meant to contribute to a positive social development in the Norrtälje district. In 2010 the foundations disbursed 7,5 MSEK in various grants and scholarships. Since the start a total of 31,4 MSEK has been disbursed. In addition to the many grants and scholarships, the foundations has also supported Friend's work against bullying in schools in Norrtälje for a couple of years. This year the Norrtälje district got two new gymnasiums in Länna and in Rimbo. Thanks to contributions from

Roslagens Sparbank's foundations Länna gymnasium was equipped with bleachers, and Rimbo gymnasium (now called Sparbankshallen) has more seats than what was originally planned. In addition to the bleachers there were also investments made in equipment for different kinds of club activities for both gymnasiums. Thanks to the support from Roslagens Sparbank's foundations there is also a new university program at Campus Roslagen, "Center for Retailing" which is a part of The Stockholm School of Economics.

Stiftelsen Roslagens Sparbanks Ungdomsboende in Roslagen was founded in 2007 and focuses on rental apartments for people between 18 and 29 years of age. As grounds for application for an apartment there is an account for children and young people, BUS-konto. This account not only has a favorable interest rate, but also includes registration to the waiting list for the apartments built by the foundation.

In the summer of 2009 the first youth accommodation was opened – 18 apartments on Arholmagatan in Norrtälje. Just in time for the beginning of the term, our bank's foundation for youth accommodation also opened 30 student apartments on Campus Roslagen. In 2010 a house of two apartments was opened in Drottningdal. The house was built by students in the construction program at Häverödals Gymnasium.

Roslagens Sparbank's clients

Consists of a Retail market, small and medium sized Enterprises whom resides in Roslagen.

Customer Satisfaction

Every year Svenskt Kundnöjdhets Index (SKI) performs a major industry survey. In 2010 the customer satisfaction index in personal banking advanced to 75,6 (74,8) – to be compared to 73 for the entire industry.

What we are seeing is the results of welcoming clients in a more structured and active manner. In the SME's sector we're seeing a slight improvement which might be contributed to reinforced staff and increased activity towards clients, 73,5 (71,2). In this area the overall industry index is 69,9.

Complaints



In case of complaints, Roslagens Sparbank has clear routines for dealing with these. Normally they are directed to the business manager or CEO. An investigation is initiated and the client receives direct feedback. In 2010 there were no registered complaints.

Co-workers

Roslagens Sparbank's co-workers are our face to the public, the ones who cater to our clients' needs and supports their decisions. A local presence makes the co-workers a part of the community. As a soccer mom, museum visitor and a local resident our co-workers share the same natural relationship to the Savings Bank as clients, organizations and networks in Roslagen.

GOVERNING DOCUMENTS IN THIS AREA

1

Policy for Regulatory Compliance
Ethics Policy
Policy for Human Resources and
Organization with accompanying
guidelines



Targets 2010

Empowerment*, no target was set for 2010

Sick leave target at 3,5 %

Outcome

48%

2,8%

Targets 2011

Empowerment is to reach at least 52 % for next years co-worker survey

The target for sick leave is the same as the previous year, 3,5 %

* The survey material for empowerment has been retrieved from this year's co-worker survey, VOICE

Our Values

Our values detail how we want to be treating each other in our bank and is the basis for both overall and detail plans for our operations. These are followed up annually in a co-worker survey. At Roslagens Sparbank we treat each other with:

- Commitment
- Positivity
- Mutual respect

Our latest co-worker survey ("Voice") in the fall of 2010 showed that 81 % (71%) knew of our values. The values are also continually discussed during business planning, performance reviews and salary negotiations.

Competence and development

LA 12

In 2010, all co-workers has participated in a half day course in co-workship. The purpose of the course was to connect leadership with co-workship, to challenge our values, how we live up to our values in the day-to-day work. This year all co-workers who interact with clients in either Personal or Business Banking have participated in a

knowledge update about the Law on financial advice and insurance mediation. All co-workers have had individual performance reviews with their immediate supervisor, including evaluation and follow up on their performance. After the reviews individual development plans are made for both short term and long term. All co-workers has a job description detailing their assigned tasks, responsibilities and authority.

Leadership Development

In 2010, we started a one-year program for developing leadership for all managers in our bank. The program is based on a developing leadership. A developing leader is characterized by inspiration and motivation to stimulate participation and creativity and also personal care, to be supporting without avoiding confrontation, both for the individual and for the organization.

Comfort and Motivation

As of 1999 there is an annual co-worker survey, covering leadership, values, targets, individual capacity, client meetings and organization capacity. VOICE index* for 2010 was 756 out of

1000 (2009: 764) with a response rate at/of 92 % (91 %). For 2011, Roslagens Sparbank has set a target for Empowerment. Empowerment refers to the share of co-workers who are motivated, supported, authorized, responsible and competent in their professional role (according to the VOICE survey) The target for 2011 is 52 %. In 2010 we reached 48 %.

* measures the capacity of the individual and the organization

Health

Roslagens Sparbank's long term target for health and sick leave is for the target for long term healthy to be 80 %. The outcome for 2010 was 73,64 %. The definition for long term healthy is those who have no more than five days of sick leave in a period of twelve months. The target regarding sick leave is 3,5 % and the outcome for 2010 was 2,8 %. Figures for health and sick leave is followed up monthly.

Different health projects have been going on for a long time in Roslagens Sparbank.

LA 10

Hours of training

Hours

Hours per employee

Mandatory annual updates	217	2,5 h/employee in the Business Branch
Other training ¹	1694	17 h/employee

1 The number is uncertain since it is solely based on the co-workers own reports of internal and external training.

Sick Leave

LA 7

	2010 Men	Women	2009 Men	Women	2008 Men	Women	2007 Men	Women
Total sick leave ²	1,3 %	3,4 %	2,4%	3,0%	2,3%	3,6%	2,4%	4,3%
Short term sick leave ³	1,3 %	1,7 %	2,0%	2,1%				
Long term sick leave ⁴	0 %	1,7 %	0,4%	0,9%				
Long term healthy ⁵	83,3 %	70 %	75%	69%	70%	59%	74%	68%

No work related illness or injuries have been reported. The existing sick leave is not known to be work related.

2 Total absence in relation to the total regular working hours for men and women respectively

3 Definition of short term sick leave is less than 60 days

4 Definition of long term sick leave is more than 60 days

5 Definition of long term healthy is those who during the past 12 month period had no more than 5 days of sick leave.

In 2010, we will continue to offer all co-workers and the Board of Directors individual health profiles for both physical and mental health, in cooperation with an external wellness consultant. The health profiles are mandatory but we cannot force co-workers to participate if they don't consider it to be beneficial. Together with the wellness consultant, individual plans have been established/to develop and improve the health and wellbeing of the individual.

Since we started working systematically with health profiles in 2009 we have seen great improvements. In 2010 70,7 % (51,2 %) had good and very good lifestyle and health data. Notable improvements include an increase by 16 % of our exercise habits, to a level of 87 % and a 13 % increase of our fitness level to 93 %.

The work with health profiles will continue in 2011. Our target is to work actively with wellness and health and to be a healthier business than in 2010, and for more than 80 % of the co-workers to have good or very good lifestyle and health data.

To promote better exercise habits, all co-workers receive a wellness grant of 2000 SEK per year, to be paid out on showing a receipt for their wellness activity.

Safety/Security

There is regular training and information on safety issues given by the person responsible for safety together with the manager of the bank. In 2010, all co-workers have participated in interactive safety training.

Co-workers

Out of the total amount of co-workers, 80 % work in contact with clients, 20 % has no direct contact with clients.

Staff turnover. 2 persons have retired during the year (1 female, 1 male) and 5 permanent co-workers have terminated their employment to transfer to another employer (4 female, 1 male).

Approximately 80 % work at/ head-quarters in Norrtälje, each local office has four to six co-workers.

All co-workers at Roslagens Sparbank with the exception of the CEO, are covered by collective agreements with BAO and Finansförbundet or BAO and SACO.

Equality and diversity

Roslagens Sparbanks is to serve as a good example in equality and diversity based on the conditions in Roslagen. All co-workers regardless of gender, ethnicity, religion or other belief, age, sexual orientation or disability shall have the same opportunities for work, career and salary development. To ensure compliance to this, there is annual salary mapping and action planning in connection to the development of an equality plan.

We seek to employ co-workers with different experience and ethnicity, and to have an even distribution of men and women at all levels. Therefore these profiles of candidates shall always be presented before selection and recruitment.

Co-workers

	2010	2009	2008	2007
Number of employees (2.8)*	117	108	115	112
- Women	72 %	70%	70%	70%
- Men	28 %	30%	30%	30%
Average number of employees ⁶	95	94	99	95
Staff turnover ⁷ (LA 2) ⁷	6 %	8,3 %		
Management	2	7	6	8
- Women	0	3	3	3
- Men	2	4	3	5
Directors	15	15	15	15
- Women	7	6	6	4
- Men	8	9	9	11

6 Text for calculation from last year: Number of hours worked amounted to a total of 164 948 (162 689). Calculating 1 730 hours for a full time employee the average number of employees of Roslagens sparbank this year amounted to 95 (94).

7 Staff turnover is calculated by the number of terminated in relation to the number of hired

* Roslagens Sparbank only reports total number of employees

Years

	2010	2009	2008	2007
-29 years	17	19	23	21
30 - 49 years	69	58	56	55
50 år -	31	31	36	36

80% of the employees work in contact with clients, 20 % has no direct contact with clients.

Independent members of our bank's Board of Directors (4.3)

The matter of independence in the Board of Directors is regulated in our rules and regulations which in turn are subject to Sparbankslagen and Lagen om bank- och finansieringsrörelse. The document stipulated by the annual assembly accounts for the positions and tasks for elected representatives:

- Roslagens Sparbank's trustees are ultimately responsible for the operations and management.
- There is a clear distinction between the responsibility and authority of the trustees and that of the Board of Directors; the responsibility and authority of the trustees is that which is explicitly stated in Sparbankslagen, and everything else falls upon the Board of Directors.
- The Board of Directors delegates the responsibility for and management of the day-to-day operations to a Managing director, CEO.
- The Board of Directors stipulates the CEO's responsibility and authority in a job description.

Handling of negligence



Roslagens Sparbank has clear policies for ethics and values. Every two years there is an investigation among all co-workers to clarify the contents and meaning of these policies, and to update the awareness of them. In 2010, about 83 % knew of our bank's policy documents and their contents. The co-workers also participate in various trainings and courses in order to stay licensed. These trainings and courses cover bribery, policy update, etc.

Through Internal Revision all departments are continually reviewed regarding the internal handling including risk of corruption. There were no incidents in 2010.

Anti-corruption and extortion.



All co-workers of our bank receive safety training, including knowledge of the law on money laundering, and of the internal rules and regulations. The training also includes our bank's approach to moral and ethics and training which are mandatory and carried out every three or four years. For co-workers just starting their career in the bank, the moral- and ethics training is mandatory. No incidents of corruption or extortion were reported in 2010.

Human Rights and Discrimination



Our bank follows the existing national laws, rules and regulations, articulating Sweden's view and approach to human rights and thus discrimination. Along with freedom of assembly and union it constitutes the foundation for Roslagens Sparbank's working conditions.

Roslagens Sparbank's take on human rights, discrimination, equality and diversity is articulated in our Savings Bank Policy and our Human Resources and Organization Policy, including diversity, involvement and commitment, among other things.

No incidents of discrimination or Human Rights violations were reported in 2010.



Equality and diversity



	Total	Men	Women
Number of employees	117	33	84
Management	2	2	0
Year of birth, management		-59, -53	
Office managers	5	1	4
Co-workers, advice			
- Advice, personal	13	3	10
- Sales, Personal	29	5	24
- Sales, Phone Bank	7	1	6
- Advice, Business	10	6	4
Board of Directors	7	4	3
Year of birth, Board of Directors		-53, -61, -49, -63	-50, 53, -46

Training and courses

In 2010 the environmental training was replaced with Environment and sustainability training. All co-workers have received the new training during the year.

Granting of credits - Business

In 2010 a thorough work was carried out, creating routines, instructions and processes for environmental analyses to be performed before granting credits in selected areas of SME. All co-workers in SME Banking have on two occasions participated in training for our tool for environmental analysis, and environmental risks that might be associated with certain types of business operations, mainly industrial.

Eco-driving



Many of Roslagens Sparbank's co-workers commute by car. The reason for this is mostly insufficient public transportation in the Norrtälje district. As part of an effort to raise awareness of the environmental impact and how it can be limited a course in "eco-driving" has been offered to everyone at Roslagens Sparbank.

This is the second time within three years that this course has been given in our Bank. Attendance is mandatory.



Stakeholder and partner relations

(1.14, 4.15, 4.16, 4.17)

Roslagens Sparbank's stakeholders and partners are spread over different areas of the community. Roslagens Sparbank's stakeholders are those who affect or could be affected by Roslagens Sparbanks operations. In addition to co-workers, clients, owners and suppliers we also cooperate with a number of different organizations and networks.

Stakeholders	Expectations of Roslagens Sparbank	Main forums for dialogue	Relevant issues during 2010
Co-workers	Development of expertise, reasonable compensation, diversity, equality, career development, good working environment	Union dialogue, On-going dialogue between managers and co-workers, Performance reviews and salary negotiations, intranet and internal information	Decreased sick leave, less stress, development of expertise, new professional roles
Depositors* Retail market	Access to banking services and financial advice	Customer surveys, participation in association and club activities	Savings, financing, payments, insurance and legal assistance
Depositors* SME (small and medium sized enterprises)	Access to banking services and financial advice	Customer surveys, participation in association and club activities	Savings, financing, payments, insurance and legal assistance
Norrtälje Authorities	Contributing to a long term sustainable development for businesses and private persons in the Norrtälje district	Dialogue meetings on specific issues, participation in seminars/conferences	Sustainable development in economic, ecologic and social issues in the Norrtälje district
Trustees	Sustainable economic, ecologic and social development of Roslagens Sparbank	According to annual assembly agenda	Stable operations, return for social benefit
Business related networks and organizations	On-going dialogue, contributing with knowledge and representation in boards of directors and managements.	According to annual assembly agenda	Sustainable economic, ecologic and social development of the Norrtälje district
Associations and Sports Clubs	Dialogue, active commitment and sponsorship	Sparbanksdagen, Sponsor meetings	Sustainable economic, ecologic and social development
Suppliers	Openness, fair cooperation, freedom to compete	Individual supplier negotiations	Development of relations, products and services, Prioritizing local collaborations
Sparbankernas Riksförbund	Participation and commitment in overall national matters specific to savings banks, social issues, demand for open communication	Dialogue meetings on specific issues, participation in seminars/conferences, Assembly, working groups	Re-negotiating the Swedbank agreement
Swedbank	Compliance of cooperation agreement, sales and client activity	Working groups, consultation, negotiating bodies	Re-negotiating the Swedbank agreement, new concepts and offers
Authorities	Compliance to laws and regulations of financial, environmental and social responsibilities and obligations	On request or in case of any changes of the operations which requires permission.	New permission to manage fund shares.



*A savings bank has no individual owners. The main decision-making body consists of (36) trustees who represent the depositors and residents of the savings bank's operational area. Half of these are appointed by the local authorities, which in turn appoint the other half. At the bank's annual assembly the trustees elect the Board of Directors.

GRI cross-reference

Below you will find an account of all indicators Roslagens Sparbank has chosen to disclose either in full or partially in this report. These indicators reflect our relevant impact on sustainability. For the complete wording of the indicators, please visit www.globalreporting.org.

Roslagens Sparbank applies the GRI guidelines at C+ level in our sustainability reporting, which has been externally assured by KPMG. In the table below you can find out where the information is in the Sustainability Report and Annual Report for 2010. In the table of contents for GRI you can find all the additional indicators we have deemed relevant for our operations, based on Roslagens Sparbank's most important sustainability issues. The report corresponds to the Annual Report, i.e. calendar year (3.3). This report is for the calendar year 2010. (3.1) The Report covers all of Roslagens Sparbank without any limitations of the operations. (3.11) For 2010 additions have been made under social, containing clarifications regarding the bank's commitments in the community, including the amounts of the contributions made. Furthermore, information about environmental impact in terms of paper consumption, waste disposal and recycling of confidential documents, has been added under Ecological. (3.10)



Profile		Page	
1	Strategy and analysis		
1.1	Statement from the CEO presenting vision and strategy	Reported	4, 5
2	Organizational Profile		
2.1	Name of the organization	Reported	4, ÅR 3
2.2	Primary products and services	Reported	ÅR 3
2.3	Operational structure of the organization	Reported	3
2.4	Location of organization's headquarters	Reported	31
2.5	Countries where the organization operates	Reported	6, ÅR 3
2.6	Nature of ownership and legal form	Reported	6, ÅR 3, 36
2.7	Markets served	Reported	6, ÅR 3
2.8	Scale of the reporting organization	Reported	20, ÅR 3, 7-11
2.9	Significant changes during the reporting period Comment: No significant changes has been made during the reporting period regarding size, structure, or ownership.	Reported	-
2.10	Awards received in the reporting period Comment: No rewards has been received during the reporting period.	Reported	-
3	Report Parameters		
	Report Profile		
3.1	Reporting period	Reported	2, 24
3.2	Date of most recent previous report	Reported	2
3.3	Reporting cycle	Reported	2, 24
3.4	Contact point for questions regarding the report or its contents	Reported	2
	Report scope and boundary		
3.5	Process for defining report content	Reported	2, 7
3.6	Boundary of the report	Reported	2
3.7	Limitations on the scope or boundary of the report	Reported	2, 24
3.8	Basis for reporting that can significantly affect comparability from period to period and/or between organizations	Reported	2
	GRI Content Index		
3.10	Effects of any re-statements of information provided in earlier reports	Reported	12
3.11	Significant changes from previous reporting periods	Reported	2, 24
3.12	Table identifying the location of the Standard Disclosures in the report	Reported	2, 25, 26
4	Governance, Commitments, and Engagement		
	Governance		
4.1	Governance structure of the organization	Reported	3, ÅR 36
4.2	Whether the Chair of the highest governance body is also an executive officer	Reported	21, ÅR 38
4.3	Number of members of the highest governance body that are independent and/or non-executive members	Reported	21
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Reported	ÅR 36, 38
	Commitments to external initiatives		
4.12	Charters, principles or other initiatives to which the organization subscribes or endorses	Reported	13
	Stakeholder engagement		
4.14	Stakeholder engaged by the organization	Reported	23
4.15	Bases for identification and selection of stakeholders	Reported	23
4.16	Approaches to stakeholder engagement	Reported	23
4.17	Key topics and concerns that have been raised through stakeholder engagement	Reported	23
	Economic Indicators - EC		
	Economic Performance		
EC1	 Direct economic value generated	Reported	8
EC2	 Financial implications due to climate change	Reported	9

Profile			Page
	Environmental Indicators – EN		
	Materials		
EN1	 Materials used	Partially Reported	12, 13
	Energy		
EN3	 Direct energy consumption by primary energy source	Reported	11, 12
EN4	 Indirect energy consumption by primary energy source	Reported	12
EN6	 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	Partially Reported	10, 13
EN 7	 Initiatives to reduce indirect energy consumption and reductions achieved	Partially Reported	11
	Emissions, Effluents, and Waste		
EN16	 Total direct and indirect greenhouse gas emissions	Reported	11, 12
EN17	 Other relevant indirect greenhouse gas emissions	Reported	11, 12
EN22	 Total weight of waste	Reported	11, 13
	Products and Services		
EN26	 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Partially Reported	13
	Transports		
EN29	 Significant environmental impacts of transports	Partially Reported	11
	Overall		
EN30	 Total environmental protection expenditures and investments	Partially Reported	11, 16
	Labor Practices and Decent Work Indicators – LA		
	Employment		
LA1	 Total workforce	Reported	20
LA2	 Total number and rate of employee turnover	Reported	20
	Labor/Management Relations		
LA4	 Collective bargaining agreements	Reported	3, 20
LA5	 Minimum notice period	Reported	20
	Occupational Health and Safety		
LA 7	 Rates of injury, occupational diseases, lost days and absenteeism	Partially Reported	19
	Training and Education		
LA10	 Average hours of training	Partially Reported	19, 22
LA12	 Percentage of employees receiving regular performance and career development reviews	Reported	19
	Diversity and Equal Opportunity		
LA13	 Composition of governance bodies and breakdown of employees per category according to indicators of diversity	Reported	20, 21
	Human Rights Indicators – HR		
	Non-Discrimination		
HR4	 Total number of incidents of discrimination	Reported	21
	Society Indicators – SO		
SO1	 Practices that assess and manage the impacts of operations on communities	Partially Reported	14, 15
	Corruption		
SO2	 Business units analyzed for risks related to corruption	Reported	21
SO3	 Training in organization's anti-corruption policies and procedures	Reported	9, 21
SO4	 Actions taken in response to incidents of corruption	Reported	21
	Product Responsibility Indicators – PR		
PR5	 Practices related to customer satisfaction	Reported	17
	Customer Privacy		
PR8	 Complaints regarding breaches of customer privacy and losses of customer data	Reported	17



Global Compact Communication on Progress (COP)

The UN Global Compact principles, GRI indicators, UN Global Compact and GRI cross reference

As a member of the UN Global Compact (GC) Roslagens Sparbank commits to annually disclose information on activities and results related to the ten principles for human rights, labour, the environment and anti-corruption. Roslagens Sparbank uses the Sustainability Report for this disclosure. Our approach to the ten principles is ac-

counted for below, by indicating which activities corresponds to each Global Compact principle. Page references can be found below, and in the Sustainability Report they are indicated by a magenta coloured circle marked with the number of the principle in question.



Human Rights

Principle 1 (page 2, 18)
(Business should support and respect the protection of internationally proclaimed human rights)

Roslagens Sparbank supports the international declaration of Human Rights, and works for them according to Swedish legislation, which is also reflected in our bank's policy documents.

Principle 2 (page 21)
Business should make sure that they are not complicit in human rights abuses internationally proclaimed human rights.

Internal follow-up and both internal and external revision focuses on securing compliance to national laws, rules and regulations which in turn is meant to prevent any violations of Human Rights.

Labour

Principle 3 (page 3, 21)
Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Roslagens Sparbank follows Swedish labour laws, including full freedom of assembly and union. During this financial year there have been several union meetings. The unions SACO and Finansförbundet are represented in the bank's management and the Board of

Directors and participate according to the meeting agenda of the Board of Directors.

Principle 4 (page 21)

Business should uphold the elimination of all forms of forced and compulsory labour.

Roslagens Sparbank follows Swedish labour law.

Principle 5 (page 21)

Business should uphold the effective abolition of child labour

Roslagens Sparbank follows and applies Swedish labour law, including age regulations for employment.

Principle 6 (page 21)

Business should uphold the elimination of discrimination in respect of employment and occupation.

Roslagens Sparbank follows and applies Swedish anti-discrimination laws.

Environment

Principle 7 (page 10, 11, 13)

Business should support a precautionary approach to environmental challenges

In the rules and regulations for Roslagens Sparbank there are policies and instructions focused on a preventative approach both internally and towards clients and stakeholders.

Principle 8 (page 11, 13)

Business should undertake initiatives to promote greater environmental responsibility.

During 2010, Roslagens Sparbank has held several meetings with businesses and private persons in order to achieve a long-term cooperation for a sustain-

able development in the Norrtälje district. The work will continue in 2011.

In 2002, Roslagens Sparbank was ISO 14001 certified.

Principle 9 (page 13)

Business should encourage the development and diffusion of environmentally friendly technologies.

Företaget ska uppmuntra utveckling och användning av miljövänlig teknik.

During 2010, Roslagens Sparbank has participated in installing charging stations for electric cars in the district. The bank has initiated internal work with online tools for live meeting, which we hope will be fully implemented in 2012.

Our bank also cooperates with local and international projects for improved water availability and sewage treatment, by offering favorable financing.

Anti-corruption

Principle 10 (page 8, 21)

Businesses should work against corruption in all its forms including extortion and bribery.

Roslagens Sparbank follows Swedish legislation on corruption. Our internal rules and regulations include clear instructions and all co-workers are educated on topics such as money-laundering.

Auditor's Review Report on Roslagens Sparbank's Sustainability Report¹

To the readers of Roslagens Sparbank's Sustainability Report 2010.

Introduction

We have been engaged by the Executive Management of Roslagens Sparbank to review Roslagens Sparbank's Sustainability Report for 2010 which is presented on Roslagens Sparbank's web page, www.roslagenssparbank.se. The Executive Management is responsible for ongoing activities regarding the environment, health & safety, quality, social responsibility and sustainable development. Head of Environment is responsible for the preparation and presentation of the Sustainability Report in accordance with the applicable criteria. Our responsibility is to express a conclusion on the Sustainability Report based on our review.

The Scope of the Review

We have performed our review in accordance with **RevR 6 Assurance of Sustainability Reports** issued by Far. A review consists of making inquiries, primarily of persons responsible for the preparation of the Sustainability Report, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with IAASB's Standards on Auditing and Quality Control and other generally accepted auditing standards in Sweden. The procedures performed consequently do not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion.

The criteria on which our review is based on are the parts of the **Sustainability Reporting Guidelines G3**, published by The Global Reporting Initiative (GRI), which are applicable to the Sustainability Report. We consider these criteria suitable for the preparation of the Sustainability Report. Our review has, based on an assessment of materiality and risk, e.g. included the following procedures:

- Update of our knowledge and understanding of Roslagens Sparbank's organization and activities.
- Assessment of suitability and application of the criteria regarding stakeholders' need for information.
- Interviews with responsible management in order to assess if the qualitative and quantitative information stated in the Sustainability Report is complete, correct and sufficient.
- Shared internal documents in order to assess if the information stated in the Sustainability Report is complete, correct and sufficient.
- Assessment of the routines used to obtain, manage and validate sustainability information and data.
- Review of underlying documentation, on a test basis, to assess whether the information and data in the Sustainability Report is based on that documentation.
- Visit to Roslagens Sparbank's head office in Norrtälje, Sweden, where consolidation of sustainability related information is performed.

- Review of qualitative information and statements in the Sustainability Report.
- Assessment of Roslagens Sparbank's stated application level according to the GRI guidelines.
- Assessment of the overall impression of the Sustainability Report, and its format, taken into consideration the consistency of the stated information with applicable criteria.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the information in the Roslagens Sparbank's Sustainability Report has not, in all material respects, been prepared in accordance with the above stated criteria.

Norrtälje, April 12, 2011

KPMG AB

Martin Krüger
Authorized Public Accountant

Jenny Fransson
Expert member of Far

¹ This Auditor's Review Report is the translation of the Auditor's Report in Swedish and signatures are on original document.

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