

Global Reporting Initiative (GRI) index

PostNord's 2012 Sustainability Report was prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines, Version 3.0. The cross reference table below sets forth the indicators that are reported by PostNord and lists where the information can be found: this Sustainability Report (SR), PostNord's 2012 Annual Report (AR) or PostNord's website (postnord.com). Relevant principles are set forth in the UN's Global Compact. The Sustainability Report applies GRI's level C+ and had been audited by Ernst & Young AB. For methods of measurement, see Accounting Principles in PostNord's 2012 Sustainability Report.



		● Reported   ● Partly reported	
Result	GRI indicators	Page reference/comments	UN Global Compact principles <sup>1)</sup>
	<b>Profile</b>		
	<b>1 1 Strategy and analysis</b>		
●	1.1 Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and its strategy	SR pages 2-3	
	1.2 Description of key impacts, risks and opportunities		
	<b>2 2 Organizational profile</b>		
●	2.1 Name of the organization	AR inside cover	
●	2.2 Key brands, products and/or services	AR pages 8-9	
●	2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures	AR pages 20-30, 45; group Note 11 (page 76); parent company Note 8 (pages 97-98)	
●	2.4 Location of organization's headquarters	AR inside cover (back)	
●	2.5 Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	AR page 9; group Note 4 (page 74); SR page 27	
●	2.6 Nature of ownership and legal form	AR page 44	
●	2.7 Markets served	AR pages 9, 11 and 12	
●	2.8 Scale of the reporting organization, including number of employees, net sales, total capitalization broken down in terms of debt and equity, and quantity of products or services provided	AR inside cover (back)	
●	2.9 Significant changes during the reporting period regarding size, structure or ownership including the location of, or changes in operations, including facility openings, closings and expansions and changes in the share capital structure	AR pages 40-41	
●	2.10 Awards received in the reporting period	<a href="http://www.postnord.com">www.postnord.com</a>	
	<b>3 Report Parameters</b>		
	<b>Report profile</b>		
●	3.1 Reporting period for information provided	Calendar year 2012, i.e. January 1 - December 31, 2012	
●	3.2 Date of most recent previous report	SR inside cover	
●	3.3 Reporting cycle	PostNord produces a sustainability report annually and the reporting cycle corresponds to the calendar year	
●	3.4 Contact point for questions regarding the report or its contents	SR inside back cover	
	<b>Report scope and boundary</b>		
●	3.5 Process for defining report content, including determining materiality, prioritizing topics within the report and identifying stakeholders the organization expects to use the report	SR pages 4-5	
●	3.6 Boundary of the report	SR page 29, SR inside cover (front)	
●	3.7 State any specific limitations on the scope or boundary of the report	SR page 29, SR inside cover (front)	
●	3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations	SR page 29, SR inside cover (front)	
	3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report		
●	3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	SR page 29, SR inside cover (front)	
●	3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	SR page 29, SR inside cover (front)	
	<b>GRI content index</b>		
●	3.12 Table identifying the location of the Standard Disclosures in the report	AR inside cover SR inside cover	
	<b>Assurance</b>		
	3.13 Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s)		
	<b>4 Governance</b>		
●	4.1 Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	AR pages 43-50, 53, 56-57	
●	4.2 Indicate whether the Chair of the highest governance body is also an executive officer	AR pages 49, 51, 53	
●	4.3 For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members	AR pages 47, 49	
●	4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	AR pages 48-50; SR pages 9, 22	

	4.5 Linkage between compensation for members of the highest governance body, senior managers and executives and the organization's performance		
	4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided		
	4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental and social topics		
	4.8 Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation		
	4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles		
	4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance		
	<b>Commitments to external initiatives</b>		
	4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organization		
	4.12 Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses		
	4.13 Memberships in associations and/or national/international advocacy organizations in which the organization has positions in governance bodies, participates in projects or committees, provides substantive funding beyond routine membership dues or views membership as strategic		
	<b>Stakeholder engagement</b>		
●	4.14 List of stakeholder groups engaged by the organization	SR pages 4-5	
●	4.15 Basis for identification and selection of stakeholders with whom to engage	SR pages 4-5	
	4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group		
	4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting		
	<b>Performance indicators</b>		
	<b>Economic</b>		
	<b>Economic Performance</b>		
●	EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	SR pages 9, 26	
	EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change		
●	EC3 Coverage of the organization's defined benefit plan obligations	AR group Note 23 (pages 80-84)	
●	EC4 Significant financial assistance received from government	AR group Note 30 (page 91)	
	<b>Market Presence</b>		
	EC5 Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation		
	EC6 Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation		
	EC7 Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation		
	<b>Indirect Economic Impacts</b>		
	EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement		
	EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts		
	<b>Environment</b>		
	<b>Materials</b>		
	EN1 Materials used by weight or volume		
	EN2 Percentage of materials used that are recycled input materials		
	<b>Energy</b>		
●	EN3 Direct energy consumption by primary energy source	SR page 26	8
●	EN4 Indirect energy consumption by primary source	SR page 26	8
	EN5 Energy saved due to conservation and efficiency improvements		
	EN6 Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives		
	EN7 Initiatives to reduce indirect energy consumption and reductions achieved		
	<b>Water</b>		
	EN8 Total water withdrawal by source		
	EN9 Water sources significantly affected by withdrawal of water		
	EN10 Percentage and total volume of water recycled and reused		
	<b>Biodiversity</b>		
	EN11 Location and size of land owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected areas		
	EN12 Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas		
	EN13 Habitats protected or restored		
	EN14 Strategies, current actions and future plans for managing impacts on biodiversity		
	EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk		
	<b>Emissions, Effluents and Waste</b>		
●	EN16 Total direct and indirect greenhouse gas emissions by weight	SR page 26	8

●	EN17 Other relevant indirect greenhouse gas emissions by weight	SR page 26	8
●	EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved	SR pages 26, 20-24	7-9
●	EN19 Emissions of ozone-depleting substances by weight		
●	EN20 NOx, SO2 and other significant air emissions by type and weight	SR page 26	8
●	EN21 Total water discharge by quality and destination		
●	EN22 Total weight of waste by type and disposal method	SR page 26	8
	EN23 Total number and volume of significant spills		
	EN24 Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported waste shipped internationally		
	EN25 Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff		
	<b>Products and Services</b>		
	EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation		
	EN27 Percentage of products sold and their packaging materials that are reclaimed by category		
	<b>Compliance</b>		
●	EN28 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations	No significant fines	8
	<b>Transport</b>		
	EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce		
	<b>Overall</b>		
	EN30 Total environmental protection expenditures and investments by type		
	<b>Social Impact</b>		
	<b>Labor Practices &amp; Decent Work</b>		
	<b>Employment</b>		
●	LA1 Total workforce by employment type, employment contract and region	SR page 27	4
●	LA2 Total number and rate of employee turnover by age group, gender and region	SR page 27	6
	LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation		
	Labor/Management Relations		
●	LA4 Percentage of employees covered by collective bargaining agreements	SR page 19	1, 3
	LA5 Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements		
	<b>Occupational Health and Safety</b>		
	LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs		
●	LA7 Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region	SR page 27	1
	LA8 Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases		
	LA9 Health and safety topics covered in formal agreements with trade unions		
	<b>Training and Education</b>		
	LA10 Average hours of training per year per employee by employee category		
	LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings		
●	LA12 Percentage of employees receiving regular performance and career development reviews	SR pages 18-19	
●	<b>Diversity and Equal Opportunity</b>		
●	LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity	AR pages 49-55; group Note 5 (pages 74-75); SR pages 17-18, 28	1, 6
●	LA14 Ratio of basic salary of men to women by employee category	SR page 28	1, 6
	<b>Human Rights</b>		
	<b>Investment and Procurement Practices</b>		
	HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening		
	HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken		
	HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained		
	<b>Non-discrimination</b>		
●	HR4 Total number of incidents of discrimination and actions taken	SR page 17 <sup>1)</sup>	1-2, 6
	<b>Freedom of Association and Collective Bargaining</b>		
	HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights		
	<b>Child Labor</b>		
	HR6 Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor		
	<b>Compulsory Labor</b>		
	HR7 Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor		
	<b>Security Practices</b>		
	HR8 Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations		
	<b>Indigenous Rights</b>		

HR9 Total number of incidents of violations involving rights of indigenous people and actions taken

**Society**  
**Community**

SO1 Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting

AR pages 58-59; SR page 25

**Corruption**

SO2 Percentage and total number of business units analyzed for risks related to corruption

SO3 Percentage of employees trained in organization’s anti-corruption policies and procedures

SO4 Actions taken in response to incidents of corruption

**Public Policy**

SO5 Public policy positions and participation in public policy development and lobbying

SO6 Total value of financial and in-kind contributions to political parties, politicians and related institutions by country

**Anti-competitive behavior**

SO7 Total number of legal actions for anti-competitive behavior, anti-trust and monopoly practices and their outcomes

**Compliance**

SO8 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations

**Product Responsibility**  
**Customer Health and Safety**

PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures

PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes

**Product and Service Labeling**

PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements

PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes

PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction

SR pages 8, 13 and 30; AR page 17

**Marketing Communication**

PR6 Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship

PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcomes

**Customer Privacy**

PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

**Compliance**

PR9 Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services

1) **The UN Global Compact's ten principles**

**Human Rights**

1. Businesses should support and respect the protection of internationally proclaimed human rights

2. Businesses should make sure they are not complicit in human rights abuses

**Labor**

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

4. Businesses should uphold the elimination of all forms of forced and compulsory labor

5. Businesses should uphold the effective abolition of child labor

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

**Environment**

7. Businesses should support a precautionary approach to environmental challenges

8. Businesses should undertake initiatives to promote greater environmental responsibility

9. Businesses should encourage the development and diffusion of environmentally friendly technologies

**Anti-corruption**

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