



Sustainability Report 2012 – Statement of Results

# Swedavia in brief

Swedavia owns, operates and develops 11 airports across Sweden. We also own the property Göteborg City Airport and are a minority shareholder in the company that runs the airport. Swedavia's operations consist of Airport Operations, which include Aviation Business and Commercial Services, and Real Estate. Swedavia AB is wholly owned by the Swedish State.

Our role is to create the access Sweden needs to facilitate travel, business and meetings – in Sweden, in Europe and around the world. Safe, satisfied customers are the foundation of our business while sustainable development is the aim in everything Swedavia does, both in our own operations and in society as a whole. Swedavia is a leader in developing airports with the least possible environmental impact. In 2012, Swedavia had revenue of about 5.0 billion Swedish kronor and some 2,600 employees. In all, 32.4 million passengers flew via our airports in 2012.

## Strategy, objectives and targets

Customer focus and sustainable development are the basis of Swedavia's strategic development. In 2012, we further developed our strategic priorities in the four perspectives customer,

economy, environmental concern and social development. We drive operations in this direction with the help of various concrete targets. The perspectives and related targets are illustrated in our sustainability wheel.

9% return  
on equity

0 carbon dioxide  
emissions, 2020



80% satisfied  
passengers, 2014

80% satisfied  
employees, 2014

## About Swedavia's reporting

This Statement of Results is a complement and should be read as an appendix to Swedavia's Annual Report and Sustainability Report 2012. It presents the Group's sustainability results and performance indicators according to the Global Reporting Initiative's (GRI) guidelines. Reported indicators have been selected based on our stakeholders and reflect our shared view of what is crucial for developing long-term sustainable operations.

The Annual Report and Sustainability Report 2012 gives an account of Swedavia's sustainability work for the financial year 2012 since Swedavia has chosen to integrate information about sustainability in the Annual Report. The Annual Report and Sustainability Report 2012 is aimed primarily at Swedavia's owner, credit analysts and partners but also at other stakeholders, and is focused on our strategy, objectives, targets and results for the past year.

For the third year, the company's sustainability results are reported based on GRI guidelines. This Statement of Results covers Swedavia (the Group) and Swedavia AB (the Parent Company). The results are for the Group unless otherwise indicated. Informa-

tion about the accounting principles used as well as limitations are described in "Accounting principles".

The accounting period for sustainability data is the same as for the Annual Report, that is, the calendar year. Last year's Annual Report and Sustainability Report was published on March 30, 2012.

» [www.swedavia.com/about-swedavia/this-is-swedavia/](http://www.swedavia.com/about-swedavia/this-is-swedavia/)

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# Cross-reference table

Swedavia's Sustainability Report for 2012 is prepared in accordance with the Global Reporting Initiative's (GRI) guidelines for sustainability reporting, G3. The indicators that Swedavia has chosen to report in 2012 and where the information can be found are shown in the cross-reference table Swedavia's Annual Report and Sustainability Report 2012, as well as in the separate Statement of Results. The Sustainability Report applies GRI's C+ level and was examined by Ernst & Young AB. The Statement of Compliance can be found in Swedavia's Annual Report and Sustainability Report 2012.

● Reported

○ Reported in part

## 1. Strategy and analysis

G3 information	Description	Page	Scope of report	Comment
1.1	Statement from the most senior decision-maker about the relevance of sustainability to the organisation and its strategy.	6–7	●	

## 2. Organisational profile

G3 information	Description	Page	Scope of report	Comment
2.1	Name of the organisation	61	●	
2.2	Primary brands, products and/or services.	16–18	●	
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.	61, 67, 78–79	●	
2.4	Location of organisation's headquarters.	61	●	
2.5	Number of countries where the organisation operates, and the names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	4	●	
2.6	Nature of ownership and legal form.	4, 61	●	
2.7	Markets served.	4	●	
2.8	Scale of the reporting organisation.	3–4	●	
2.9	Significant changes during the reporting period regarding size, structure or ownership.	44, 61, 78–79	●	
2.10	Awards received in the reporting period.	27, 31, 33	●	

## 3. Information about the report

G3 information	Description	Page	Scope of report	Comment
3.1	Reporting period for the information provided.	RR2, RR6–8	●	
3.2	Date of most recent previous report.	RR2	●	
3.3	Reporting cycle.	RR2	●	
3.4	Contact point for questions regarding the report or its content.	111	●	
3.5	Processes for defining report content.	35	●	
3.6	Boundary of the report.	2, RR6–8	●	
3.7	State any specific limitations on the scope or boundary of the report.	2	●	
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 organisations.	61–65, RR6–8	●	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statements.	RR6–8	●	Explanation given for indicators where a change has occurred.
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	RR6–8	●	
3.12	Table identifying the location of the Standard Disclosures in the report.	106–108	●	
3.13	Policy and current practice with regard to seeking external assurance for the report.	106	●	

#### 4. Governance, commitments and engagement

G3 information	Description	Page	Scope of report	Comment
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	95–100	●	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	96–97	●	
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	96	●	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	37, 96	●	The Swedish State owns all shares in the company. Employees are represented by employee representatives in the company's Board of Directors.
4.14	List of stakeholder groups engaged by the organisation.	35	●	
4.15	Basis for identification and selection of stakeholders with whom to engage.	35	●	

#### 5. Performance indicators economic impact

Indicator	Description	Page	Scope of report	Comment
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained profit and payments to capital providers and governments.	24, RR9	●	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	23–24, RR9	●	

#### Environmental impact

Indicator	Description	Page	Scope of report	Comment
EN3	Direct energy consumption by primary energy source.	RR12	●	
EN4	Indirect energy consumption by primary energy source.	RR12	🟡	Quantity of primary fuel and primary energy used to produce converted energy that Swedavia purchases is not reported.
EN5	Energy saved due to conservation and efficiency improvements.	27, RR10	●	
EN16	Total direct and indirect greenhouse gas emissions by weight.	RR12	●	
EN17	Other relevant indirect greenhouse gas emissions by weight.	RR12	●	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	26–27, RR11	●	
EN21	Total water discharge by quality and destination.	28, RR13	🟡	Not all recipients or parameters reported.
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations and transporting members of the workforce, including employee business travel.	RR14	🟡	Emissions from all transport or emissions from employee business travel not reported.
AO7	Number and percentage change of people residing in areas affected by noise.	28, RR14	●	

#### Social impact

##### Labour practices and decent work

Indicator	Description	Page	Scope of report	Comment
LA1	Total workforce by employment type, employment contract and region.	3, 39, 69, RR15	●	
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and the number of work-related fatalities by region.	38, RR16	●	
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity.	39, 69–70, RR15	🟡	Minority groups not reported.

#### Human rights

Indicator	Description	Page	Scope of report	Comment
HR4	Total number of incidents of discrimination and corrective actions taken.	RR16	●	

#### Product responsibility

Indicator	Description	Page	Scope of report	Comment
PR1	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.	40, RR17	🟡	Health aspects and life cycle perspective not reported.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	12, 19, 35, RR17	●	

# UN Global Compact ten principles, cross-reference table

Beginning in 2012, Swedavia supports the United Nations Global Compact and its ten principles. Swedavia's Annual Report and Sustainability Report 2012 also includes Swedavia's first Communication on Progress (COP), which is an annual update on how the Group complies with the ten principles. The table shows where each Global Compact principle can be found in Swedavia's Annual Report and Sustainability Report 2012.

UN Global Compact: Ten principles	Page/Comment
<b>Human rights</b>	
1. Businesses should support and respect the protection of internationally proclaimed human rights in the spheres they can influence	39
2. Businesses should make sure that they are not complicit in human rights abuses	39
<b>Labour</b>	
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	39
4. Businesses should work to eliminate all forms of forced and compulsory labour	39
5. Businesses should work to abolish child labour	Swedavia complies with the regulations in effect in laws and agreements for the protection of underage workers in the labour market. Children under the age of 15 are not employed at Swedavia.
6. Businesses should eliminate discrimination in respect of employment and occupation	39
<b>Environment</b>	
7. Businesses should support a precautionary approach to environmental challenges	26–31
8. Businesses should undertake initiatives to promote greater environmental responsibility	26–31
9. Businesses should encourage the development and diffusion of environmentally friendly technologies	26–31
<b>Corruption</b>	
10. Businesses should work against corruption in all its forms, including extortion and bribery	39

# Accounting principles

The GRI performance indicators are for either Swedavia (the Group) or Swedavia AB (the Parent Company). Unless otherwise indicated, they pertain to and cover the Group. Unless otherwise indicated, Swedavia reports the performance indicator in full compliance with current requirements.

## Economy

### EC1

*Compilation:* The indicator is based on Swedavia AB's public reporting, which is found in the Year-End Report and in the Annual Report and Sustainability Report 2012. Comparative periods can be found in previously published reports. The original source of data is Swedavia AB's accounts.

*Reporting period:* The indicator is for 2012, with comparative years 2011 and 2010. The financial year 2010 covers the nine-month period April 1 – December 31, 2010.

*Limitation:* The indicator is for the Parent Company, Swedavia AB.

### EC8

*Compilation:* The indicator is based on investments in Swedavia that are classified according to specific requirements and to maintain capacity. Swedavia interprets the indicator and believes investments of this kind are for public benefit.

*Reporting period:* The indicator is for 2012 with comparative year 2011. This indicator is not reported for the period 2010, and there was no follow-up based on that.

*Limitation:* The indicator is for Swedavia.

## Environment

### Energy

#### EN3, EN4, EN5

*Compilation:* The report covers energy consumption for:

- Vehicle fuel, internal use
- Back-up power operations
- Swedavia's own heat production, internal use
- Swedavia's own heat production, external use (heating sold)
- Fire-fighting exercises, internal use

The compilation is based on quantities of fuel consumed and the estimated energy content (net calorific value) of the fuels. For heating fuels, the boiler efficient rate was assumed to be 95 per cent. For other fuels, the estimated net calorific value has been used in its entirety.

*Reporting period:* The indicators are reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicators report the performance for Swedavia AB and eleven airports excluding the office in Norrköping. For 2013, improved reporting procedures will also include the office in Norrköping.

### Emissions to air and water as well as waste

#### EN16

*Compilation:* This compilation was made based on Swedavia Environmental Data (SMIL).

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicator is reported for Swedavia AB with 11 airports. Biogenic carbon dioxide is not reported.

#### EN17

*Compilation:* This compilation was made based on SMIL.

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicator is reported for Swedavia AB with 11 airports. Fossil carbon dioxide emissions from employee business travel are reported.

#### EN18

*Compilation:* The indicator is an account of the activities Swedavia AB has undertaken.

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicator is reported for Swedavia AB with 11 airports.

#### EN21

*Compilation:* This compilation pertains to transported amounts of organic material from the measured content of total organic carbon and measured flows in waterways.

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicator is reported in part and pertains to Swedavia AB. The indicator reports the amount of runway and aircraft de-icing agents and water to water treatment facilities. Transport amounts of total organic carbon (TOC) have been compiled for 2007-2012 for Bromma Stockholm Airport, Göteborg Landvetter Airport, Malmö Airport and Stockholm Arlanda Airport. Data are reported for runway and aircraft de-icing agents as well as for water to water treatment facilities, which is estimated from reported water consumption.

## Transport

### EN29

*Compilation:* The report covers the transport of volume products whose total use at Swedavia during the calendar year 2012 exceeded 1,000 tonnes or 1,000 m<sup>3</sup>. This information is obtained from suppliers through questionnaires.

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicator is reported for Swedavia.

## Noise

### AO7

*Compilation:* Noise calculations were made using software that corresponds to the method described in ECAC Document 29 Version 3, which is to serve as the standard method for computing aviation noise contours in Sweden.

To map this, an aircraft noise level (ANL) of FBN 55 dB(A) has been used, which is a 24-hour weighted equivalent in which noise events during the evening and at night are given greater weight in the computation. ANL was originally defined by the Traffic Noise Commission (Trafikbullerutredningen) in its report SOU 1975:56, which in 1980/81 was subject to parliamentary approval. Another term for ANL is Lden (Level day-evening-night), which is used in the Swedish Ordinance on Environmental Noise, SFS 2004:675. There are minor differences in the definition of these measures, which are usually less than +/-1 dB. Over a transition period, the term ANLEU is used, which is based on Lden.

*Reporting period:* The information is reported for the first time in 2012.

*Limitation:* The indicator covers the ten airports under Swedavia's management which constitute Sweden's national basic infrastructure. For two airports, Bromma Stockholm Airport and Stockholm Arlanda Airport, their performance for 2012 is reported. For the other eight, their performance for 2011 is reported.

## Occupational health and safety

### LA1

*Compilation:* This compilation is based on employee statistics taken from Swedavia's Heroma employee system, including a breakdown of what kind of employment is involved (permanent, trial period, fixed period hire, temporary, contracted labour, other).

Swedavia reports information about the total number of employees at year-end. A report is also given of employment contracts on a full-time or part-time basis. A report of the total labour force broken down by region gives an overview of Swedavia geographically, which is adjusted based on the organisation's activities and on full-year employment.

The composition of the Board of Directors pertains to the Board of Directors of Swedavia AB. The breakdown of managers and other employees at Swedavia pertains to the Swedavia Group. The composition of the Board of Directors and executive management is based on their composition at the end of the year.

*Definitions:* Number of employees pertains to the number of different individuals regardless of their form of employment. The average number of employees pertains to the accumulated number of employees for a given period. The number of full-year employees is based on the scope, length and form of their employment, which is summarised in the number of full-time employees (100%).

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicator reports data for both the Swedavia Group and Swedavia AB.

### LA7

*Compilation:* The report includes all injuries reported and received by Swedavia during the year regardless of when the injury occurred and regardless of the employee's form of employment for the Parent Company, Swedavia AB.

Swedavia uses the same definition for occupational injury as stipulated in the Swedish Social Insurance Code, that is, "occupational injury" covers occupational accidents, occupational diseases and commuting injuries. Only occupational accidents and occupational diseases reported and received are used in the reporting for LA7.

In compiling the number of injuries and the number of occupational diseases, only those cases are counted that can be attested in writing. In compiling the number of days lost, the figures for reported absence in Heroma's employee statistics are used. In compiling the three rates, a factor corresponding to annual working time in hours per 100 employees is used. Swedavia uses a standard figure of 1,759 working hours per person and year. This figure takes into account the different measurements of working hours that are found at Swedavia. The size of the factor "Total number of hours worked" is taken from Swedavia's Heroma employee system.

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicator is reported only for Swedavia as a whole and for Stockholm Arlanda Airport. Other organisational units have too few occupational injuries to allow a clear trend to be discerned.

## Diversity and gender equality

### LA13

*Compilation:* This compilation is based on what the composition is at a given point in time. The composition of the Board of Directors and executive management is based on the composition at year-end, as is the breakdown of managers. The breakdown between men/women is calculated based on the average number of employees during the year.

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* Swedavia reports information for the total number of employees and the percentage breakdown between men/women in the employee category Board of Directors, executive management. Age groups are reported for Swedavia AB's Board of Directors. The composition of the Board of Directors pertains to the Board of Directors of Swedavia AB. The composition of executive management pertains to the executive management of Swedavia. The breakdown between managers and other employees at Swedavia is for the Swedavia Group.

## Non-discrimination

### HR4

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicator reports documented cases of discrimination. Swedavia's interpretation of the indicator is that it does not include victimization and bullying.

## Customer health and safety

### PR 1

*Compilation:* ASQ for safety is a combined value for four different questions regarding safety.

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The indicator is reported for Swedavia AB with 11 airports. The aim is to include Swedavia Real Estate AB in this indicator in 2013.

### PR5

*Reporting period:* The indicator is reported for the calendar year 2012 with comparative years 2011 and 2010.

*Limitation:* The Airport Service Quality (ASQ) survey is reported for all Swedavia airports. ASQ is a measurement of passenger satisfaction administered by Airport Council International (ACI) and encompasses 230 airports around the world. Bromma Stockholm Airport, Göteborg Landvetter Airport and Stockholm Arlanda are included in the Main Programme for airports with more than four million passengers. The other seven Swedavia airports are included in the Regional Programme. Figures for Bromma Stockholm Airport, Göteborg Landvetter Airport and Stockholm Arlanda Airport are reported on a rolling full-year basis, that is, from the first through the fourth quarter, and for the regional airports for winter-summer.

The airline survey is conducted every other year and measures the satisfaction of airline customers with all of Swedavia's airports. The survey is conducted as a questionnaire. The most recent survey was carried out in 2011.

The tenant survey covers tenants at Göteborg Landvetter Airport and Stockholm Arlanda Airport. The indicator includes the years 2012, 2011 and 2010 and is measured as a satisfied customer index using the Real Estate Barometer (*Fastighetsbarometern*). The Real Estate Barometer is a survey carried out among different property owners, which allows for a benchmark. The survey is conducted once a year with tenants, and the method used is telephone interviews. Beginning in 2013 it is planned that customer satisfaction surveys will be included in the Real Estate Barometer.

## Environmental policy

### Aim, objectives and targets

The airport's environmental impact is critical to the aviation industry and thus to Swedavia. We shall therefore always strive to reduce the negative environmental impact from the airports, mainly by reducing greenhouse gas emissions, reducing other emissions into the atmosphere and waterways, and minimising the use of chemicals and the production of waste. For us, it is a matter of course that we comply with environmental statutes in effect as well as other national and international regulations and requirements. We shall also work to limit aircraft noise and emissions from airport operations.

### Basic rules

To achieve this, it requires that we work according to the following basic rules:

- Concern for the environment shall be integral to every aspect of operations and be taken into account in our decisions.
- The most important environmental issue for the aviation industry is its impact on climate change, which shall be given priority in our decisions and activities.

- We shall always make our operations more energy-efficient and guide operations towards a more sustainable use of resources.
- Swedavia's employees shall all participate in the company's environmental work and be very familiar with the relevant laws and regulations.
- We shall systematically assess and mitigate the environmental risks of our operations.
- Swedavia shall take an active part in local, regional, national and international efforts to reduce the negative environmental impact of the aviation industry and work for sustainable development of the airports.

### Oversight

Compliance with this environmental policy is checked, among other things, in environmental audits, review processes for significant decisions and a management review of environmental work.

# Economy

Swedavia's greatest contribution to sustainable development is mainly in terms of the social and economic perspectives, by contributing to access as well as regional and national growth. Our success in enhancing access to, from and within Sweden is critical for the country's export and tourism industries.

## Economic value generated and distributed (EC1)

Swedavia has a significant economic impact on society. In 2012, Swedavia AB generated total economic value of SEK 4,935 M

(4,729). After distributing this economic value among different stakeholders, total value economic distributed to different stakeholders was SEK 1,206 M (1,297).

### Economic value generated and distributed by Swedavia AB according to GRI's definition

SEK M	Comment	2012	2011	2010*
<b>Direct economic value generated</b>				
Revenue	Net sales plus revenue from financial investments and the sale of assets	4,935	4,729	3,333
<b>Economic value distributed</b>				
Operating costs	Payments to suppliers, non-strategic investments, royalties etc	-1,909	-1,857	-1,466
Staff expenses and remuneration	Total of payments to employees (current payments, not future commitments)	-1,514	-1,277	-938
Payments to capital providers	All financial payments made to those contributing capital to the organisation	-265	-255	-192
Payments to the public sector	Taxes – gross	-41	-43	0
<b>Economic value distributed</b>	Investments, repayment of capital etc.	<b>1,206</b>	<b>1,297</b>	<b>737</b>

\*Pertains to the period April 1 - December 31, 2010.

## Investments in infrastructure (EC8)

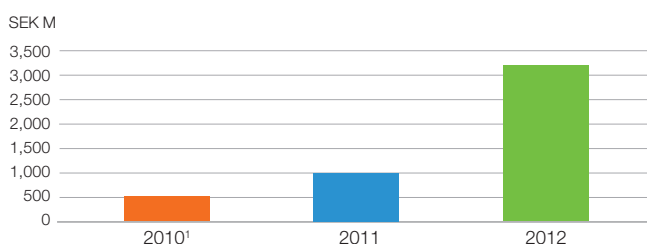
To reduce risks, generate value and achieve our long-term sustainability objectives, Swedavia invests in the maintenance of buildings and infrastructure on a continuous basis. The running of airport operations also requires extensive investments in order to comply with laws and regulatory requirements for safety and the environment. Considerable environmental investments are also needed to meet our environmental objectives.

To increase capacity and quality at our airports, in 2011 we initiated essential investments, which intensified during the year. These wide-ranging efforts are the basis for us also enhancing Swedavia's competitiveness and growth in the long term.

Swedavia's traffic forecasts consist of analyses of society's needs for air travel and serve as the basis of investments decided by Swedavia.

Group investments in 2012 totalled SEK 3,418 M, with 11 per cent (24) of this considered to be for public benefit. These investments can be seen as an addition to existing investments since they arise as the result of new laws and regulations and are also made to maintain and increase our capacity. They extend beyond our own operations and thus generate value for the society we work in.

### Investments, Swedavia

















<sup>1</sup> Pertains to the period April 1 – December 31, 2010. EC8 is not reported for this period since Swedavia's investments were not classified at that time in a way that allows oversight.

# Environmental concern

Environmental issues are of utmost importance to Swedavia and something we have worked on diligently for many years. Today Swedavia is an international role model for developing climate-smart airports. Reducing the environmental impact of aviation is an essential requirement for ensuring the continued existence and development of the aviation industry and thus of our operations.

## Swedavia's environmental targets

Area	Objective	Target	Actual 2012
<b>Emissions to the atmosphere, fossil carbon dioxide</b>	Swedavia shall reduce its own fossil carbon dioxide emissions, with the ultimate target being zero by 2020.	<ul style="list-style-type: none"> <li>By 2012 emissions shall be at most 5,600 tonnes (excluding our employee business travel)</li> <li>Every airport shall reduce fossil carbon dioxide emissions by ten per cent a year</li> </ul>	 
<b>Energy</b>	Swedavia shall improve its resource and energy efficiency, while promoting recycling and renewable energy.	<ul style="list-style-type: none"> <li>For 2005-2020 Swedavia's total energy use including expansion shall be reduced by at least 30 per cent.</li> <li>For 2011-2015 Swedavia's total energy use excluding expansion shall be reduced by two per cent a year</li> <li>By 2012 at least 20 per cent of Swedavia's fuel for vehicles shall be renewable fuel</li> </ul>	  
<b>Emissions into waterways</b>	Swedavia shall contribute to achieving and ensuring a good ecological and chemical status in the recipient waterways affected by the company.	<ul style="list-style-type: none"> <li>The oxygen content in the water measured at the airport's water release point shall be at least 5 mg/l by 2013</li> <li>The metal content of the water measured at the airport's water release point measured as a five-year rolling average shall be at most within the environmental quality standards set by the Swedish Water Authority by 2013 at the latest</li> </ul>	 
<b>Aviation noise</b>	Swedavia shall work actively to achieve acceptable noise exposure relative to the social benefits of aviation.	<ul style="list-style-type: none"> <li>Every airport that has aviation noise as a significant environmental aspect shall be categorised as proactive in the noise classification system by 2015 at the latest</li> </ul>	
<b>Customer experience</b>	Swedavia shall measure how our customers view the airports as taking environmental responsibility and acting in a way that is environmentally aware.	<ul style="list-style-type: none"> <li>By 2012 taxis shall be 100 per cent ecotaxis* at Bromma Stockholm Airport and Stockholm Arlanda Airport</li> <li>By 2012 taxis shall be 100 per cent ecotaxis* at Göteborg Landvetter Airport and Malmö Airport</li> <li>The share of passengers who use mass transport to get to Stockholm Arlanda Airport shall be at least 50 per cent by 2012</li> </ul>	  

-  Target achieved  
 Target achieved by some airports  
 Target not achieved in full

\* The requirement for environmental taxis does not include vehicles that take more than four passengers

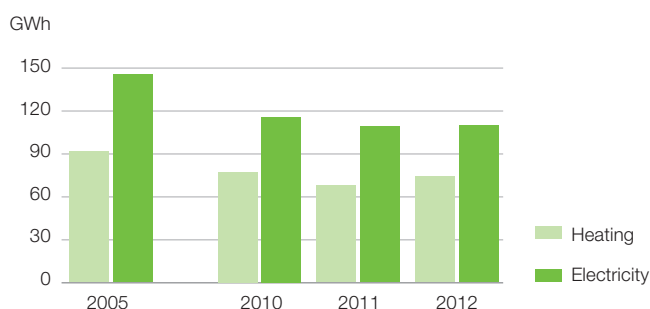
## Energy

### Efforts to reduce energy consumption (EN5)

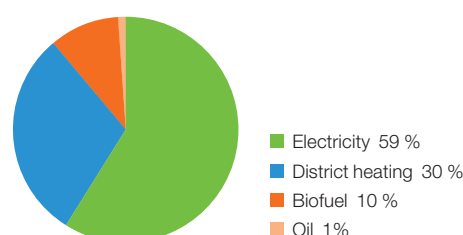
Swedavia works continuously to improve our resource and energy efficiency, while promoting recycling and renewable energy. Our objective is to reduce total energy consumption by at least 30 per cent by 2020, compared to 2005. At year-end, energy consumption had been cut 22 per cent since 2005. In 2012 energy consumption increased 4 per cent, compared to 2011, which is explained by December being colder than normal. Nevertheless, the target for total energy consumption was achieved in 2012.

During the year, the focus was on making Göteborg Landvetter Airport climate-neutral in heating. A district heating system heats buildings with over 100,000 square metres of space at the airport. Kiruna Airport has worked extensively with its electricity and heating consumption, which was reduced almost 10 per cent during the same period. There are numerous examples of measures, such as monitoring and replacing lighting, ventilation, radiators and control systems and replacing windows and doors.

### Swedavia AB's total energy consumption



### Swedavia AB's energy consumption by energy source, %



## Carbon dioxide emissions

### Initiatives to reduce greenhouse gas emissions (EN18)

During the year, we took a number of steps to take responsibility for our environmental impact. All ten Swedavia airports included in Sweden's national basic infrastructure were certified at the highest level of Airport Carbon Accreditation (ACA). Swedavia is thus the airport group that has come the furthest, according to this international standard, in the work to develop climate-smart airports. In 2012 Swedavia (excluding Swedavia Real Estate) was ISO 14001 environmentally certified, which is crucial support in our overall work to reduce the airports' environmental impact.

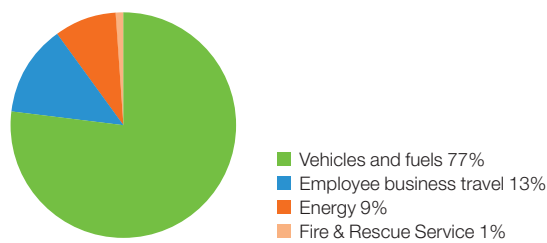
One of the most important steps has been to develop a strategy for a fossil fuel-free fleet of vehicles. Since Stockholm Arlanda Airport is our largest airport, the measures carried out there are crucial for achieving our environmental objectives. Another important measure is thus our structured work to ensure we do not exceed the emissions cap for this airport.

During the year, new charging posts for electric cars were introduced at Göteborg Landvetter Airport and Stockholm Arlanda Airport. At Umeå Airport, a charging station for fast-charging electric buses was inaugurated. The station allows Umeå's airport coach service to operate using clean, quiet buses.

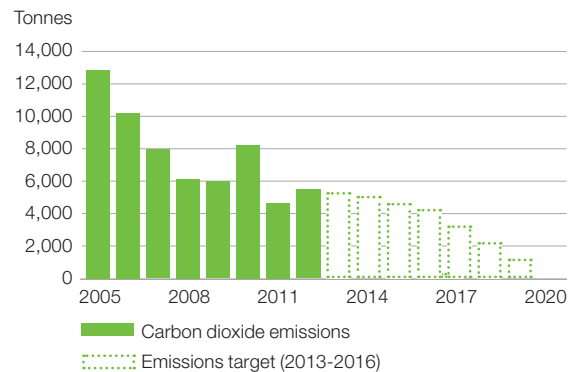
Along with concrete measures to reduce the impact of our own operations, we also take a broader industry approach on environmental issues. We consider the overall environmental impact of air travel and are a strong driver in focusing on aviation emissions and noise exposure. We take part in a number of environmental collaborations to ensure long-term sustainable development.

In 2012, carbon dioxide emissions totalled about 5,400 tonnes, which is a 17 per cent increase compared to 2011. This increase is mainly due to the heavy snowfall in December. Nevertheless, we achieved our target for 2012. Since 2005, Swedavia has lowered its carbon dioxide emissions 56 per cent.

### Swedavia AB's carbon dioxide emissions by category, %



### Fossil carbon dioxide emissions from Swedavia AB's operations, excluding employee business travel



### About ACA certification

ACI Europe and WSP Environmental & Energy are the organisations behind ACA certification. ACI Europe is a consortium of 440 airports in Europe that works to disseminate knowledge and methods, among other things, to make airports more efficient from a climate change standpoint. Certification was launched in 2009 in conjunction with a decision by the European airports to be climate-neutral regarding their own operations. During the first two years, the carbon dioxide emissions of affiliated airports were reduced more than 1.1 million tonnes (ACI Europe). This European certification is the only programme of its kind in the world.



Comparison between direct and indirect greenhouse gas emissions (EN16, EN17)  
and direct and indirect energy consumption (EN3, EN4)

Scope according to GHG Protocol Indicator according to GRI	Scope 1 EN16, EN3					Scope 2 EN16, EN4		Scope 3 EN17					Total own oper- ations*	Total**
	Vehicles Internal	Electricity Internal	Heating Internal	Heating External	Fire- fighting exercises Internal	Electricity Internal	Heating Internal	Vehicles External	Electricity External	Heating External	Employee business travel External	LTO External		
Carbon dioxide (tonnes)														
2012	4,575	53	185	108	79	0	322	3,962	0	97	746	291,514	5,419	9,381
2011	4,269	54	142	114	49	0	287	4,128	0	83	695	243,027	4,997	9,125
2010	6,246	48	677	852	129	0	104	4,674	0	6	-	-	8,063	12,737
2009	4,545	32	366	184	281	0	433	4,552	0	48	-	-	5,888	10,440
2008	4,245	60	719	104	338	0	526	4,970	0	43	-	-	6,035	11,005
2007	4,429	108	2,406	-	321	0	488	4,205	0	45	-	-	7,797	12,002
Carbon dioxide equivalent (tonnes)														
2012	4,634	53	187	109	80	0	322	4,007	0	97	-	-	5,482	9,489
2011	4,323	54	143	114	49	0	287	4,174	0	83	-	-	5,054	9,229
2010	6,317	48	682	859	131	0	104	4,727	0	6	-	-	8,148	12,875
2009	4,599	32	369	185	287	0	433	4,604	0	48	-	-	5,953	10,557
2008	4,299	61	725	104	344	0	526	5,027	0	43	-	-	6,103	11,129
2007	4,481	109	2,424	-	327	0	488	4,253	0	45	-	-	7,875	12,128
Energy (GWh)***														
2012	22	0.2	22	21	0.7	112	57	17	60	17	-	-	252	329
2011	20	0.2	17	20	0.6	111	50	17	60	15	-	-	233	310
2010	27	0.2	22	23	0.7	117	67	19	57	18	-	-	275	352
2009	20	0.1	18	18	1.1	122	53	18	52	14	-	-	246	316
2008	19	0.2	25	4	1.3	128	43	20	51	12	-	-	233	304
2007	18	0.4	33	-	1.3	123	52	17	47	9	-	-	236	300
Renewable share of energy														
2012	21%	5%	97%	98%	56%	100%	98%	11%	100%	98%	-	-	92%	89%
2011	17%	5%	97%	98%	70%	100%	98%	9%	100%	98%	-	-	92%	89%
2010	11%	5%	89%	87%	24%	100%	99%	5%	100%	100%	-	-	89%	86%
2009	11%	5%	93%	96%	0%	100%	97%	5%	100%	99%	-	-	91%	87%
2008	12%	5%	90%	91%	0%	100%	96%	4%	100%	99%	-	-	90%	86%
2007	3%	5%	73%	-	0%	100%	97%	5%	100%	98%	-	-	87%	85%

\*Total according to the limit for Swedavia's carbon dioxide emissions target (tonnes), which includes EN16 as well as electricity and heating in EN17. Swedavia's energy target (see EN5) includes only internal electricity as well as internal heating adjusted for a normal year in EN3 and EN4.

\*\*Total for EN16/EN3-4 and EN17, excluding employee business travel and LTO.

\*\*\*The amount of energy for heating internally and externally in EN3 is estimated based on specific heating values in the fuel for Swedavia's own heating production in order to be able to make a comparison with similar emissions in EN16 and calculate the percentage of renewable energy. The amount of energy for internal heating in EN5 is measured mainly using production metres and is adjusted for a normal year.

The table shows airport-related activities that give rise to greenhouse gases and energy use. Swedavia exercises varying degrees of control over these activities. The level of control is categorised under the Greenhouse Gas Protocol (GGP) into three scopes:

- Scope 1: Swedavia's operations
- Scope 2: Swedavia's use of electricity and heating purchased
- Scope 3: Other indirect emissions, such as transport with vehicles not owned or controlled by Swedavia, electricity use not included under Scope 2 etc.

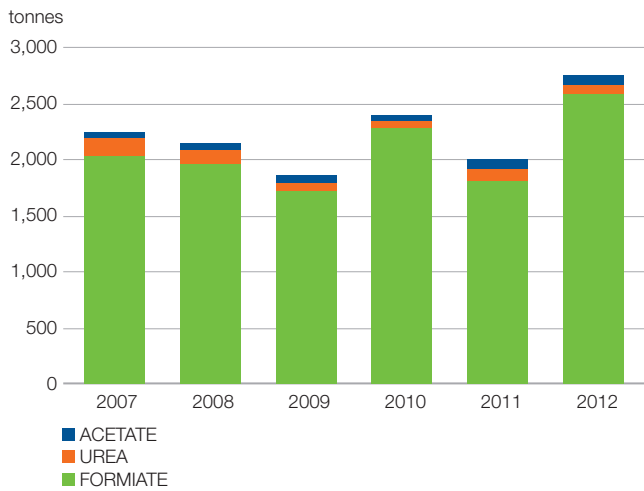
The table illustrates the relation between the various categories of scope for the different EN indicators for greenhouse gases and energy use.

Greenhouse gas emissions are reported in tonnes of carbon dioxide equivalents. The corresponding amount of energy used is reported in GWh. The energy used that comes from renewable sources is reported as renewable energy in per cent.

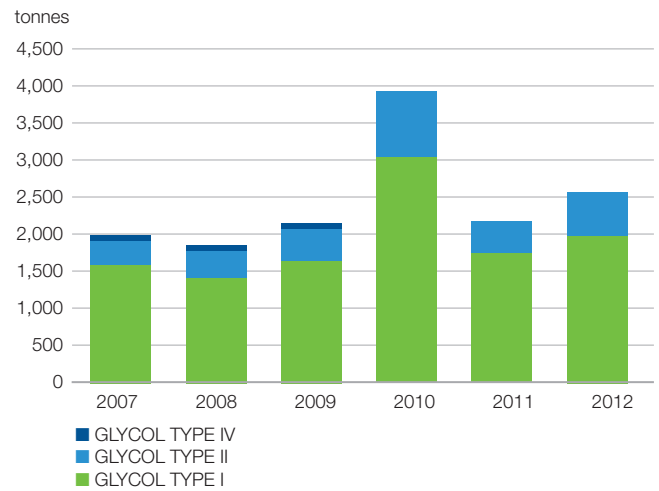
### Emissions to water (EN21)

Swedavia works to achieve a good ecological and chemical status for the waterways, ground water and lakes affected by our operations. Our objective is to have all of Swedavia's airports comply with the criteria in the EU Water Framework Directive. During the year, a number of airports updated their control programmes for the airport's impact on water.

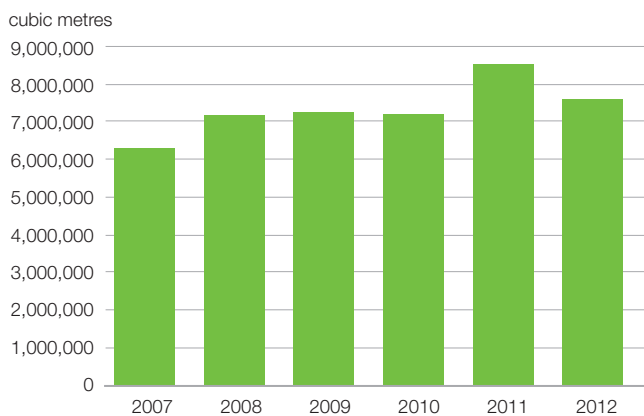
Swedavia AB's total consumption of runway de-icing agents



Swedavia AB's total consumption of aircraft de-icing agents



Swedavia AB's total volume of water to water treatment facilities



## Environmental impact through the transport of products (EN29)

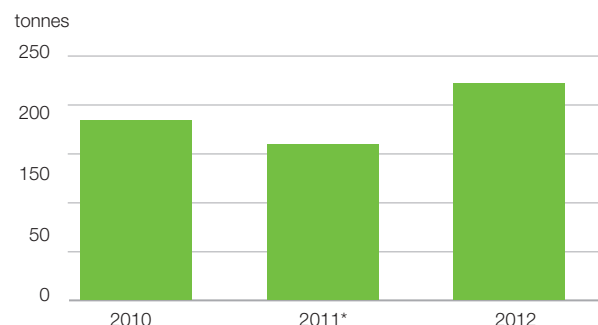
Swedavia purchases various types of goods and services. Delivery of these goods and services often entails the transport of goods and/or services to one of our airports or other operations. Most goods are purchased free domicile, which means that Swedavia purchases the good and the supplier is responsible for delivering the good, including transport. For some purchases, Swedavia sets environmental requirements for transport.

Fossil carbon dioxide emissions are a significant environmental aspect for Swedavia, and for that reason Swedavia chooses to use fossil carbon dioxide emissions as an indicator of the environmental impact through the transport of products.

With the help of a survey and with support from Miljöbyrån Ecoplan AB, Swedavia has mapped emissions affecting climate change from the transport of purchased wood chips, wood pellets, vehicle fuel, anti-skidding sand, heating fuel, formiate, glycol and lavatory chemicals in 2012. Emissions for 2012 were estimated to be about 200 tonnes. Emissions for 2012 are higher than reported

emissions in both 2010 and 2011. The increase is mainly due to an estimated increase in transport work, in part due to a change in calculation principles.

### Fossil carbon dioxide atmospheric emissions from the transport of purchased goods (EN29)



\* The value for 2011 has been adjusted downward compared to what was reported in the previous year's report. One supplier reported emissions figures for 2011 that were too high and which have now been adjusted.

## Noise (AO7)

For a number of years, Swedavia has worked to limit the impact of aviation noise, which is always a germane issue for the industry as well as for a number of our stakeholders. Most of this work is carried out at our larger airports, where the issue is most relevant.

We carry out noise assessments on a regular basis to ensure that we are within the limits of the airports' environmental permits. Collaboration with neighbours and municipal authorities is crucial and has resulted in building planning and permits being issued based on forecast noise curves. To reduce noise for buildings with the greatest exposure, we soundproof these residences. Almost

1,500 residences have been soundproofed over the years in the vicinity of Bromma Stockholm Airport, Göteborg Landvetter Airport, Stockholm Arlanda Airport and Umeå Airport.

Some 15,000 residents are exposed to aircraft noise above the standard level (ANL) of 55 dB(A) from Swedavia's airports. About 90 per cent of those exposed live near Bromma Stockholm Airport and Stockholm Arlanda Airport. Kiruna Airport, Luleå Airport (civilian traffic), Ronneby Airport (civilian traffic) and Åre Östersund Airport do not subject any residents to noise exposure above the standard level.

### Number and percentage exposed to aircraft noise (AO7)

Airport	Municipality	Number exposed to ANL above 55 dB(A)	Number of residents per municipality	Percentage exposed per municipality
Stockholm Arlanda Airport	Knivsta	36	14,941	0.2%
	Sigtuna	1,940	41,140	4.7%
	Upplands-Väsby	1	39,919	0.0%
<b>Total</b>		<b>1,977</b>		
<b>Bromma Stockholm Airport</b>	Stockholm	12,464	866,269	1.4%
<b>Total</b>		<b>12,464</b>		
Göteborg Landvetter Airport	Härryda	415	34,612	1.2%
	Lerum	5	38,597	0.0%
	Mölndal	23	62,357	0.0%
<b>Total</b>		<b>443</b>		
Malmö Airport	Lund	58	111,341	0.1%
	Svedala	32	19,791	0.2%
<b>Total</b>		<b>90</b>		
Umeå Airport	Umeå	80	114,362	0.1%
<b>Total</b>		<b>80</b>		
Visby Airport	Gotland	14	43,006	0.0%
<b>Total</b>		<b>14</b>		
<b>Total</b>		<b>15,068</b>		

# Social development

Dedicated employees with the right competency and desire to develop are crucial to Swedavia's success. We work to be an attractive employer that promotes development in order to recruit competent employees. Our work is carried out with a focus on sustainability and based on ambitious objectives in the priority areas of employeeship, leadership, health and diversity.

Swedavia supports the UN's Universal Declaration of Human Rights and related conventions. That means we respect personal dignity, integrity and the rights of every human we come in contact with in our work. No one shall take part in violating or circumventing human rights. All of Swedavia's employees are free to join any association or organisation of their choice, which is also stated in our Code of Conduct.

Swedavia closely complies with the regulations in effect in laws and agreements for the protection of minors in the labour market.

Children under 15 are not employed by Swedavia for any form of work. To the extent young people ages 15 to 18 are employed, Swedavia closely complies with regulations in effect for working hours, workplace environment and occupational protection. Through the collective agreements that Swedavia applies, trade unions have an opportunity to check that underage workers are not employed, which is a principle that applies to the entire Swedish labour market.

Employee statistics (LA1 and LA13)	2012	2011	2010*
Average number of employees	2,624	2,516	2,496
Number of employees <sup>1)</sup>	2,712	2,622	2,557
Men/women <sup>1)</sup>	1,814/898	1,749/873	1,662/895
Managers men /women <sup>1)</sup>	98/74	105/67	109/69
Executive management men/women <sup>1)</sup>	9/5	9/5	7/5
Wage differentials men/women SEK/month <sup>1)</sup>	-235	-750	-517
Wage differentials men/women <sup>1)</sup> , %	-0.9	-3.0	-1.8
Breakdown by age, men/women <sup>2)</sup>			
21-30	130/81	113/74	NA
31-40	292/176	263/170	NA
41-50	369/225	347/218	NA
51+	521/210	526/195	NA
Number of employees full-time/part-time <sup>2)</sup>	2,555/145	2,510/99	NA
Absence due to illness, percentage of regular scheduled working hours – short-term and long-term <sup>3)</sup> , %	4.8	4.1	3.65
Absence due to illness men/women <sup>3)</sup>	4.18/6.06	3.4/5.5	3.2/4.7
Absence due to illness more than 60 days, percentage of total absence due to illness <sup>4)</sup> , %	39.91	43.2	40.4
Percentage of internal recruitment <sup>4)</sup> , %	7.53	10.4	4.2
Revenue per employee <sup>5)</sup> , MSEK	1.9	1.8	1.3

1) Pertains to the Swedavia Group, excluding employees hired on an hourly basis.

2) Pertains to Swedavia AB excluding employees hired permanently or for a limited period, those on leave and those hired intermittently.

3) Pertains to Swedavia AB.

4) Pertains to Swedavia AB excluding people hired on an hourly basis or for a fixed period.

5) Based on the average number of employees in the Swedavia Group.

\*All comparative figures for 2010 pertain to the period April 1 to December 31, 2010.

Employees by region reported as full-year employees	2012	2011	2010
Stockholm Arlanda Airport	665	886	777
Göteborg Landvetter Airport	461	560	441
Bromma Stockholm Airport	191	218	156
Malmö Airport	96	104	89
Luleå Airport	89	110	83
Umeå Airport	99	114	86
Åre Östersund Airport	53	58	51
Visby Airport	44	47	40
Ronneby Airport	22	25	20
Kiruna Airport	38	48	38
Sundsvall Härnösand Airport	53	48	46
Swedavia Group	366	209	157
Swedavia subsidiaries	12	11	11
<b>Total</b>	<b>2,189</b>	<b>2,438</b>	<b>1,995</b>

## Health (LA7)

The workplace environment and employee health are high priorities at Swedavia, because sustainable employees mean quality of life for individuals and productivity for operations. We take responsibility for our employees' physical and psychosocial development in the workplace. Our workplace and drug policy states that a basic requirement for our ambition to be a good, safe and secure workplace is that no employee may be under the influence of alcohol or drugs at work. We work actively, in part through work-related rehabilitation for employees with repeated short-term absences due to illness as well as longer such absences. Since 2011 we offer occupational health service for the entire company. In January 2012 an employee insurance programme for illness and rehabilitation was also introduced. In 2012 the rate of absence due

to illness was 4.8 (4.1) per cent. Swedavia analyses the reasons for the rising rate trend. One explanation could be the early outbreak of winter influenza, which started in December 2012.

We are working to develop measures that prevent injuries. This is important since many of our employees have physically demanding duties. We will also test the physical health of employees in selected risk groups on a regular basis.

The injury rate, that is, the measure for the number of injuries, has remained relatively stable over time, while the rate of days lost due to occupational injuries fluctuates more. Most injuries do not result in any absence. In 2011 one case of injury at Stockholm Arlanda Airport resulted in a fairly long absence, which explains the high rate of workdays lost in 2011.

Occupational injuries and occupational diseases (LA7)	2012	2011	2010
Injury rate, the total number of injuries relative to the total number of hours worked	1.28	1.2	0.9
Rate of occupational diseases, Swedavia AB	0.17	NA	NA
Rate of workdays lost, Swedavia AB	14.38	NA	NA
Rate of workdays lost, Stockholm Arlanda Airport	17.15	28.6	2.9

## Diversity (HR4)

Diversity is a strategic issue for Swedavia. Having carefully prepared, inclusive diversity work is critical to our business because we operate from the assumption that people's differences enrich us. In 2012 we continued to work based on the framework established in Swedavia's diversity and gender equality plan, which was introduced in 2011.

Under the scope of this plan, we implemented a zero tolerance policy for bullying and harassment. Swedavia has a number of procedures already in place to deal with discrimination. Among other things, the employee survey includes questions about bullying and sexual harassment. In 2012 we formed a diversity group, which consists of employees at Swedavia. They were trained in basic discrimination laws and general diversity work. We also developed guidelines on diversity in the recruitment process.

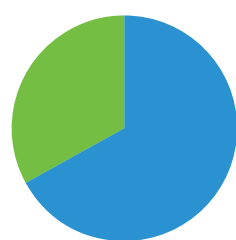
### Discrimination

During the financial year 2012, three reports were received by the Discrimination Ombudsman (DO). Swedavia learned of the reports

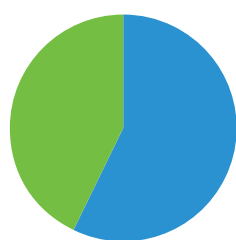
in January 2013, when Swedavia contacted the DO for a summary of reports submitted. The first case was submitted by the Swedish Union for Service and Communication Employees (SEKO) and was specified as discrimination in the workplace. The second case was specified as discrimination in hiring by a person who was not given the job. The third case was submitted by a passenger at Stockholm Arlanda Airport who felt discriminated against at the security checkpoint. The DO dismissed all three cases. There was no request from the DO to Swedavia in the three cases for additional information, documents or statements.

In 2013, Swedavia will contact the airports and units involved even though the cases have been dismissed by the DO, to determine whether an internal investigation of the cases and, where appropriate, of the procedures involved is needed or whether improvements are necessary. Swedavia also plans to set up whistle-blower functions in our units in 2013.

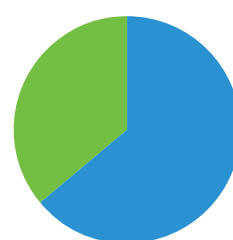
**Total number of employees  
Swedavia, breakdown  
men/women, %**



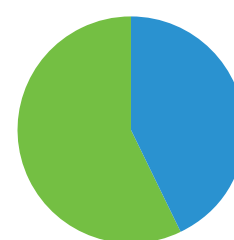
**Managers, breakdown  
men/women, %**



**Executive management,  
breakdown men/women, %**



**Board of Directors, break-  
down men/women, %**



## Product responsibility

### Safety (PR1)

At Swedavia, aviation safety and security have the highest priority. They are integral to all our operations, which as a result are a natural part of every process. Our passengers demand efficient, smooth flows without compromising safety or security. This is something Swedavia always has in mind when we develop our services at the airports.

In all activities and projects Swedavia carries out, high priority is given to employee health and safety. Safety concerns apply to all types of workplaces. Among other things, Swedavia sees to it that employees have information about the risks in their work, access to personal protective equipment when this is required, and training in how to handle equipment correctly. Vehicles, machines and other equipment are properly maintained and safe to use so that the risk of injury and damage to employee health is minimised. Swedavia's safety and security work is regulated mostly by EU laws as interpreted by the Swedish Transport Agency in the form of statutes (TSFS). Oversight of the airports' safety and security work is carried out by the Swedish Transport Agency.

At several stages in the life cycle of services, questions about the impact on safety are assessed to see whether improvements are possible. All investments are subject to a safety assessment

in the development of service concepts. Existing systems and changes in a system are analysed and assessed in terms of their significance for safety. Before new systems are placed in service, changes in existing systems are introduced or systems are replaced or phased out, Swedavia presents a safety case to the Swedish Transport Agency. Production – that is, airport operations – is regulated from a safety and security standpoint by procedures to improve safety and security through self-inspections, regulatory checks etc.

The work with safety is directed and monitored through a safety management system. Since the turn of the year 2012/2013, there is a Group-wide system for every Swedavia airport. The target figures that Swedavia monitors for safety work are related to the number of accidents and serious incidents as well as customer satisfaction (ASQ) in the area of safety. The oversight function ensures continuous work for development and improvement.

The customer satisfaction rating in the area of safety for 2012 was 72 per cent. This target figure was not monitored previously. In 2012, there were no accidents but one serious incident at Swedavia's airports, based on Swedavia's interpretation of the EU's definition (no. 996/2010).

2012	2011	2010
No accidents	No accidents	No accidents
1 serious incident	2 serious incidents	1 serious incident

### Customer satisfaction (PR5)

Satisfied customers are the basis of everything we do and an essential requirement for developing better business. Dialogue and constructive relations are critical, and each year we carry out a variety of dialogues with our customers. As a result, we gain increased knowledge about how they view our operations, which is a factor for success for our continued development and profitability.

Swedavia works methodically with customer satisfaction and measures customer satisfaction on a continuous basis among our passengers, airline customers and tenants at the larger airports. The process for working with customer care means that the results from customer surveys are analysed and priorities for

areas of improvement are identified. Those units affected work to develop action plans with related activities, which are aimed at increasing customer satisfaction. Targets are set in the form of various key figures and a satisfied customer index for the different customer groups. Implementation of steps adopted to improve operations is checked through a new follow-up measurement.

Passengers are Swedavia's primary customer group. Departing passengers' attitudes to the airport are measured on a continuous basis. Surveys of airline and tenant satisfaction are also carried out on a continuous basis. The attitudes of airlines were not surveyed in 2012; the next time will be in 2013.

Customer satisfaction	2012	2011	2010
Passengers (ASQ)*, %	68	68	68
Airlines (SCI)	NA	57	NA
Tenants (SCI)	63	66	68**

\* Results are for the first through fourth quarter for Bromma Stockholm Airport, Göteborg Landvetter Airport and Stockholm Arlanda Airport as well as winter–summer for the regional airports. The value for 2010 has been adjusted to agree with the defined measurement period.

\*\*The value has been adjusted compared to what was previously reported.

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