



Statement of Results 2013 – part of Sustainability Report

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 2013. The Statement of Results presents the Group's sustainability results and performance indicators according to the Global Reporting Initiative (GRI)'s G3 guidelines. Swedavia has also chosen to use the sector supplements Airport Operators (AO) and Construction and Real Estate (CRE).

Reported indicators have been selected based on the views of our stakeholders and reflect our shared view of what is crucial and what is important for developing long-term sustainable operations.

The Annual Report and Sustainability Report 2013 gives an account of Swedavia's sustainability work for the financial year 2013 since Swedavia has chosen to integrate information about sustainability in the Annual Report. The Annual Report and Sustainability

Report 2013 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.

This is the fourth year that Swedavia is reporting its sustainability results based on GRI's G3 guidelines. For 2014, the intention is to switch to the new G4 guidelines. This report concerns Swedavia (the Group) and Swedavia AB (the Parent Company). The information about the accounting principles used and 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 2013. Last year's Annual Report and Sustainability Report was published on March 31, 2013.

» Read more at www.swedavia.com/about-swedavia/this-is-swedavia/



CONTENTS

	page
Swedavia in brief	3
GRI index cross-reference table	4
UN Global Compact's ten principles, cross-reference table	6
Accounting principles	7
Accounting of performance indicators	
Economy	10
Environmental concern	11
Social development	16
Contact information	19

Swedavia in brief

Swedavia owns, operates and develops ten airports across Sweden and is wholly owned by the Swedish state. The business is run as airport operations and real estate operations. Our role is to create the access Sweden needs to facilitate travel, business and meetings - in Sweden, elsewhere in Europe and around the world. A focus on customers, sustainable development, and safety and security are the basis of everything Swedavia does, both in our own operations and in society in general. Swedavia is a world leader in developing airports with the least possible environmental pact. In 2013, Swedavia had revenue of 5.2 billion Swedish kronor and some 2,400 employees. A total of 33.5 million passengers flew via our airports in 2013. Swedavia also owns Göteborg City Airport and is a minority owner in the company that operates the airport.

Our offering

Swedavia's services are aimed at meeting the needs of our customers and partners for efficient, long-term sustainable travel. Sweden is a country that depends on the export of goods and services, which constitute almost 50 per cent of GDP. In an increasingly globalised society, there is a growing need for fast, efficient travel to, from and within Sweden.

Strategy, objectives and targets

The general direction of Swedavia's strategy is a focus on customers, sustainable development, and safety and security. We drive operations in this direction by using various concrete targets. To achieve these, we have developed a number of strategic priorities through 2017 based on the four perspectives customers, social development, environmental concern and economy. This perspective and related targets are illustrated in our sustainability wheel.

9% return
on equity

0 tonnes of carbon
dioxide emissions, 2014



80% satisfied
passengers, 2014

80% satisfied
employees, 2014

GRI cross-reference table

Swedavia's Sustainability Report for 2013 is prepared in accordance with the Global Reporting Initiative (GRI)'s G3 guidelines for sustainability reporting. The indicators that Swedavia has chosen to report for 2013 and where the information can be found are shown in the cross-reference table below, this Statement of Results, and Swedavia's Annual Report and Sustainability Report 2013. The Sustainability Report applies GRI's C+ level and has been subject to a general review by Ernst & Young AB.

● Reported ● Reported in part SR: This Statement of Results AR: Swedavia's Annual Report and Sustainability Report 2013

G3 information	Description	Page	Scope of report	Comment
1. Strategy and analysis				
1.1	Statement from the most senior decision-maker about the relevance of sustainability to the organisation and its strategy.	AR 6–7	●	
2. Organisational profile				
2.1	Name of the organisation.	AR 44	●	
2.2	Primary brands, products and/or services.	AR1 7–19	●	
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.	AR 61, 67, 79–80	●	
2.4	Location of organisation's headquarters.	AR 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.	AR 3	●	
2.6	Nature of ownership and legal form.	AR 3, 61	●	
2.7	Markets served.	AR 14–16	●	
2.8	Scale of the reporting organisation.	AR 3–4	●	
2.9	Significant changes during the reporting period regarding size, structure or ownership.	AR 44, 61, 79–80	●	
2.10	Awards received in the reporting period.	AR 33	●	
3. Information about the report				
3.1	Reporting period for the information provided.	SR 2	●	
3.2	Date of most recent previous report.	SR 2	●	
3.3	Reporting cycle.	SR 2	●	
3.4	Contact point for questions regarding the report or its content.	SR 19	●	
3.5	Processes for defining report content.	AR 25	●	
3.6	Boundary of the report.	SR 7–9	●	
3.7	State any specific limitations on the scope or boundary of the report.	AR 2, SR 7–9	●	
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.	AR 62–63, 65 SR 7–9	●	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statements.	SR 7–9	●	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.	SR 7–9	●	
3.12	Table identifying the location of the Standard Disclosures in the report.	AR 106–108	●	
4. Governance, commitments and engagement				
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.	AR 95–100	●	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	AR 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.	AR 96	●	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	AR 25, 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.	AR 25	●	
4.15	Basis for identification and selection of stakeholders with whom to engage.	AR 25	●	

Indicator	Description	Page	Scope of report	Comment
5. Performance indicators				
Economic impact				
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.	AR 41, SR 10	●	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	AR 40–41, SR 10	●	
Environmental impact				
EN3	Direct energy consumption by primary energy source.	SR 11	●	
EN4	Indirect energy consumption by primary energy source.	SR 11, 13	①	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.	AR 34, SR 12	①	Not reported for Real Estate AB.
EN16	Total direct and indirect greenhouse gas emissions by weight.	SR 12–13	●	
EN17	Other relevant indirect greenhouse gas emissions by weight.	SR 12–13	●	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	AR 33–34, SR 12	●	
EN21	Total water discharge by quality and destination.	AR 35, SR 14	①	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.	SR 15	①	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.	AR 35–36, SR 15	●	
Social impact				
Labour practices and decent work				
LA1	Total workforce by employment type, employment contract and region.	AR 31, SR 16	●	
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and the number of work-related fatalities by region.	AR 28, SR 17	●	
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership.	AR 31, 69–70, SR 16	①	Minority groups not reported.
Human rights				
HR4	Total number of incidents of discrimination and corrective actions taken.	SR 17	●	
Product responsibility				
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.	AR 27, SR 18	①	Health aspects and life cycle perspective not reported.
CRE8	Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment.	SR 18	①	Only certification of new buildings reported.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	AR 20, 25, SR 18	●	

UN Global Compact ten principles, cross-reference table

Since 2012, Swedavia supports the United Nations Global Compact and its ten principles. Swedavia's Annual Report and Sustainability Report 2013 also include 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 2013.

UN Global Compact: Ten principles	Page and comments
Human rights	
1. Businesses should support and respect the protection of internationally proclaimed human rights in the spheres they can influence	31
2. Businesses should make sure that they are not complicit in human rights abuses	31
Labour	
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	31
4. Businesses should work to eliminate all forms of forced and compulsory labour	31
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	31
Environment	
7. Businesses should support a precautionary approach to environmental challenges	33–36
8. Businesses should undertake initiatives to promote greater environmental responsibility	33–36
9. Businesses should encourage the development and diffusion of environmentally friendly technologies	33–36
Corruption	
10. Businesses should work against corruption in all its forms, including extortion and bribery	31

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 2013 and in the Annual Report and Sustainability Report 2013. Comparative periods can be found in previously published reports.

Reporting period: The indicator is for 2013 with comparative years 2012 and 2011.

Limitation: The indicator is for Swedavia. In previous years, the indicator was limited to Swedavia AB; comparative years 2012 and 2011 have been restated so that they also concern Swedavia.

EC8

Compilation: The indicator is based on investments in Swedavia that are classified as maintaining and increasing capacity or as necessary because of specific requirements in Aviation Business or Commercial Services. The indicator is calculated using the percentage of investments classified under the principle above in relation to total investments for the year. Swedavia interprets the indicator and considers investments of this kind to contribute benefits for the general public.

During the year, the investment classifications were revised in order for them to fit Swedavia's investments and future investment needs. As a result of the revision, the investment classification for increasing capacity has been added. Furthermore, the previous special requirements for the classification have been replaced by the special requirements for Aviation Business and Commercial Services. Comparative years 2012 and 2011 have been restated based on the investment classifications now in effect.

Reporting period: The indicator is for 2013 with comparative years 2012 and 2011.

Limitation: The indicator is for Swedavia.

Environmental concern

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

EN3: Based on quantities of fuel consumed and the estimated energy content (net calorific value) of the fuels. For heating fuels, the boiler efficiency rating was assumed to be 95 per cent. For other fuels, the estimated net calorific value has been used in its entirety.

EN 4-5: Based on compiled values for energy purchased or produced reported in Swedavia's SMIL environmental management system.

EN 5: Heating values have been adjusted for a normal year for the period January–March and October–December.

Reporting period: The indicators EN 3 and EN4 are reported for the calendar year 2013 with comparative years 2008–2012. EN5 is reported for the calendar year 2013 with comparative years 2010–2012.

Limitation: For 2013, the EN3 and EN4 indicators report the performance of Swedavia and in the table for Swedavia AB. In previous years, they were reported for Swedavia AB. EN5 is reported for Swedavia AB and its ten airports as well as the office in Norrköping.

Emissions to air and water as well as waste

EN16

Compilation: Based on Swedavia environmental data (SMIL).

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2008–2012.

Limitation: For 2013, the indicator is reported for Swedavia. In previous years, it was reported for Swedavia AB. Biogenic carbon dioxide was not reported.

EN17

Compilation: Based on Swedavia environmental data (SMIL).

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2008–2012.

Limitation: For 2013, the indicator is reported for Swedavia. In previous years, it was reported for Swedavia AB. Fossil carbon dioxide emissions from employee business travel are reported.

EN18

Compilation: No compilation but instead a report of what activities were carried out.

Reporting period: The indicator is reported for the calendar year 2013.

Limitation: For 2013 the indicator is reported for Swedavia. In previous years, it was reported for Swedavia AB.

EN21

Compilation: No compilation.

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2008–2012.

Limitation: The indicator is reported in part and pertains to Swedavia in 2013 and Swedavia AB in previous years. The indicator reports the amount of runway and aircraft de-icing agents plus water to water treatment facilities, which is estimated based on reported water consumption.

Transport

EN29

Compilation: The report covers the transport of products whose total use at Swedavia during the calendar year 2013 exceeded 1,000 tonnes or 1,000 m³. This information is obtained from suppliers through questionnaires.

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2012 and 2011.

Limitation: The indicator is reported in part and pertains to Swedavia. Products whose transport is included are those used in normal airport operations. The quantities delivered include the volume or weight that Swedavia ordered in total. The entire transport route attributable to delivery to Swedavia is included in the report.

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 indicator is reported for the calendar year 2013 with comparative year 2012.

Limitation: The indicator covers the ten airports under Swedavia's management which constitute Sweden's national basic infrastructure. For three airports, Bromma Stockholm Airport, Stockholm Arlanda Airport and Visby Airport, their performance for 2013 is reported. For the other seven, their performance for 2012 is reported.

Social development

Employment

LA1

Compilation: This compilation is based on employee statistics taken from Swedavia's Heroma employee system, including a breakdown of the number of employees by the form of employment involved (permanent, fixed period hire, hourly, trial period, temporary and contracted labour).

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.

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 per cent). Sundsvall Härnösand Airport is included in employee statistics until the airport was sold on June 17, 2013.

The average number of employees has been restated based on the Swedish Accounting Standards Board's definition, and comparative figures have also been restated. This restatement means that calculation is now based on the number of hours worked divided by the annual working hours, 1,920, specified by the Board in its general advice 2011:6.

Swedavia reports total staff by region based on a geographical breakdown that is adapted to the organisation's operations and is based on the average number of employees. In previous years, the number of full-year employees provided the basis for this reporting. Comparative years 2012 and 2011 have been restated.

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2012 and 2011.

Limitation: The indicator pertains to Swedavia.

Occupational health and safety

LA7

Compilation: The report includes all injuries reported and received by Swedavia in 2013 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, the term "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.

Starting in 2013, Swedavia has chosen to change its key ratios to make comparisons easier with other companies in Sweden and with national statistics. In order to analyse the trend for the year's performance, the performance in previous years was also restated in the same way.

The key ratios we use now correspond to those used by the Swedish Work Environment Authority in its national statistics, that is:

- Number of occupational accidents without absence from work per 1,000 employed
- Number of occupational accidents with absence from work per 1,000 employed
- Number of occupational diseases per 1,000 employed

We are also adding another key ratio:

- Number of days absent from work due to an occupational accident per 1,000 employed

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2012 and 2011.

Limitation: The indicator is reported only for Swedavia AB. The underlying organisational units have too few occupational accidents for a clear trend to be discerned.

Diversity and gender equality

LA13

Compilation: This compilation is based on the composition of at the end of each year. The breakdown by gender is calculated based on the average number of employees during the year.

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2012 and 2011.

Limitation: Swedavia reports information about the percentage breakdown by gender and age. The composition of the Board of Directors and other executive management is based on Swedavia AB. The breakdown of managers and other employees at Swedavia is based on the Swedavia Group. Prior to 2013, Swedavia decided on a definition of “manager”, which is defined as a leader with responsibility for staff, salary reviews etc. It has not been possible to calculate comparative figures for 2012 and 2011 according to this new definition.

Non-discrimination

HR4

Compilation: The indicator reports documented cases of discrimination. Swedavia's interpretation of the indicator is that it does not include victimisation and bullying. A check was made of cases or incidents at the airports and other units submitted to the Equality Ombudsman and all of Swedavia's HR business partners.

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2012 and 2011.

Limitation: The indicator is reported for Swedavia AB and Swedavia Real Estate AB.

Customer health and safety

PR1

Compilation: For Bromma Stockholm Airport, Göteborg Landvetter Airport and Stockholm Arlanda Airport, the indicator is reported on a rolling full-year basis, that is, Quarters 1-4, and for the regional airports it is reported for winter-summer.

In aviation safety and security, the indicator pertains to the monitoring of our overall objective, that is, no accident or serious incident.

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2012 and 2011.

Limitation: The indicator is reported for Swedavia AB, that is, ten airports. For 2011, this did not include aviation safety and security.

Certification, rating and labelling of products and services

CRE8

Compilation: No compilation.

Reporting period: The indicator is reported for the calendar year 2013.

Limitation: The indicator is reported for the subsidiary Swedavia Real Estate.

PR5

Compilation: The Airport Survey Quality (ASQ) is a passenger survey administered by Airports Council International (ACI) and which includes some 230 airports around the world. Bromma Stockholm Airport, Göteborg Landvetter Airport and Stockholm Arlanda Airport are included in the Main Programme, for airports with more than 4 million passengers. The seven other Swedavia airports are included in the Regional Programme. ASQ for aviation security is a weighted value for four different questions about safety. For Bromma Stockholm Airport, Göteborg Landvetter Airport and Stockholm Arlanda Airport, this is reported on a rolling full-year basis, that is, Quarter 1-4s, and for the regional airports it is reported for winter-summer.

The airline survey is conducted once every other year and measures airline customer satisfaction with all of Swedavia's airports. The method used is telephone interviews. The most recent measurement was made in the autumn of 2013.

Beginning in 2013, the tenant survey includes tenant customers at Bromma Stockholm Airport, Göteborg Landvetter Airport, Malmö Airport, Stockholm Arlanda Airport and Swedavia Real Estate. The indicator is measured as a satisfied customer index based on the Fastighetsbarometern property industry survey. The survey of tenants is carried out once a year, and the method used is telephone interviews.

Reporting period: The indicator is reported for the calendar year 2013 with comparative years 2012 and 2011.

Limitation: ASQ is reported for every Swedavia airport. The results of the tenant survey are reported as results for Swedavia AB and results for Swedavia Real Estate.

Environmental policy

Objectives, aims and targets

The environmental impact of aviation is critical to the air transport industry and thus also to Swedavia. We shall therefore always strive to reduce the negative environmental impact from our 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 air transport 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 air transport 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 most important contributions to sustainable development are mainly from the social and economic perspectives, in that we contribute to access as well as regional and national growth. Our success in enhancing access to, from and within Sweden is an essential requirement for the country's export and tourism industries.

Economic value generated and distributed (EC1)

Swedavia has a positive economic impact on society. In 2013, Swedavia generated total economic value of SEK 5,245 M (4,987),

based on GRI's definition. After distributing this economic value among different stakeholders, total value economic distributed to different stakeholders was SEK 1,432 M (1,306).

Economic value generated and distributed by Swedavia according to GRI's definition¹⁾

SEK M	2013	2012	2011
Direct economic value generated			
Revenue	5,245	4,987	4,715
Economic value distributed			
Operating costs	-1,976	-1,890	-1,821
Staff expenses and remuneration	-1,397	-1,412	-1,267
Payments to capital providers	-255	-271	-247
Payments to the public sector	-185	-108	-118
<i>Economic value distributed (Economic value retained, calculated as economic value generated less economic value distributed)</i>	1,432	1,306	1,262

¹⁾ Pertains to the Swedavia Group. Figures have been restated for the comparative periods.

Investments in infrastructure (EC8)

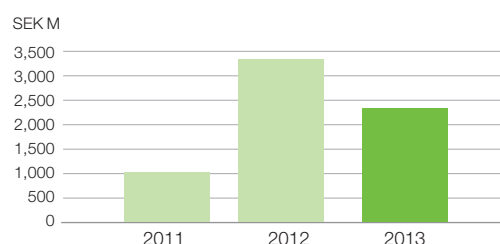
In order to meet the long-term need for increased capacity and terminals that are better adapted to Swedavia's customers, significant investments are made in the terminals at Swedavia's airports. Airport operations require extensive capital spending to ensure compliance with statutes and government regulatory requirements for environment and safety. Extensive capital spending is also needed for us to achieve our environmental objectives.

Swedavia foresees a need for major investments in both airport and real estate operations. This capital spending will enhance the airports' attractiveness and is an essential requirement for continuing to attract airlines and tenants and for better meeting customers' needs and aspirations.

Capital spending in 2013 totalled SEK 2,413 M (3,418). Of the investments made by Swedavia in 2013 (and 2012), excluding Swedavia's major acquisition of properties in NAP and Scan-

dinavian Airline System (SAS)'s portfolio, 87 per cent (53) is considered to be in infrastructure and services, which is mainly provided for the benefit of the general public. This capital spending consists of investments to maintain and expand our capacity as well as investments necessary as a result of new laws and regulations.

Capital spending, Swedavia



Environmental concern

Swedavia has given priority to environmental issues for many years. By economising on resources and minimising our environmental impact, we make it possible for air transport and development to continue in the future. Swedavia is an international role model in developing climate-smart airports. Reducing the environmental impact of aviation is an essential requirement for the survival and development of the air transport sector, and thus also for our operations.

Swedavia's environmental targets, 2013

Along with the overall objective of zero tonnes of fossil carbon dioxide emissions by 2020, Swedavia has adopted a number of objectives and targets in selected focus areas concerning the environment. With these objectives and targets, we give concrete form to, guide and evaluate our environmental work.

Area	Target	Measures	Actual 2013
Atmospheric emissions – fossil carbon dioxide	Swedavia shall reduce its own fossil carbon dioxide emissions, with the ultimate target being zero by 2020.	In 2013, emissions should be at most 5,300 tonnes (excluding our employee business travel).	●
Energy	Swedavia shall improve its resource and energy efficiency.	In 2016, energy use should be 170 GWh, excluding expansion, which is equivalent to an average decrease of 2% a year for the period 2011-2016.	●
Discharges to water	Swedavia shall contribute to achieving and ensuring a good ecological and chemical status in the waterways affected by the company.	The oxygen content in the water measured at the airport's water release point shall be at least 5 mg/l by 2013.	● ¹⁾
Aviation noise	Swedavia shall work actively to achieve acceptable noise exposure relative to aviation's benefits to society.	Every airport that has aviation noise as a significant environmental aspect shall be categorised as proactive in Swedavia's noise classification system by 2015 at the latest.	●
Use of chemical products	Swedavia shall work actively to reduce the use of toxic chemical products in operations.	In 2013, all chemical products that contain substances in the ECHA candidate list of substances of very high concern shall be phased out.	● ²⁾
Waste for materials recycling	Swedavia shall work to increase materials recycling throughout the Group.	In 2016, the percentage of waste that goes to materials recycling shall increase to 50%. In 2013, the percentage of waste that goes to materials recycling shall increase to 34%.	○
Passengers' view	Swedavia shall measure whether passengers consider the airports to take environmental responsibility and act with a concern for the environment.	In 2016, at least 90% of passengers shall consider the environmental impact of aviation and the airport to be acceptable relative to their benefits to society. In 2013, the percentage shall be at least 80%.	●
General public's view	Swedavia shall influence relevant organisations and companies through effective dialogue to establish future environmental objectives that are appropriate for their purposes.	In 2016, at least 90% of the general public shall consider the environmental impact of aviation and the airport to be acceptable relative to their benefits to society. In 2013, the percentage shall be at least 80%.	○

¹⁾ Achieved by six out of eight airports

²⁾ Achieved by eight out of ten airports

● Target achieved ● Target partly achieved ○ Target not achieved

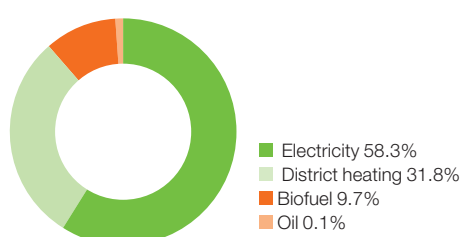
Energy

Energy use (EN3 and EN4)

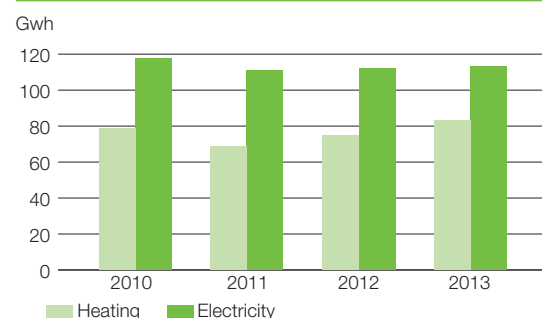
In 2013, the Group's total energy use increased by 8.7 GWh (4.6 per cent). A number of properties were acquired under Swedavia

Real Estate AB while at the same time air traffic has risen. The sale of Sundsvall Härnösand Airport in mid-June 2013 reduced annual use.

Swedavia's energy use by energy source, %



Swedavia's total energy use¹⁾



¹⁾ Heating is adjusted for a normal year

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 use, excluding new acquisitions and the sale of properties, by an average of 2 per cent over a three-year period, with 2010 as the base year. The target for 2013 was achieved with a margin of 0.5 GWh.

At Göteborg Landvetter Airport, we have installed three new wood pellet-fuelled boilers. Each boiler has a capacity of 3 MW, which corresponds to the heating for about 950 single-family dwellings for one year. By switching from oil to pellets, we reduce our fossil emissions and come one step closer to our objective of zero tonnes of fossil carbon dioxide emissions by 2020. In conjunction with the expansion of Airport City, there will be a greater need for district heating, which is also one of the reasons why we are now investing to increase the airport's heating capacity. At Stockholm Arlanda Airport, we have installed some 12,000 LED light fixtures since 2009, which has reduced the electricity needed for lighting by 3,500,000 kWh/year. At Åre Östersund Airport, we installed LED lighting for our aircraft parking stands. By switching to LED technology for lighting, we reduce Swedavia's energy use and help to improve our resource efficiency.

Carbon dioxide emissions

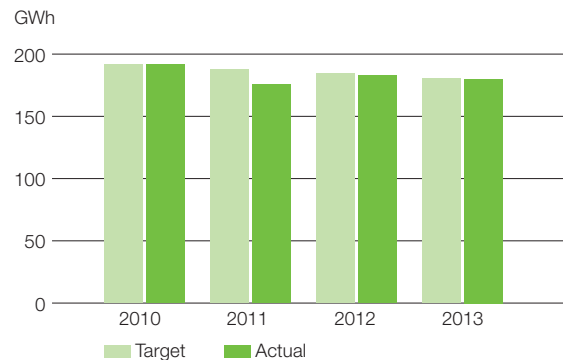
Greenhouse gas emissions (EN16 and EN17)

In 2013, fossil carbon dioxide emissions totalled just over 3,800 tonnes, which is a 30 per cent decrease compared to 2012. We achieved our target as a result of more renewable fuel being used in fuel mixtures, the purchase of fossil-free district heating, and the mild autumn and winter of 2013. Since 2005, Swedavia has reduced its fossil carbon dioxide emissions by 69 per cent.

Initiatives to reduce greenhouse gas emissions and reductions achieved (EN18)

During the year, Swedavia continued the work of taking responsibility for our environmental impact. All ten Swedavia airports, which are part of the national basic infrastructure, are certified at the highest level of Airport Carbon Accreditation (ACA). As a result, based on this international standard, Swedavia is the airport group that has come furthest in the world in its work to develop climate-smart airports. In 2012, Swedavia (excluding Swedavia Real Estate AB) was ISO 14001 certified, which provides important support for the general work to reduce the airports' environmental impact.

Swedavia AB's energy objective, 2% annually, with 2010 as the base year¹⁾



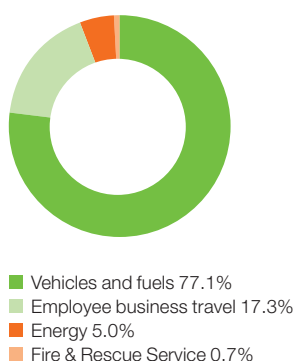
¹⁾ Limitation: 10 airports and the office in Norrköping adjusted for expansion/properties sold and adjusted for a normal year of heating

The work to create a fossil-free vehicle fleet continues. One key measure has been the development of a strategy for a fossil-free vehicle fleet. Resolving the issue of renewable fuel is critical to us achieving our objective, since the vehicle fleet accounts for 90 per cent of fossil emissions from our own operations, excluding employee business travel. We are working to gradually replace our vehicles, with the objective being to have the entire vehicle fleet run on biogas, electricity or biodiesel.

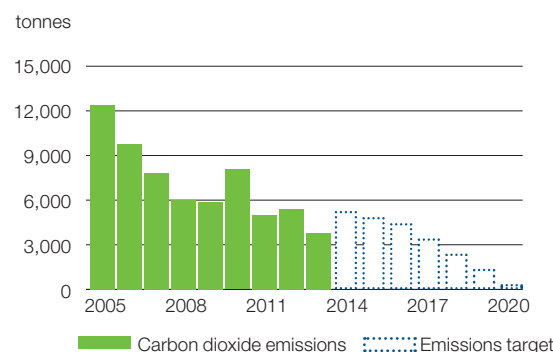
Following a successful pilot project, Swedavia decided to invest in snow removal equipment that runs on alternative fuel for the entire Group.

In addition to concrete measures to reduce the impact of our own operations, we take a broader sector perspective on environmental issues. We take the environmental impact of the entire air journey into account and are a driving force in the work focused mainly on emissions from aviation and noise exposure. We take part in a number of environmental collaborations to ensure long-term sustainable development.

Swedavia's fossil carbon dioxide emissions by area, %



Emissions of fossil carbon dioxide from Swedavia AB's operations, excluding employee business travel



About ACA certification

The organisations ACI Europe and WSP Environmental & Energy are behind the ACA certification programme. ACI Europe is a consortium of 440 airports in Europe that work to spread knowledge and methods in order to, among other things, make airports more efficient from a climate standpoint. The certification programme was launched in 2009 in conjunction with the decision by European airports to make their own operations climate-neutral. During the first two years, carbon dioxide emissions at the airports involved decreased by more than 1.1 million tonnes (ACI Europe). This European initiative is the only one of its kind in the world.

Direct and indirect greenhouse gas emissions (EN16, EN17) and direct and indirect energy use (EN3, EN4) at Swedavia AB

Scope according to GHG Protocol Indicator according to GRI

	Scope 1 EN16, EN3						Scope 2 EN16, EN4		Scope 3 EN17					Total own operations ¹⁾	Total ²⁾
	Vehicles		Elec- tricity	Heating	Heating	Fire- fighting	Electri- city	Heating	Vehicles	Elec- tricity	Heating	Em- ployee business travel	LTO		
	Internal	External	Internal	External	Internal	Internal	Internal	External	Internal	External	External	External	External		
Carbon dioxide (tonnes)															
2013	3,513	83	60	44	30	0	74	3,366	0	8	798	307,701	3,812	7,178	
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	
Carbon dioxide equivalent (tonnes)															
2013	3,558	84	61	45	30	0	74	3,407	0	8	-	-	3,859	7,266	
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	
Energy (GWh) ³⁾															
2013	19	0.3	22	21	0.4	109	56	17	80	17	-	-	246	342	
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	
Renewable share of energy															
2013	30%	5%	99%	99%	67%	100%	100%	22%	100%	100%	-	-	94%	92%	
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%	

¹⁾ Total according to the limitation for Swedavia AB's carbon dioxide emissions target (tonnes), which includes EN16 as well as heating in EN17. Swedavia's target for energy (see EN5) only includes internal electricity and internal heating adjusted for a normal year in EN3 and EN4.

²⁾ Total for EN16/EN3-4 and EN17, excluding employee business travel and LTO.

³⁾ The amount of energy for internal and external heating 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 AB 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 AB's operations
- Scope 2: Swedavia AB's use of electricity and heating purchased
- Scope 3: Other indirect emissions, such as transport with vehicles not owned or controlled by Swedavia AB, 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.

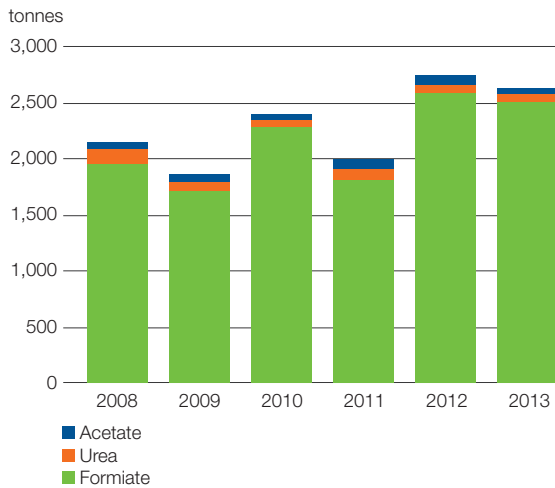
Greenhouse gas emissions are reported in tonnes of carbon dioxide equivalents. The corresponding amount of energy used is reported in GWh. The energy used that comes from renewable sources is reported as renewable energy in per cent.

Emissions to water (EN21)

Swedavia works to achieve a good ecological and chemical status for the waterways and lakes affected by our operations. Our objective is to have all Swedavia airports that affect a body of water comply with the criteria in the EU Water Framework Directive. We influence watercourses mainly through the discharge

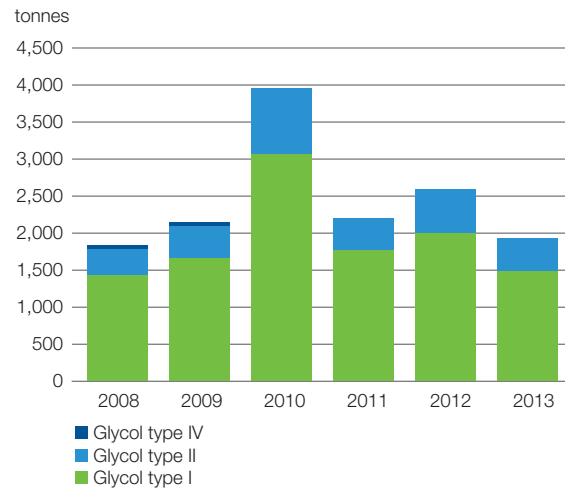
of de-icing agents. Variations between years are mostly due to differences in winter weather. During the year, a number of airports updated their control programmes concerning the airport's impact on water.

Swedavia's total use of runway de-icing agents¹⁾



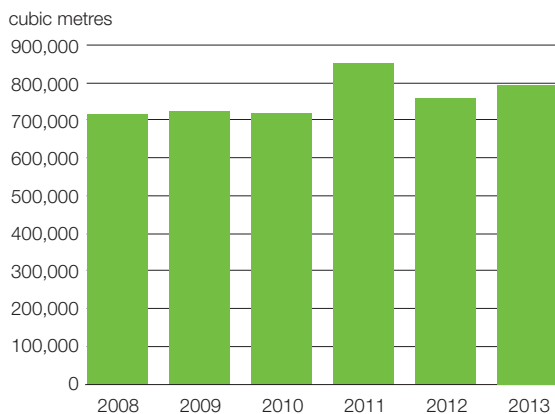
¹⁾ Limitation: 2013 for Swedavia and 2008–2012 for Swedavia AB.

Swedavia's total use of aircraft de-icing agents¹⁾



¹⁾ Limitation: 2013 for Swedavia and 2008–2012 for Swedavia AB.

Swedavia's total amount of water to water treatment facilities¹⁾



¹⁾ Pertains to all wastewater Swedavia conveys to water treatment facilities.
Limitation: 2013 for Swedavia and 2008–2012 for Swedavia AB.

Environmental impact through the transport of products (EN29)

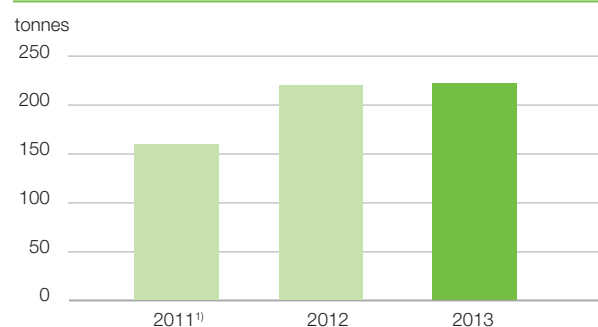
Swedavia purchases various types of goods and services. Delivery of these goods and services often also entails the transport of goods and/or services to one of our airports or other operations. Most goods are purchased free domicile, which means that Swedavia purchases the good and the supplier is responsible 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 of a sample of suppliers, Swedavia mapped fossil carbon dioxide emissions from the transport of purchased wood chips, pellets, vehicle fuel, glycol for de-icing aircraft, and sand and formiate for de-icing runways in 2013. Emissions for 2013 were estimated to be about 200 tonnes. Emissions for 2013

are in line with emissions reported for 2011 and 2012. According to the survey responses, the transport work has increased while fossil carbon dioxide emissions per kilometre transported have fallen.

Fossil carbon dioxide emissions to the air from the transport of goods purchased (EN29)



¹⁾ For 2011, one supplier submitted an emissions figure that was too high. This has been adjusted in the reports for 2012 and 2013.

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 sector 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 is crucial with neighbours and local authorities in municipalities near the airports with the highest noise levels and has resulted in building planning and permits being issued based on forecast noise curves.

Swedavia insulates buildings and residences that are most exposed to noise. Swedavia has insulated a total of about 1,700 residences 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. One important measure to reduce aviation noise and atmospheric emissions is the continued work to develop the conditions for curved and green approaches at all our airports.

Number and percentage exposed to aircraft noise (AO7)

Airport	Municipality	Number exposed to ANL above 55 dB(A), 2013	Percentage exposed per municipality, 2013	Number exposed to ANL above 55 dB(A), 2012	Percentage exposed per municipality, 2012	Number of residents per municipality (on Dec 31, 2011)
Stockholm Arlanda Airport	Knivsta	36	0.2%	35	0.2%	14,965
	Sigtuna	2,106	5.1%	1,940	4.7%	41,329
	Upplands-Väsby	2	0.0%	1	0.0%	40,194
Sub-total		2,144		1,977		
Bromma Stockholm Airport	Stockholm	11,237	1.3%	12,464	1.4%	864,324
Sub-total		11,237		12,464		
Göteborg Landvetter Airport	Härryda	376	1.1%	415	1.2%	34,854
	Mölndal	9	0.0%	23	0.0%	61,337
	Lerum	0	0.0%	5	0.0%	38,788
Sub-total		385		443		
Malmö Airport	Lund	47	0.0%	58	0.1%	111,666
	Svedala	32	0.2%	32	0.2%	19,805
Sub-total		79		90		
Umeå Airport	Umeå	90	0.1%	80	0.1%	116,465
Visby Airport	Gotland	11	0.0%	14	0.0%	57,208
Kiruna Airport	Kiruna	0	0.0%	0	0.0%	22,967
Luleå Airport	Luleå	0	0.0%	0	0.0%	74,426
Ronneby Airport	Ronneby	0	0.0%	0	0.0%	27,910
Åre Östersund Airport	Östersund	0	0.0%	0	0.0%	59,373
Sub-total		101		94		
Total		13,946		15,068¹⁾		

¹⁾ In calculating the number of residents, another method has been used compared to the figure for 2013. The difference is marginal given the precision and degree of detail in the housing data.

Social development

Dedicated employees with the right competency and desire to develop are crucial to Swedavia's success in both the short and long term. We work to be an attractive employer that promotes development in order to retain and 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 specified 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 aged 15-18 are employed, Swedavia closely complies with regulations in effect for working hours, the working environment and occupational safety. 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)	2013	2012	2011
Average number of employees ^{1,3)}	2,369	2,380	2,265
Number of employees ²⁾	2,883	2,973	2,883
Women/Men ²⁾	975/1,908	985/1,988	956/1,927
Managers Women/Men ¹⁾	86/163	74/98	67/105
Board of Directors Women/Men ⁴⁾	5/3	5/4	5/4
Executive management Women/Men ⁴⁾	6/8	5/9	5/9
Senior management Women/Men ⁴⁾	6/10	5/10	5/9
Wage differentials Women/Men SEK/month ²⁾	-250	-235	-750
Wage differentials Women/Men ²⁾ , %	-0.9	-0.9	-3
Breakdown by age, Women/Men ²⁾			
15-20	24/48	19/57	15/48
21-30	276/411	274/454	257/428
31-40	215/395	224/387	231/372
41-50	255/461	263/478	253/473
51+	205/593	209/608	204/602
Number of employees full-time/part-time ²⁾	2,103/172	2,133/145	2,079/99
Absence due to illness, percentage of regular scheduled working hours – short-term and long-term ²⁾ , %	1.78/3.0	1.94/2.86	1.80/2.28
Absence due to illness, Women/Men ²⁾	6.44/3.94	6.06/4.18	5.5/3.4
Absence due to illness more than 60 days, of total absence due to illness ²⁾ , %	51.38	39.91	43.2
Percentage of internal recruitment ²⁾ , %	5.3	7.53	10.4
Revenue per employee ³⁾ , SEK M	2.2	2.1	2.1

¹⁾ Pertains to the Swedavia Group regardless of form of employment

²⁾ Number of employees at the end of 2013 regardless of form of employment

³⁾ Based on the average number of employees in the Swedavia Group. Comparative years are restated due to a change in the method for calculating average number of employees.

⁴⁾ Pertains to Swedavia AB

Employees by region reported as average number of employees	2013	2012	2011
Stockholm Arlanda Airport	711	725	753
Göteborg Landvetter Airport	477	504	496
Bromma Stockholm Airport	213	205	185
Malmö Airport	101	101	100
Luleå Airport	94	95	94
Umeå Airport	113	109	108
Åre Östersund Airport	55	54	64
Visby Airport	46	47	44
Ronneby Airport	23	22	19
Kiruna Airport	51	39	36
Sundsvall Härnösand Airport	31	57	50
Swedavia Group	450	403	304
Swedavia subsidiaries	14	12	11
Total	2,369	2,380	2,265

Health (LA7)

The working environment and employee health are high priorities at Swedavia, because we aim to ensure that our employees enjoy quality of life, happiness and inspiration. We take responsibility for our employees' physical and psychosocial development in the workplace. Our workplace and drug policy states that an essential requirement for our ambition to be a good, safe and secure workplace is that no employee is under the influence of alcohol or drugs at work. We work actively to have healthy employees, in part through work-related rehabilitation for employees with repeated short-term absences due to illness as well as longer such absences. We offer occupational health service for the entire company. In 2012, an employee insurance programme for illness and rehabilitation for all employees was also introduced. In 2013, our total rate of absence from work due to illness was 4.9 per cent (4.8). Swedavia analyses the reasons for the rising trend in absence from work due to illness on a continuous basis.

We work to develop measures and tools that prevent injuries. This

is important since many of our employees have physically demanding duties. Above all, we focus on improving our systematic work with the workplace, which should have a positive impact on absence from work due to illness and the number of occupational injuries.

The number of occupational injuries without absence from work did not change very much between 2011 and 2013 and is below the statistic for all of Sweden compiled by the Swedish Work Environment Authority.

The number of accidents with absence from work and the number of occupational injuries increased in 2013 and is roughly the national average. It is mainly accidents with a few days of absence from work that have increased. Concerning occupational diseases, an increase in troubles caused by loading is noted.

The number of days absent from work caused by occupational injuries increased slightly. This increase is mostly due to a few occupational injuries that have resulted in year-long sick leave.

Occupational injuries and occupational diseases (LA7)

	2013	2012	2011
Number of occupational diseases without absence from work per 1,000 employed	8.92	8.41	10.78
Number of occupational accidents with absence from work per 1,000 employed	7.43	3.06	3.59
Number of occupational diseases per 1,000 employed	3.72	1.53	0.80
Number of days absent ¹⁾ from work due to illness per 1,000 employed	246.47	225.62	159.28

¹⁾ Days absent from work caused by occupational injury

Diversity

Diversity is a priority and strategic issue for Swedavia. Having carefully prepared, inclusive diversity work is important to our business because we operate from the assumption that people's differences enrich us. In 2013, we continued to work based on the framework established in Swedavia's diversity and gender equality plan.

Swedavia has zero tolerance for bullying and harassment. Swedavia has a number of established procedures to deal with discrimination. These include the employee survey, which has questions about bullying and sexual harassment.

Human rights are very important in Swedavia's strategic work with diversity and are increasingly seen as an investment that generates positive results for our business. Taking a diversity perspective in the choice of suppliers will also be an increasingly important issue to enhance our benefits to society. Swedavia has added social requirements in procurement documents for temporary hiring and recruitment services to ensure that we and our partners share the same perspective on diversity work.

of the report in January 2014 when Swedavia contacted the DO for a summary of reports submitted. The case was submitted to the DO in February 2013 by an employee of Swedavia AB whose job was not extended and thus considered it a case of discrimination. There was no request submitted by the DO to Swedavia to provide additional information, documents or statements in the matter. The DO closed the case in March 2013. The DO indicated in its decision that no investigation would be launched.

Since Swedavia learned of the matter in January 2014, and even though the matter was dismissed by DO, the unit in question has been contacted in order to determine whether an internal investigation is needed and, in that case, whether procedures need to be implemented or improved.

There were no reports submitted to the DO in 2013 concerning Swedavia Real Estate AB.

Swedavia also intends to establish a whistle blower function in our units in 2014.

Number of reports submitted to the DO

	2013	2012	2011
	1	3	0

Discrimination (HR4)

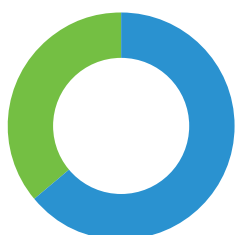
During the financial year 2013, one report was received by the Discrimination Ombudsman (DO) for Swedavia AB. Swedavia learned

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



Men 67 %
Women 33 %

Managers, breakdown men/women, %



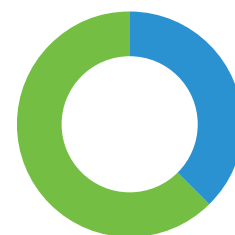
Men 65 %
Women 35 %

Executive management, breakdown men/women, %



Men 57 %
Women 43 %

Board of Directors, breakdown men/women, %



Men 37 %
Women 63 %

Product responsibility

Safety (PR1)

Swedavia's work with aviation safety and security is characterised by the highest conceivable quality and regulatory compliance so that passengers will always be safe and secure at our airports. Passengers want efficient, smooth flows without jeopardising safety and security. That is something which distinguishes Swedavia's culture of safety and security in the day-to-day work and in the continued development of our airports.

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. Swedavia presents a safety case to the Swedish Transport Agency before new systems are placed in service, changes in existing systems are introduced or systems are replaced or phased out. 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 year-end 2012, there has been a common system in place for all Swedavia airports. 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 was 72 per cent for 2012 and 75 per cent for 2013. This target figure was not monitored before 2012, so the indicator for this aspect covers two years. In 2013, there was one accident and one serious incident at Swedavia's airports, based on Swedavia's definition.

2013	2012	2011
1 accident	No accidents	No accidents
1 serious incident	1 serious incident	2 serious incidents

Certification of buildings (CRE8)

Swedavia Real Estate AB's task is to own, develop and manage properties and developable land at and around Swedavia's airports. Building new properties entails an impact on most national environmental objectives. Materials, transport and the use of land contribute a negative impact on the environment. Through different certifications of buildings, the company demonstrates responsibility for the environment and a level of ambition on environmental issues and also ensures, among other aspects, monitoring of the building's energy use. Customers are satisfied and operating costs are often lower with certified buildings since energy use is lower.

Clarion Hotel at Stockholm Arlanda Airport was completed in 2012. In 2013, Clarion received Green Building certification. In addition to the hotel, Swedavia Real Estate owns and manages 19 other properties.

Customer satisfaction (PR5)

Satisfied customers are an important basis of everything we do and an essential requirement for developing a better business. Dialogue and constructive relations are critical, and each year we

carry out a number of surveys of our customers. As a result, we gain increased knowledge about how they view our operations, which is a success factor for our continued development and profitability.

Swedavia's most important customers are passengers, airlines and tenants, with passengers being our primary customers. 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. A measurement is made of departing passengers' attitudes to the airport. Customer satisfaction for Swedavia Real Estate was measured for the first time in 2013 and was 63 per cent.

The process for working with customer care means that the results from customer surveys are analysed and priorities are identified for areas of improvement. 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 ratios 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.

Customer satisfaction	2013	2012	2011
Passengers (ASQ) ¹⁾ , %	73	68	68
Airlines (SCI)	60	NA	57
Tenants (SCI) ²⁾	62	63	66

¹⁾ Results are for Quarters 1–4 for Bromma Stockholm Airport, Göteborg Landvetter Airport and Stockholm Arlanda Airport as well as winter 2012–summer 2013 for the regional airports.

²⁾ Results are for Swedavia excluding Swedavia Real Estate.

Contact information

Swedavia AB

190 45 Stockholm-Arlanda, Sweden

Visiting address: Tornvägen 1

Tel +46 10 109 00 00

Fax: +46 10 109 05 00

E-mail: info@swedavia.se

Coordinates: 59°39'14.06"N 17°56'21.51"O

www.swedavia.com

Contact person

Henrik Kelfve, Head of Public Communications, tel +46 (0)10 109 00 65 henrik.kelfve@swedavia.se