



**SUSTAINABILITY FACT BOOK
AND GRI INDEX
2015**



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2015 IN BRIEF

Key performance indicators

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54 %

We reduced our total carbon emissions with 54 per cent from 2008 to 2015. CS p. 24

80 per cent of our employees **highly** recommend SEB as a workplace. CS p. 26

We were involved in 70 entrepreneurial activities and met **10,000** people. CS p. 31

Over **500 green bonds** were issued at a value of nearly USD 100 billion of the approximately 100 issuers. CS p. 22

We decided to **phase out coal**. CS p. 20

In the Baltics, over 200 employees educated **5,500 youths** about private finances. CS p. 29

We reached **15 million people** globally through our micro finance funds. CS p. 18

SEB SUSTAINABILITY REPORTING



ANNUAL REPORT
A comprehensive guide to SEB's business performance in 2015, strategy and vision going forward, risk management and corporate governance.

SUSTAINABILITY REPORT
SEB's ninth sustainability report describes performance in 2015 and future ambitions to create value for people, business and the environment.

CS FACT BOOK, GRI-INDEX G4
The Fact Book contains key data from SEB's areas Responsible Business, People and Community and Environment, as well as Global Reporting Initiative Index.

CORPORATE WEBSITE
Full description of SEB's sustainability work. Visit to download reports, policies and other documents.
www.sebgroup.com/sustainability

KEY PERFORMANCE INDICATORS

ECONOMIC INDICATORS

Direct economic value generated and distributed	Note	Unit	2015	2014	2013	2012
Total income generated	1	SEK m	76,457	91,533	84,854	92,032
Value distributed						
Interest expense		SEK m	18,788	23,614	30,896	36,159
Fee and commission expense		SEK m	5,463	5,112	4,469	4,716
Insurance expenses, net	2	SEK m	8,058	15,873	7,936	12,773
Other operating costs	2	SEK m	5,759	6,310	6,299	6,444
Employee salary and other compensation		SEK m	9,690	9,431	9,084	9,536
Employees – pension costs, benefits, education and other staff related costs	1	SEK m	2,201	1,758	2,279	2,351
Employee social charges		SEK m	2,546	2,571	2,666	2,709
Dividends (shareholders), proposed	3	SEK m	11,515	10,382	8,719	6,004
Tax on profit (for details see below)	1	SEK m	4,284	4,129	3,338	2,093
Stability fee and Deposit insurance		SEK m	1,201	1,147	1,114	1,098
Financial assistance received from government		SEK m	0	0	0	0
Economic contribution to community investments	4	SEK m	61,5	69	55	53
This years profit that is reinvested into the bank		SEK m	5,066	8,836	6,052	5,628
Tax by geography						
<small>(comparable with note 2, Group by geography, page 83, SEB Annual Report 2015)</small>						
Sweden		SEK m	-2,344	-2,096	-1,762	-510
Denmark		SEK m	-477	-360	-391	-343
Finland		SEK m	-221	-232	9	-182
Norway		SEK m	-539	-574	-508	-700
Latvia		SEK m	-45	-33	-45	-25
Estonia	5	SEK m	-20	0	0	0
Lithuania		SEK m	-95	-200	-73	-58
Germany	6	SEK m	-112	-258	-315	-106
Poland		SEK m	-17	-11		
Ukraine		SEK m	-6	0		
China		SEK m	-28	-29		
Great Britain		SEK m	-156	-107		
Ireland		SEK m	-22	-22		
Luxembourg		SEK m	-81	-96		
Russia		SEK m	-15	-10		
Singapore		SEK m	-25	-21		
United States		SEK m	-107	-104		
Other countries	7	SEK m	26	24	-253	-169
Total		SEK m	-4,284	-4,129	-3,338	-2,093

ECONOMIC INDICATORS

Community investments		Unit	2015	2014	2013	2012
Economic contribution to community investments, share of operating profit	4	%	0.30	0.30	0.31	0.40
Economic contribution to community investments,	4	SEK m	61.5	69	55.3	53
of which Donations		SEKm	7.3	1		
Economic community investments, by theme						
Entrepreneurship (incl entrepreneurship among children and youth)		SEK m	12.1	16.7	7	
Children and youth		SEK m	7.3	16.2	19.5	
Sports and culture		SEK m	27	29.4	24.5	
Education and know how		SEK m	4.6	6.7	4.3	
Other (In kind giving, membership fees)	8	SEK m	3.2	0.3		
Donations		SEK m	7.3			
Economic contribution, by country						
Sweden		SEK m	39.1	42.7	32	
Estonia		SEK m	5.4	7.4	5.3	
Latvia		SEK m	3.7	6.8	4.9	
Lithuania		SEK m	3	4.1	2.7	
Denmark		SEK m	0.2	3	2.8	
Norway		SEK m	5.2	3.6	2.8	
Finland		SEK m	1.1	2.4	2	
Other sites		SEK m	3.8			
Estimated amount of volunteering hours		Number	14,904			

NOTES

- 1) Restated 2011, reflecting changes in the Group's accounting policies relating to the accounting of defined benefit plans as well as organisational changes.
- 2) Supplier cash expense, includes applicable VAT, partly included in insurance expenses and in other operating expenses.
- 3) Dividends for the fiscal year, paid out to shareholders the following year. Proposed.
- 4) Community investments included in other operating costs
- 5) In Estonia no income tax is paid unless profit is distributed as dividend. During 2012–2014 no deferred tax liability was recognised related to possible future tax costs on dividends. During 2015 income tax expense due to dividend. The tax rate applicable to dividends is 21 per cent.
- 6) Germany: Excluding Treasury operations .
- 7) Income tax expense for Other countries 2014–2015 includes Cayman Islands, Hong Kong, Netherlands, Switzerland and treasury operations in Germany. Other countries 2012–2013 also includes Great Britain, United States, Luxembourg, Poland, Ukraine, China, Ireland, Russia and Singapore.
- 8) We have started to measure "In kind giving" during 2015.

ENVIRONMENTAL INDICATORS

Resource efficiency	Note	Unit	2015	2014	2013	2012
Number of offices reporting (whereof branch offices)			270 (252)	297 (279)	302 (282)	316 (294)
Net internal area of reporting offices covered		m ²	407,495	413,465	426,297	438,915
Full-time employees (FTE) covered		FTE	15,605	15,714	15,851	16,578
Carbon dioxide (CO₂) emissions						
Total CO ₂ emissions	1	Tonnes	19,118	24,614	26,224	26,337
CO ₂ emissions from energy consumption		Tonnes	4,197	8,706	9,543	9,308
CO ₂ emissions from business travel		Tonnes	12,405	12,947	13,219	12,994
CO ₂ emissions from paper consumption		Tonnes	815	983	1,139	1,203
CO ₂ emissions from company cars		Tonnes	1,701	1,978	2,323	2,832
Total CO ₂ emissions / employee		Tonnes	1.23	1.57	1.65	1.59
Energy consumption						
Total energy consumption (in buildings)	1	MWh	91,866	102,198	115,930	112,348
Electricity		MWh	65,023	72,826	80,570	85,114
Change in electricity consumption compared to the year before		%	-10	-9	-5	-7
Renewable electricity, percentage of total electricity consumption		%	92	79	82	87
Heating/cooling		MWh	25,837	29,371	35,360	27,233
Total energy consumption / m ²		MWh/m ²	0.23	0.25	0.27	0.26
Total energy consumption / employee		MWh/FTE	5.9	6.5	7.3	6.8
Resource efficiency						
Paper						
Total paper consumption		Tonnes	651	850	972	1014
Graphic paper consumption		Tonnes	222	371	398	453
Supplies paper consumption		Tonnes	429	479	573	560
Environmentally labelled paper consumption		Tonnes	541	785	823	863
Environmental paper use, share of total		%	83	92	85	85
Total paper consumption / employee (FTE)		Tonnes	0.04	0.05	0.06	0.06
Waste						
Waste generation		Tonnes	2,422	2,093	2,944	2,422
Waste reuse or recycling		Tonnes	1,834	1,272	1,537	1,760
Waste generation after reuse or recycling / employee (FTE)		Tonnes	0.038	0.055	0.089	0.040
Percentage waste reused or recycled		%	75	61	52	73
Water						
Total water consumption in buildings		m ³	183,339	171,600	165,873	142,132
Total water consumption / employee (FTE)		m ³	11.75	10.92	10.46	8.57
Business travel & company car fleet						
Total business travel	2	Million km	70	71.9	64.9	63.2
Total business travel / employee		Km	4,486	4,576	4,094	3,812
Total air travel		Million km	64.9	67.4	61.2	59.2
Domestic		Million km	6.1	6.4	5.8	5.7
Short-haul		Million km	39.8	41.1	37.3	36.1
Long-haul		Million km	19.0	19.9	18.1	17.5
Train travel (Sweden)		Million km	5.1	4.5	3.7	4.0
Environmentally certified company cars, share of company car fleet	3	%	68	61	52	39
Legal compliance & monetary fines						
Reported environmental prosecutions		Number	none	none	none	none
Monetary value of significant fines due to non compliance with environmental laws and regulations		SEKm	0	0	0	0

NOTES

1) Courier, taxi and security transportation is not included in emissions scope. Train and flight data is collected through our travel agency. Paper data is collected through invoices. Company car emissions data is comprised by type of car and actual or estimated annual driven distance. Energy data is collected via on-line reporting and invoices. We draw on guidance from the Greenhouse Gas Protocol for our carbon reporting. We currently account for the CO₂ emissions from operations over which we have control, such as energy and electricity use in our own buildings, paper consumption and business travel (Scope 2 and 3). We include the emissions from Sweden, Norway, Finland, Denmark, Estonia, Latvia, Lithuania, Germany, United Kingdom, Luxembourg and Switzerland, accounting for more than 94 per cent of our income and 96 per cent of our employees.

2) Excluding leasing car mileage.

3) 2012 changed to EU definition of environmental certified cars.

RESPONSIBLE BUSINESS INDICATORS

	Note	Unit	2015	2014	2013	2012
Number of ATM:s						
Sweden	1	Number	1,826	2,200	2,200	
Baltics		Number	814	834	859	
Number of Branch offices						
Sweden		Number	160	164	164	
Baltics		Number	92	113	122	
Digital interactions						
Mobile bank, number of sessions		Number	165 million	95 million	59 million	
Change in Mobile Bank sessions from prior year		%	73	61		
Online Bank, number visits		Number	158 million	173 million	162 million	
Change in Online Bank visits from prior year		%	-8,7	6,7		
Local websites, number of yearly unique visitors		Number	24 million	52 million	85 million	
Change in visitors to local websites from prior year		%	-53	-39		
Telephone bank, number of calls		Number	4,3 million	4,2 million	4 million	
Reports distributed						
Number of Research reports distributed (macroeconomic outlooks, investment reports etc.)		Number	85	49	73	
Number of Expert reports for Private and SME distributed (Household economy; mortgage loans, savings etc.)		Number	65	57	68	
Savings product Digikassa (Estonia)						
Aggregate amount saved		SEKm	158	79.6	36.3	
Number of contracts		Number	75,734	64,089	50,000	13,000
Average amount saved per contract		SEK	2090	1290	722	
Innovation Lab						
Number of Innovation Lab participants	2	Number	303			
Implementation ratio of started Innovation Lab projects during 2015	2	%	18			
Number of Innovation Lab projects generated	2	Number	34			
CUSTOMER FEEDBACK						
Total customer complaints						
Change in customer complaints from prior year	3, 4	Number	7,918	8,402	10,009	
		%	-5.8	-16		
Net Promoter Score (NPS)						
Private advisory, Baltic		NPS	51	50	41	43
SME advisory, Baltic		NPS	56	48	37	37
Private advisory, Sweden		NPS	34	33	26	19
SME advisory, Sweden		NPS	36	33	24	19
Prospera survey						
Best Nordic bank for corporations		rank	2	1	2	1
Best Corporate bank in Sweden		rank	1	1	2	1

TACKLING FINANCIAL CRIME

	Note	Unit	2015	2014	2013	2012
Business conduct and ethics						
Employees completed Anti-Money Laundering education		%	91	99	93	90
Employees completed Fraud prevention education		%	60	54	53	51
Employees completed Information security education		%	80	75	75	
Number of showings of the educational film about fraud prevention, "The banker, the fraudster and the property developer"		Number	5,545			
Tackling financial crime						
Suspicious market transactions (MAD) reported		Number	25	31	21	20
Suspicious activity reports (AML)		Number	380	401		
Branch office robberies (Sweden, Estonia, Latvia and Lithuania)		Number	1	0	1	3
Card fraud costs, Nordic countries		SEKm	55	53	50	51

RESPONSIBLE INVESTMENTS

Total assets under management (AuM) (Wealth Management)		SEKbn	1626	1635	1408	1228
Assets managed in accordance with PRI	5	SEKbn	549	513		
Share of assets managed that have been evaluated according to PRI		%	34	31		
Number of Socially Responsible Investment/Ethical funds		Number	20	18	17	16
Total assets under management in SRI/Ethical funds, share of total AuM		%	3.3	2.27	1.93	1.72
Total assets under management in SRI/ethical funds		SEKm	53.996	37.195	27.271	21.135
Wherof assets managed for institutional clients		SEKm	20.428	19.320	15.150	12.383
Change in Total assets under management in SRI/Ethical funds from prior year		%	45	36	29	

Influence and engagement

Total engagement dialogues with portfolio companies		Number	214	239	196	247
Number of companies excluded from the investment portfolio in accordance with SEB's ethical investment guidelines		Number	183			
Number of companies that SEB actively have included in the investment portfolio		Number	20			

Micro finance

Number of micro finance funds		Number	3	2	1	
Number of MFIs:	6	Number	81	61	30	
Number of countries		Number	31	24	16	
Assets under management USD		USDm	254	132	68	
Assets under management SEK		SEKm	2147	1031	437	
AuM Micro finance, share of Total AuM		%	0,13	0,06	0,03	
Number of customers reached		Number	15,149,348	8,782,696	3,072,823	
Average loan USD		USD	2192	2314	2564	

SUSTAINABLE FINANCE

	Note	Unit	2015	2014	2013	2012
Green Bonds						
Money raised via SEB since inception		USD bn	10.3	7.6	3.5	1.98
Money raised current year		USD bn	2.7	4.0	1.56	0.32
Number of issues SEB facilitated, current year		Number	25	27	12	8
Green car leasing (Estonia, Latvia and Lithuania)						
Number of cars		Number	1,174	1,028	1,360	408
Amount		SEKm	170	146	162	23
Eco-renovation projects (Estonia, Latvia and Lithuania)						
Number of projects		Number	110	166	244	210
Amount		SEKm	64	160	229	288
Equator Principles, number of investments						
of which Category A transactions approved		Number	4	9	11	3
of which Category B transactions approved		Number	1	0	0	0
of which Category C transactions approved		Number	2	9	8	0
		Number	1	0	3	3
Project related corporate loans, EP applicable						
of which Category A transactions approved		Number	1	2		
of which Category B transactions approved		Number	1	1		
of which Category C transactions approved		Number	0	1		
		Number	0	0		

SUPPLIERS

	Unit	2015	2014	2013	2012
Number of suppliers	Number	12,000	11,800		
Total spent on procurement	SEK bn	9.18	9.35		
EcoVadis rating					
Outstanding rating 85–100p	%	0	0		
Advanced rating 65–85p	%	8	7		
Confirmed rating 45–64p	%	53.5	52		
Partial rating 25–44p	%	38	40		
None rating 0–24p	%	0.5	1		

NOTES

- 1) Sweden: Since 2013, all ATM:s are owned by Bankomat AB and are available for all the major Nordic bank customers.
- 2) In Sweden and the Baltics.
- 3) Calculation methods of customer complaints in the Baltics has changed during the year hence history has been recalculated.
- 4) Divisions included in Total Complaints: Retail, Baltics, Wealth, Life, SEB card.
- 5) Funds managed by SEB through SEB Fund companies.
- 6) Micro finance funds are included in Asset Management.
- 7) MFI= Micro finance institution. Refers to the underlying micro finance institutions connected to our microfinance funds. Norway (33), Denmark (49)".
- 8) AuM Micro finance/Total AuM (Wealth Management)

PEOPLE INDICATORS

Headcount	Note	Unit	2015	2014	2013	2012
Average number of full-time equivalents		Number	15,605	15,714	15,851	16,578
Total headcount, including part-time employees (end of period)		Number	16,432	16,767	167,17	17,474
Headcount by division and support function						
Merchant Banking	1	%	13.9	14	14	15
Retail Banking (Incl SEB Card)	1	%	21.4	21	21	21
Wealth Management	2	%	5.1	6	6	6
Life		%	8.2	8	8	8
Baltic		%	17.6	18	18	18.5
Business Support		%	24.2	24	25	23.5
Group Staff and control function		%	9.6	9	8	8
Other	3	%	0	0	0	5
Headcount by region						
Sweden		%	50.5	50	50	50
Lithuania		%	14.3	15	13	
Latvia		%	9.2	9	9	
Estonia		%	7.6	7	8	
Baltic		%	31.1	31	30	29
Nordic countries (excl Sweden)		%	8.4	8	9	9
Germany	3	%	4.3	5	6	6
Other world	3	%	5.7	6	5	6
Headcount by age						
-29		%	16	16	17	18
30-39		%	30	30	30	30
40-49		%	29	29	30	30
50-		%	25	24	24	22
Employees by gender						
Male		%	44	44	43	44
Female		%	56	56	57	56
Employees by employment type						
Permanent	4	%	97	96	97	
Temporary	4	%	3	4	3	
Permanent, (male/female)		%	44/56	44/56		
Temporary, (male/female)		%	44/56	41/59		
Employees working part-time		%	1311	1423		
Employees working part-time, (male/female)		%	20/80	21/79		
EMPLOYEE TURNOVER						
Total employee turnover	5	%	9	8.9	11.1	9.3
Male		%	9.7	9.4	10.6	
Female		%	8.4	8.5	11.5	
Employee turnover by country /region						
Sweden		%	5.6	5.8	7.4	
Lithuania		%	14.6	12.1	12.5	
Latvia		%	10.9	12.2	9.2	
Estonia		%	10.3	8.6	13.6	
Nordic countries (excl Sweden)		%	9	10.7	16.6	
Germany		%	7.7	12.9	23.5	
Employee turnover by age						
-29		%	15			
30-39		%	9			
40-49		%	7			
50-		%	9			

	Note	Unit	2015	2014	2013	2012
Average length of employment		Years	10.6	n/a	11.8	11.6
Less than 2 years (share of employees)		%	14	13	11	14
2–4 years (share of employees)		%	15	17	18	20
5–9 years (share of employees)		%	24	24	25	26
10 or more years		%	47	46	46	40
Average retirement age		Years	62.6			
ATTRACT, RECRUIT AND RETAIN						
Employee growth		%	–2	0,3	–4.5	–9.0
		Number	–335	50	–756	–1,388
Joiners, total headcount		Number	1,245	1,467	1,126	1,100
Sweden		Number	411	468	242	253
Estonia		Number	110	110	96	48
Latvia		Number	108	137	173	126
Lithuania		Number	339	374	354	267
Nordic countries (excl Sweden)		Number	112	150	91	121
Germany		Number	27	52	42	25
Other world		Number	138			
Joiners by gender						
Male		Number	580			
Female		Number	663			
Joiners by age (% of total staff)						
–29		%	60			
30–39		%	26			
40–49		%	10			
50–		%	3			
Leavers, total headcount		Number	1,503	1,496	1,882	2,488
of which Retired, total headcount		Number	167	166	148	139
Sweden		Number	472	482	584	506
Estonia		Number	130	119	179	151
Latvia		Number	167	187	188	182
Lithuania		Number	343	272	276	284
Nordic countries (excl Sweden)		Number	128	153	258	128
Germany		Number	67	118	241	165
Other world		Number	196			
Share of leavers that are voluntary		%	97	96	88	96
Internal Job market						
Internal job postings	6	Number	1,870	1,033	892	1,049
Number of employees that participated in internal Job Shadow Days	7	Number	400			
Number of employees that participated in external student engagements like career days/talent networks etc.	8	Number	250			
International mobility						
Number of employees on international assignments		Number	149			
Number of employees on international assignments		%	1			
Female		%	28			
Male		%	72			
On-Boarding						
Participants in formal On-Boarding programs		Number	1,512			
Completion ratio of formal On-Boarding programs		%	66			
Trainees and Talents						
Number of countries represented in global trainee programme		Number	4	4	4	5
Individuals identified in Global Talent Review		Number	1,965	1,757		
Individuals identified in Global Talent Review (male/female)		%	60/40	60/40		
Talentpool total turn-over	9	%	4,3	5,2	4,3	

EMPLOYEE ENGAGEMENT AND PERFORMANCE MANAGEMENT

	Note	Unit	2015	2014	2013	2012
Employee participation rate in employee survey		%	91	84	85	
Employee engagement index		Index	79	75	70	
Performance Excellence Index		Index	80	78	74	
Share of employees "I am confident in the future of SEB"		%	89	86	81	
Share of employees "I would highly recommend SEB as a place to work"		%	80	76	69	
Share of employees who think their manager fosters an open, honest and transparent culture		%	83	81	78	
Employees that understand how their targets are linked to SEB's vision, strategy and goals		%	84	80	78	
I am satisfied with my opportunities for development		%	67	64	60	
The coaching I receive from my manager is helpful in improving my performance		%	76	75	69	
SEB is actively working with sustainability (SEB's environmental, social and governance responsibility)		%	79	75	67	
SEB shows a commitment to ethical business decisions and conduct		%	80	77	70	
SEB's work to integrate sustainability is important for our business and the long term profitability of the bank		%	82	80	74	

Engagement

Number of intranet chats with executive management conducted	Number	8	9	10	12
Total number of questions in chats	Number	315	390	300	350
Average employee participation rate in chats (live or passive reading afterwards)	%	45	46	55	48
Number of employee meetings for value dialogues, round table meetings etc	Number	68	153		
Number of employees participated in value dialogues, round table meetings etc	Number	1,103			

DIVERSITY AND EQUAL OPPORTUNITIES

	Note	Unit	2015	2014	2013	2012
My work environment is accepting of individual differences (religion, cultural background, ethnicity, lifestyle, gender, etc.)	Insight survey	%	92	91	88	

Gender by region (male/female)

Sweden	%	49/51	49/51	49/51	49/51
Lithuania	%	30/70	30/70	29/71	
Latvia	%	27/73	26/74	26/74	
Estonia	%	25/75	24/76	49/51	
Baltic	%				27/73
Nordic countries (excl Sweden)	%	57/43	57/43	58/42	57/43
Germany	%	58/42	56/44	56/44	58/42

Gender by management type – all managers (male/female)

Senior managers (top mgmt fd) (male/female)	%	73/27	75/25	74/26	76/24
Middle managers (male/female)	%	59/41	62/38	62/38	61/39
First line managers (male/female)	%	49/51	48/52	49/51	50/50
Staff (male/female)	%	42/58	41/59	43/57	42/58

Parental leave

	Note	Unit	2015	2014	2013	2012
Employees on parental leave, number of work days		Number	93.614			
Number of employees on parental leave during the year		Number	1822			
Number of employees on parental leave during the year		%	22			
Men		%	19			
Women		%	25			

LABOUR/MANAGEMENT RELATIONS

	Note	Unit	2015	2014	2013	2012
Employees with collective or local agreement		%	100	100	100	100
Employees covered by collective bargaining agreements - Sweden		%	100	100	100	100
Number of countries represented in EWC		Number	12	12		
Share of employees represented in EWC vs potential maximum		%	100	100		
Number of employees represented in EWC		Number	16,037	16,492		
Share of employees represented in EWC		%	97.6	98.3		
Number of meetings between management and EWC		Number	8	5		
Number of meetings/consultations in cooperation with EWC		Number	20	8		
Minimum notice period regarding operational changes, including whether it is specified in collective agreements	8,10	Months	2			

HEALTH AND WORKPLACE

The information regarding sick leave is not comparable between the countries due to different calculation methods. See notes for more specific information.

Sick-leave rate, share of ordinary working hours

Sweden	11	%	2.79	2.41	2.44	2.55
Finland	11	%	1.7			
Norway	12	%	3.99			
Germany	13	%	3.76			
Latvia	14	%	1.97			
Lithuania		%	1.71			

Short-term sick leave rate

Sweden	–Total	11	%	1.83	1.67	1.83	1.66
	– Female/Male		%	2.36/1.30	2.23/1.12	2.54/1.12	2.10/1.22
Finland	–Total	11	%	1.5			
	– Female/Male		%	1.0/0.5			
Norway	–Total	12	%	1.6			
	– Female/Male		%	2.64/0.89			
Germany	–Total	13	%	2.59			
	– Female/Male		%	1.34/1.25			
Latvia	–Total		%	1.06			
	– Female/Male		%	1.11/0.78			
Lithuania	–Total		%	1.71			
	– Female/Male		%	2.09/0.68			

Long-term sick leave rate

Sweden	–Total	11	%	0.96	0.74	0.66	0.89
	– Female/Male		%	1.47/0.45	1.14/0.34	1.06/0.26	1.35/0.43
Finland	–Total	11	%	0.2			
	– Female/Male		%	0.0/0.20			
Norway	–Total	12	%	2.39			
	– Female/Male		%	4.49/0.99			
Germany	–Total	13	%	0.97			
	– Female/Male		%	0.50/0.48			
Latvia	–Total	14	%	0.91			
	– Female/Male		%	1.11/0.30			
Lithuania	–Total		%	0.07			
	– Female/Male		%	0.0/0.22			

HEALTH AND WORKPLACE (CONT.)

Health and work environment		Note	Unit	2015	2014	2013	2012
Share of documented annual work environment reviews							
Sweden			%	89	84	90	73
Denmark			%	86			
Lithuania			%	90			
Share of employees participating in wellness check							
Sweden		15	%	74	N/A	74	N/A
Norway			%	82			
Finland			%	70			
Lithuania			%	60			
Estonia			%	50			
Share of employees covered by Health & Safety management system/certification							
			%	100	99	99	
Employee Assistance Programme							
Countries with programme			Number	2	2	2	2
Sweden	– Number of calls/cases		Number	200	180	200	150
	– Annual use efficiency		16	%	2.6	2.3	2.5
Germany	– Number of calls/cases		Number	34	52	105	136
	– Annual use efficiency		16	%	1.2	1.7	2.7
Average vacation utilization							
Sweden		17	%	12.2			
Lithuania			%	10.2			
Latvia			%	8.7			
Finland			%	6.3			
Norway			%	10.2			
Denmark			%	13.9			
Taking care of sick children							
Sweden	–Total days of annual working days		%	0.6			
	– Female/Male		%	0.8/0.4			
Finland	–Total days of annual working days		%	0.4			
	– Female/Male		%	0.3/0.1			
Denmark	–Total days of annual working days		%	0.22			
	– Female/Male		%	0.18/0.03			
Norway	–Total days of annual working days		%	0.41			
	– Female/Male		%	0.57/0.30			
Lithuania	–Total days of annual working days		%	0.31			
	– Female/Male			0.40/0.04			
Mobile workplace							
Employees with office at home access (ability to reach local computer programmes/disks from home)			18	Number	5,350		
Employees with office at home access (ability reach the local computer programmes/disks from home)				%	33		
Number of portable laptops issued				Number	7,567		

COMPETENCE

Highest educational level achieved	Note	Unit	2015	2014	2013	2012
University > 3 years		%	54	55	53	51
University < 3 years		%	11	9	10	10.5
Upper secondary school		%	27	27	28	28
Compulsory school		%	3	3	3	4.5
Other/unspecified		%	5	6	7	6
Insight survey						
I am satisfied with my opportunities for development		%	67	64	60	
Employees that understand how their targets are linked to SEB's vision, strategy and goals		%	84	80	78	
The coaching I receive from my manager is helpful in improving my performance		%	76	75	69	
Investing in Learning and Development						
Money invested in Learning and Development per employee	19	SEK	7,900	9,100	8,700	7,800
Total time spent on Learning and Development		Hours	193,954	186,782		
Average Learning and Development hours spent per employee	20	Hours	10			
Learning and Development activities						
Countries where Learning & Development activities is available		Number	21/21			
Defined structured career & development paths	21	Number	33			
Total quantity Learning & Development activities offered		Number	1,567			
Internal Learning & Development trainers available		Number	200			
External Learning & Development providers		Number	65			
Employees taking part in formal training programmes		Number	5,924	6,896		
Participants in formal classroom activities (ILT)	20	Number	12,756			
Ratio of formal classroom activities (ILT)/total learning activities		%	38			
Digital learning methods						
Employees taking part of digital learning activities (e-learnings, webinars, videos)		Number	13,695	14,344		
Ratio of digital learning activities / total learning activities		%	62			
Completion ratio of started digital learning activities		%	88			
Time spent on digital learning activities (e-learnings, webinars, videos)		Hours	64,162	60,194		
Employees participating in leadership programmes						
By application (M/F)	22	Male/Female	373/410	398/446		
By nomination (M/F)	23	Male/Female	180/139	210/197		
COMPENSATION & BENEFITS						
Total employee remuneration (including social charges)		SEK m	14,437	13,760	14,029	14,597
Short term variable cash compensation in relation to total employee remuneration, individual		%	4	4	5	7
Redundancy costs		SEK m	211	138	267	413

NOTES

- 1) In 2013, Mid- Corporate including Public sector in Sweden moved from Merchant Banking to Retail.
- 2) During 2015 SEB divested Wealths operations in Germany.
- 3) Retail banking operations in Ukraine divested in 2012.
- 4) In report for 2013, consultants were included in "temporary".
- 5) Definition of total employee turnover: Total leavers divided by the average population for the period.
- 6) "Includes Sweden (1152), Finland (35), Latvia (101), Lithuania (500) Norway (33), Denmark (49)".
- 7) Employees follow a colleague during a day. In Sweden and the Baltics.
- 8) Only Sweden.
- 9) Number of talents that have quit during the year of total number of talents. A talent is defined as an employee identified in the internal talent programme Global Talent Review. 2013 reaches between 201209–201309. 2014 reaches between 201310–201409. 2015 reaches between 201410–201512.
- 10) Negotiation procedure in collective agreements is specified in the Co-Determination Act.
- 11) Sweden and Finland: Long term sick leave >60 days, Short term sick leave <60 days.
- 12) Norway: Short term sick leave 1–16 days. Long term sick leave >16 days.
- 13) Germany: Long term sick leave >6 weeks, Short term sick leave <6 weeks. Care of sick children is included.
- 14) Latvia: Taking care of sick children is included in Long term sick leave.
- 15) Biannual wellness check in Sweden.
- 16) Annual use efficiency = number of cases/calls divided in total number of employees in the country.
- 17) Average vacation utilization as % of annual working days.
- 18) Number of users (2015-12) that have access to Full VPN and/or Remote SBC Access.
- 19) Educational spend in relation to average FTE. Educational spend has been reclassified during 2015, hence changed historical numbers.
- 20) Includes all employees in our online learning platform (permanent, temporary and consultants), total 18,860 employees.
- 21) Defined job roles/learning paths in our online learning platform.
- 22) Leadership in Action, Management in Practice.
- 23) Wallenberg, IBS, Artex, ASP.

GRI G4 INDEX 2015

A GRI application check of our reporting has been made by PWC, according to which SEB reports in accordance with GRI G4 – Core. Page references relate to the Corporate Sustainability Report 2015

(CS), the inside front cover (CS IFC), inside back cover (CS IBC), the Sustainability Fact Book (CS Fact Book), the Annual Report 2015 (AR) and www.sebgroup.com/sustainability (www).

GRI	TITLE OF THE DISCLOSURE	PAGE REFERENCE
G4		

STANDARD DISCLOSURES

Strategy and Analysis

G4-1	CEO statement	CS 2–3
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Organisational profile

G4-3	Name of the organisation	CS IBC
G4-4	Primary brands, products, and services	CS IFC, AR IFC, AR 39
G4-5	Location of the organization's headquarters	CS IBC
G4-6	Countries of operation	CS IFC, AR IFC, AR 39
G4-7	Nature of ownership and legal form	We are a public quoted company, AR46
G4-8	Markets served	CS IFC, AR IFC, AR 39
G4-9	Scale of the organization	CS IFC, AR IFC , AR 29–35, 97, CS Fact Book 1
G4-10	Employees	CS Fact Book 7-13
G4-11	Collective bargaining agreements	CS 28, CS Fact Book 10
G4-12	Supply chain	CS 25, CS Fact Book 6
G4-13	Significant operational or other changes during the reporting period	No significant impact on the reporting
G4-14	Precautionary approach or principle	AR 43, 108–109
G4-15	Externally economic, environmental and social charters, principles, or other initiatives	CS 2–3, 9, 18–19, 21, 30–31, 34–35, CS IBC, www
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organisations	CS 2–3, 18, 21, CS IBC, www. More examples are SweSif, Swedish Bankers Association, The Swedish Securities Dealers Association, ICC, The institute of International Banking Law & Practice, The Bankers Association for Finance and Trade.

Identified Material Aspects and Boundaries

G4-17	Entities included in the organization's consolidated financial statements	The whole organisation, AR 127–129
G4-18	Process for defining the report content and the Aspect Boundaries	CS 33, 35
G4-19	Material Aspects identified	CS 33, Separate schedule p. 18-21
G4-20	Aspect Boundary inside organisation	Separate schedule for G4-20 and G4-21 p. 18-21
G4-21	Aspect Boundary outside the organisation	Separate schedule for G4-20 and G4-21 p. 18-21
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements.	CS Fact Book 4. New method for measuring customer complaints in the Baltics. Otherwise no restatements.
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	CS 35

Stakeholder Engagement

G4-24	Stakeholder groups engaged by the organisation	CS 32, AR 12–13
G4-25	Basis for identification and selection of stakeholders with whom to engage	CS 32, AR 9
G4-26	Approach to stakeholder engagement	CS 32–33
G4-27	Topics and concerns raised through stakeholder engagement	CS 32–33

Report Profile

G4-28	Reporting period (such as fiscal or calendar year) for information provided.	CS 35
G4-29	Date of most recent previous report	CS 35
G4-30	Reporting cycle	CS 35
G4-31	Provide the contact point for questions regarding the report or its contents.	CS IBC
G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option.	CS 35, Report in accordance with Core
G4-33	External assurance for the report	CS 35–36

Governance

G4-34	Governance structure	AR 46–57, CS 8
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Ethics and Integrity

G4-56	Values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	CS IFC, CS 15, 34, AR 108
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GRI
G4

TITLE OF THE DISCLOSURE

PAGE REFERENCE

SPECIFIC STANDARD DISCLOSURES**ECONOMIC****Economic Performance**

Generic DMA		G4 20-21, AR 12–13, 26–28, 29–39, 40–45, 46–60, 61–62
G4-EC1	Direct Economic Value generated and distributed	AR 13, CS Fact Book 1

Indirect Economic Impacts

Generic DMA		G4 20-21, CS 10–11, 17–23, 20, 29, 30–31
Aspect specific DMA		CS 17–23, 29, 30–31
G4-EC 8	Significant Indirect Economic Impacts, including the extent of impacts	CS 6–7, 17–21

Financial Services, Sector Disclosures

DMA	Community involvement	G4 20-21, CS 11, 29–31, CS Fact Book 2
G4-FS14	Initiatives to improve access to financial services for disadvantaged people	CS 29

ENVIRONMENTAL**Energy**

Generic DMA		G4 20-21, CS 2–3, 11, 24–25
Aspect specific DMA		SEB is not subject to regulations on energy or emissions.
G4-EN3	Energy consumption within the organisation	CS 24–25, CS Fact Book 3
G4-EN6	Reduction of energy consumption	CS 24–25, CS Fact Book 3

Emissions

Generic DMA		G4 20-21, CS 3, 11, 24–25, CS Fact Book 3
Aspect specific DMA		SEB is not subject to regulations on energy or emissions.
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	CS Fact Book 3
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	CS Fact Book 3
G4-EN19	Reduction of greenhouse gas (GHG) emissions	CS 11, 24–25, CS Fact Book 3
G4-EN23	Effluents and waste	No hazardous waste. CS Fact Book 3

SOCIAL**Labour practices and decent work****Employment**

Generic DMA		G4 20–21, CS 11, 28, AR 88–97, CS Fact Book 7-13
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	CS Fact Book 7

Labor/Management relations

Generic DMA		G4 20–21, CS 11, 28, AR 88–97, CS Fact Book 10
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	CS Fact Book 10

Occupational Health and Safety

Generic DMA		G4 20-21, CS 11, 28, AR 23, CS Fact Book 10-11
Aspect specific DMA	Programs related to assisting workforce members and their families	SEB supports employees who become ill and have no possibility to work. We offer various kinds of support for the employee during this period, in order to manage coming back to work. Managers have the ultimate responsibility for rehabilitation. Besides health insurances, SEB in Sweden and Germany also offers the Employee Assistance Programme, support from a psycho-therapist through phone service.
G4-LA5	Percentage of total workforce presented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes	CS Fact Book 11

GRI
G4

TITLE OF THE DISCLOSURE

PAGE REFERENCE

SOCIAL – Labour practices and decent work (cont.)

Financial Services, Sector Disclosures (Occupational Health and Safety)

DMA	Policies and practices regarding threats and violence in place to assist workforce members, their families, or community members	Group security is responsible for policies and practices, which are adapted to local requirements. Employees who are exposed of threats, as for example in branch offices, gets support from an SEB security department and if needed from a psychologist. Guidelines on how to handle situations that are perceived as threatening are available for all employees on internal webpage.
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Training and Education

Generic DMA		G4 20–21, CS 11, 26–28
G4-LA10	Programs for skills management and lifelong learning that support the continued employability	CS 26–28, CS Fact Book 12

Diversity and Equal Opportunity

Generic DMA		G4 20–21, CS 11, 27–28, CS Fact Book 9
G4-LA12	Composition of governance bodies and breakdown of employees	AR 46–60, CS Fact Book 7, 9

Supplier Assessments

Generic DMA		G4 20–21, CS 25
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	CS 25, CS Fact Book 6
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	CS 25, CS Fact Book 6

Human Rights

Investment

Generic DMA		Human Rights issues can be both direct and indirect for SEB. In the direct case, these issues are governed by the UN Global Compact, SEB’s CS policy, Human Rights Policy and our Code of Conduct. They are primarily the responsibility of each manager in their leadership role. Support is provided by HR which is responsible for the applicable policies and practices. The Compliance function (2nd line of defence) and Internal audit (3rd line of defence) have a role to secure compliance. The direct cases are primarily the responsibility for the business divisions in their investment and financing decisions, and the credit organisation.
Aspect specific DMA		G4 20–21, CS 10–11, 17–21, 28, 34
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	CS 17–21, 34, www, CS Fact Book 5

GRI G4	TITLE OF THE DISCLOSURE	PAGE REFERENCE
Society		
Anti-corruption		
	Generic DMA	G4 20–21, www (Code of Conduct), CS 16, 19, AR 108
	Aspect specific DMA	G4 20–21, CS 10, 15–16, AR 43, 57, 108, www (Code of Conduct)
G4-S04	Communication and training on anti-corruption policies and procedures	CS 13, 16, AR 57, 108, www, CS Fact Book 5
Compliance		
	Generic DMA	G4 20–21
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	None
Public Policy		
	Generic DMA	G4 20–21, CS 30–31, 34–35
	Aspect specific DMA	CS 18–19, 34–35 AR 61
G4-S06	Total value of political contributions by country and recipient/beneficiary	None
Product Responsibility		
Product and Service Labelling		
	Generic DMA	G4 20–21, CS 10–11, 12–14, AR 14–21, 39
	Aspect specific DMA	G4 20–21, CS 32, AR 10–11, 14
G4-PR5	Results of surveys measuring customer satisfaction	AR 10–11, CS Fact Book 4
Customer Privacy		
	Generic DMA	G4 20–21, CS 15–16, AR 43, 45, 61, 108. Continuous internal monitoring of customer privacy. Ongoing review of suitable indicators that can be communicated externally.
Product Portfolio		
	Generic DMA	G4 20–21, CS IFC, CS 12–14, 17–23, AR 14–21, www
G4-FS6	Percentage of the portfolio for business lines by specific region, size (e.g. Micro/SME/Large) and by sector	AR 39, 82, CS 20–21, www (Sector policies and Position statements)
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	CS 18, CS Fact Book 5
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	CS 17–18, 21–23 CS Fact Book 5-6
Active ownership		
	Generic DMA	G4 20-21, CS 17–19, www
G4-FS10	Number of companies with which engagement dialogues has been held	CS 19, CS Fact Book 5
G4-FS11	Percentage of assets subject to positive and negative environmental or social screening	CS 17–19, CS Fact Book 5

MATERIAL ASPECTS AND BOUNDARIES G4-20 AND G4-21

All aspects are material across the SEB Group, in all geographic locations where we operate.

DISCLOSURES ON MANAGEMENT APPROACH

ASPECTS	BOUNDARY	SEB MATERIAL ISSUE	WHY MATERIAL?	HOW IS THIS AREA GOVERNED?
1. ECONOMIC				
Economic performance	Material inside and outside of SEB - in particular for our customers, employees and shareholders	Financial strength and resilience	Financial strength and resilience are fundamental for providing the means to support and serve customers over the long-term and thus also for contributing to societal development.	SEB's activities are managed, controlled and followed up in accordance with policies and instructions established by the Board and the President and CEO. Targets are set and followed up. Supporting strategic documents: Corporate Governance Report, Business Plan
Economic performance	Material outside of SEB - in particular for our customers and shareholders/investors	Risk management	Good banking is based on strong risk management where risk and award are balanced.	Risk tolerance levels and limits are set based on the Board's risk tolerance and are followed up regularly by the risk organisation, management and the Board. The CRO function is independent from the business and is responsible for identifying, measuring, analysing and controlling SEB's risks. Supporting strategic documents: Corporate Governance Report, Risk Policy, Credit Policy
Indirect Economic Impacts	Material inside and outside of SEB - in particular for our customers, employees and the communities in which we operate	Supporting entrepreneurship	"We believe that entrepreneurial minds and innovative companies are key to creating a better world. We are here to enable them to achieve their aspirations and succeed through good times and bad.	The Head or Co-heads of the divisions have overall responsibility for their respective activities. Partnerships and engagements are coordinated cross units to ensure alignment with strategy, reported to the Group Sponsorship manager. Annual global reporting. Supporting strategic documents: Business Plan, Code of Conduct, Corporate Sustainability Policy, Sponsorship strategy
Indirect Economic Impacts	Material inside and outside of SEB - in particular for our customers, employees and the communities in which we operate	Engaging in local communities	As a bank, we are an integrated part of society. Therefore, we want to contribute to building a society that we all want to, and can be, a part of. In addition to the role our business plays, we support local communities.	The Head or Co-heads of divisions have responsibility for local activities. Alignment to strategy coordinated by the Group Sponsorship manager. Annual global reporting. Supporting strategic documents: Code of Conduct, Corporate Sustainability Policy, Sponsorship strategy
Indirect Economic Impacts	Material inside and outside of SEB - in particular for our customers, employees and the communities in which we operate	Financial inclusion	We want to contribute to better functioning societies and empower people to make informed financial decisions. Improving financial literacy in society is one way to enhance the ability for individuals to lead a dignified life.	The Head or Co-heads of Division have responsibility for local activities. Annual reporting. Supporting strategic documents: Code of Conduct, Corporate Sustainability Policy, Sponsorship policy.
Supplier assessments	Material inside and outside of SEB - in particular for our suppliers, customers and the communities in which we operate.	Responsible sourcing	We are a large buyer, thus we have a responsibility to contribute positively in our supply chain. We as well as our suppliers should always act responsibly.	Procurement is responsible for all sourcing and reports to CFO. Annual global reporting. Supporting strategic documents: Supplier Code of Conduct, Procurement Instruction, Code of Conduct

ASPECTS	BOUNDARY	SEB MATERIAL ISSUE	WHY MATERIAL?	HOW IS THIS AREA GOVERNED?
2. SOCIAL/PRODUCT AND SERVICES				
Product and service labelling/ Product and services	Material inside and outside of SEB - in particular for our customers, employees and shareholders/investors.	Customer experience and service	Our customers are the foundation for our business. We want to create long-term relations based on trust and offer insightful advice and services based on the customers' needs.	The Board regulates the activities of the group through an instruction concerning the group's operations and has laid down rules establishing how the group's divisions, conducted through branches and subsidiaries, are to be governed and organised. We measure and report customer satisfaction at least annually by internal and external measurements. Supporting strategic documents: Business strategy and business plan, Code of Conduct.
Product portfolio/ Active Ownership/ Human Rights	Material outside of SEB - in particular for our customers, shareholders/investors and society at large	Sustainability in financing and investments – including climate change	As a large corporate bank, we are convinced that we can influence the development towards a more sustainable economy and society. We believe that businesses that actively manage the Environmental, Social and Governance aspects of their business are more able to reduce risk and cost, seize opportunities and attract capital.	The Head or Co-heads of the divisions have overall responsibility for their respective businesses. Group Credits is responsible for managing the credit approval process, for certain individual credit decisions and for monitoring compliance with policies set by the RCC and the Board. For investments, read more at CS 17-23. Supporting strategic documents: Business Plan, Credit Policy, Corporate Sustainability Policy, Environmental Policy, Human Rights Policy, Position Statements and Sector Policies, Credit policy on Corporate sustainability, Ownership policy.
Product portfolio	Material inside and outside of SEB - in particular for our customers, employees and shareholders/investors	Digitisation and automation	The technological development leads to more digital processes and services, changing customers' behaviours and the overall customer experience as well as our internal processes.	The Head or Co-heads of the divisions have overall responsibility for their respective businesses. Business Support is a cross-divisional function established to leverage economies of scale in processes and IT. CEO Office is responsible for the overall digital strategy and the Digital Banking department is responsible for the implementation. Supporting strategic documents: Code of Conduct, Corporate Sustainability Policy, Human Rights Policy
Product portfolio	Material inside and outside of SEB - in particular for our customers, employees and shareholders/investors	Capacity for innovation	Technological development in society and customers' growing expectations for simplicity and transparency are putting new demands on SEB. To be able to meet these expectations, we need to be innovative.	The Head or Co-heads of the divisions have overall responsibility for the activities in the business areas. Supporting strategic documents: Code of Conduct, People strategy, SEB Business Plan
3. SOCIAL/PRODUCT RESPONSIBILITY				
Product and service labelling	Material outside of SEB - in particular for our customers	Responsible and proactive advice	Our customers are the foundation for our business. We aim to develop long-term relations based on trust so that customers	The Board regulates the activities of the group through an instruction concerning the group's operations and has laid down rules establishing how the group's divisions, including the international activities conducted through branches and subsidiaries, are to be governed and organised. We measure and report corporate reputation and customer satisfaction annually. Supporting strategic documents: Code of Conduct, Business Plan, Rules and regulations.
Customer privacy	Material outside of SEB - in particular for our customers	Data protection	A vital issue of confidence, in particular for our customers. We see it as our responsibility to protect our customers and the assets that we manage.	SEB's IT structure ensures stability in the daily operation. Group IT, Group Security and Group Compliance are responsible for all data protection. Operational risk management information system (ORMIS) for incident reporting. Supporting strategic documents: Code of Conduct, Information Security, IT Instruction

ASPECTS	BOUNDARY	SEB MATERIAL ISSUE	WHY MATERIAL?	HOW IS THIS AREA GOVERNED?
4. SOCIAL/LABOUR PRACTICES AND DECENT WORK				
Training and education	Material inside and outside of SEB – in particular for our existing and potential employees, and for our customers and investors.	Talent management and competence development	SEB strives to be a workplace that attracts and retains people who want to grow and develop, and who are committed to supporting our customers to reach their goals.	People strategy (see CS 27), owned by Group HR. Identifying talents and promote competence development is part of a manager's responsibilities but employees also have individual responsibility for their development. Monitored at least yearly. Supporting strategic documents: People strategy, Manager handbook, Team handbook
Employment	Material inside and outside of SEB – in particular for our existing and potential employees, and for our customers and investors.	Employee engagement	The motivation and well-being of our employees is essential for our success.	People strategy (see CS 27), owned by Group HR. Managers have the responsibility to promote employee engagement but employees also have individual responsibility for their development. Measured yearly. Supporting strategic documents: Business Plan, People strategy, Corporate Sustainability Policy
Diversity and equal opportunities/Labour and Management relations/ Occupational health and safety	Material inside of SEB – in particular for our existing and potential employees.	Working conditions	Having a sound, safe and secure workplace with equal opportunities provides the foundation from which to build employee engagement and development. Diversity is important for our business and capacity for innovation.	Managers have the responsibility to promote well established working conditions. The human resources and security functions provide support with policies and processes as well as advice on proactive matters. A group level HR unit is responsible for SEB's HR policies and processes. These are implemented by and when necessary adapted to the local regulatory framework. They are followed up by the local HR units and the respective business unit, in all countries where SEB operates. Supporting strategic documents: Code of Conduct, Human Rights Policy, Security Policy

5. SOCIAL/SOCIETY

Anti-corruption	Material inside and outside of SEB – in particular for our employees, customers and shareholders.	Business Ethics and culture	Fighting corruption is one aspect of upholding strong business ethics. It is a vital issue of confidence for all stakeholder groups.	The Compliance function shall act proactively to assure the quality of compliance in the group. For investments, financing and sourcing, see governance of respective material issue. Internally we promote awareness and have mandatory trainings for all employees at all levels. Supporting strategic documents: Code of Conduct, Ethics Policy, Conflict of Interest document, Gifts and Business Entertainment document.
Compliance	Material inside and outside of SEB – in particular for our employees, customers and shareholders.	Business Ethics and culture	A vital issue of confidence for all stakeholder groups.	The Group Compliance function is independent from the business activities while serving as a support function. The Compliance function shall act proactively to assure the quality of compliance in the group. Whistleblowing incidents or circumstances are promptly investigated and, when applicable, reported to the bank's CEO and the Audit and Compliance Committee. Supporting strategic documents: Code of Conduct, Ethics Policy
Local communities	Material inside and outside of SEB – in particular for our employees, customers, suppliers, shareholders and the communities in which we operate.	Engaging in local communities	As a bank, we are an integrated part of society. Therefore, we want to contribute to building a society that we all want to, and can be, a part of.	The Head or Co-heads of divisions have overall responsibility for the activities in the business area. Each business area conduct their own activities and reports to the Group Sponsorship manager. Annual global reporting in CS report. Supporting strategic documents: Code of Conduct, Corporate Sustainability Policy, Sponsorship strategy
Public policy	Material outside of SEB – in particular for our shareholders and the communities in which we operate.	Tax transparency	Running a profitable and sustainable business enables SEB to contribute to the societies in which we operate by paying corporate income tax, social security contributions and stability fees and deposit insurance.	Each Division, Business Area, Business Unit, Staff or Support Unit is responsible for ensuring that the Transfer Pricing Policy is taken into account. Group Taxes is responsible for ensuring transfer pricing compliance quality, driving and promoting transfer pricing issues, highlighting transfer pricing risks within the SEB Group. Read more at CS 35). Supporting strategic documents: Corporate Governance, Code of Conduct, Transfer Pricing Policy

ASPECTS	BOUNDARY	SEB MATERIAL ISSUE	WHY MATERIAL?	HOW IS THIS AREA GOVERNED?
6. ENVIRONMENT				
Environment overall	Material inside and outside of SEB – in particular for our employees, customers, suppliers, shareholders and the communities in which we operate.	Resource efficiency in society	Global warming and the earth’s limited resources are two of the most serious threats to both humanity and our planet. Substantial preventive actions are needed.	By setting ambitious targets, policies and position statements we will do what we can to limit or own footprint as well as our indirect impact. (Read more at CS 20, 24–25). Supporting strategic documents: Corporate Sustainability Policy, Environmental Policy, Position Statements on Climate Change and Freshwater, Sector Policies
Emissions	Material inside and outside of SEB – in particular for our customers, employees, suppliers and the communities in which we operate.	Direct environmental impact	Climate change is one of today’s most serious challenges. SEB recognises the importance of limiting the average global temperature rise to below the 2°C target and work also to reduce our direct environmental footprint.	We will continue to work with minimising our direct footprint by setting targets (read more at CS 24–25). Our environmental manager is responsible for quarterly evaluation and the annual reporting. Supporting strategic documents: Corporate Sustainability Policy, Environmental Policy, Position Statements on Climate Change and Freshwater