

2019

Sustainability Fact Book & GRI Index

The Sustainability Fact Book consists of data for SEB's sustainability related areas and the GRI Index according to the GRI Standards Core option. The document also includes information about SEB's stakeholder dialogue and materiality analysis.

SEB

SEB's Sustainability Report 2019 is published in the Annual Report, p. 32–38. This document consists of SEB's stakeholder dialogue, materiality analysis and data for SEB's sustainability related areas and the GRI Index according to the GRI Standards Core option.

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2019 in brief – important progress

SEB signed the UNEP FI Principles for Responsible Banking by which we undertake to align our activities with the UN Sustainable Development Goals and the Paris Agreement.

SEB was the 7th largest underwriter of green bonds globally. We maintained our leading position in the Nordic market with a share of 32.3 per cent.

SEB's Fund company managed 7 microfinance funds with a total value of close to SEK 9bn, reaching more than 25 million entrepreneurs in 59 developing countries.

We initiated a classification of the credit portfolio for large corporate customers according to an environmental, social and corporate governance (ESG) classification framework.

We have a unique customer base

and market position, serving our customers in our home markets and beyond.



About SEB's sustainability reporting

SEB has published a Sustainability report annually since 2007. The Sustainability Report 2019 (available in the Annual Report 2019, page 32–38) describes how the SEB Group works with sustainability as stipulated by the Swedish Annual Accounts Act. We have prepared our sustainability reporting in accordance with the GRI Standards, Core option.

The process to define what to include in the Sustainability Report, Sustainability Fact Book & GRI index includes instructions in the Swedish Annual Accounts Act, feedback on previous

reports from internal and external stakeholders, the identification of material issues (described on page 5), and important events during the year. The reporting data comprise the entire organisation of the SEB Group, except as specifically stated in connection with certain indicators.

The reporting organisation's name is Skandinaviska Enskilda Banken AB (Publ), headquartered in Stockholm, Sweden. The above-mentioned reports cover the preceding fiscal year, January to December 2019. The previous

reports were published in March 2019 and since then there has been no significant change in scope and boundary.

SEB's auditor EY has been engaged to perform a limited review of the Sustainability Report and the Sustainability Fact Book, including a GRI application check. For details on accounting policies, [please see Annual Report p. 38](#).

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This is SEB

SEB enables people to realise their dreams, ambitions and business ideas. Being the Nordic region's leading corporate bank with an international perspective, innovation and entrepreneurship are part of our DNA.

We are driven by engagement and curiosity about the future. This has been our approach ever since we welcomed our first customer more than 160 years ago.

Our vision is to provide world-class service to our customers. We do this by building long-term relationships, providing personal and proactive advice and serving our customers on their terms – face to face or in the digital realm.

We take responsibility for how we conduct our business and how we affect our customers, employees, shareholders and society at large. We support our customers in the transition to a more sustainable world and we contribute to the development of the communities in which we operate.

Our customers and stakeholders

Our customers' needs are at the core of our business. Their high expectations for both personal and digital service, for quality advice and for sustainable solutions drive SEB's business development and offerings. Our 15,000 employees work as a team to serve our customers and create value for our shareholders as well as society as a whole.

Large corporations

2,000

Small and medium-sized companies

400,000

Of these, some 272,000 are home bank customers.

Shareholders

265,000

Financial institutions

1,100

Private individuals

4,000,000

Of these some 1.5 million are home bank customers.

Employees

15,000

Society

Society at large





Engaging with our stakeholders

Addressing key stakeholders' views and expectations are critical for SEB's continuous development and ability to create long-term value. We want to be open and transparent, without violating any bank secrecy, and increase the possibilities to establish a frank and robust dialogue.

We engage with stakeholders in the communities in which we operate and incorporate their feedback in order to ensure that we prioritise the most important issues and secure a responsible and sustainable business. By engaging with them we can better understand emerging trends, important issues and how to prioritise and integrate them into our business strategy.

Customers in all segments, investors and shareholders, employees, NGOs, supervisors and regulators are among the stakeholder groups with whom we have continuous dialogues. We interact with them at both business unit level and at Group level and use a range of mechanisms for our dialogues, such as individual meetings, surveys and panels, roundtables, annual general meetings and digital channels, including social media.

Customers

Feedback from customers in all segments usually refers to increased proactivity and availability. Large corporate customers and financial institutions also increasingly demand an understanding of their specific challenges and a strong industrial competence from SEB, alongside further integration of sustainability in the strategic dialogue.

Private customers especially highlight an improved digital offering, particularly in the mobile private app. Issues and views in the area of sustainability are becoming increasingly common. One example is the customer survey about the view of the UN Sustainable Development Goals that we conduct annually since 2017. The 2019 survey was sent out to 270,000 private customers in Sweden, resulting in three prioritised SDGs and numerous engaged comments on expectations on actions from SEB.

➤ [Read more in the Annual Report p. 22.](#)

Investors, shareholders and analysts

During the year, focus from investors, shareholders and analysts has among others been on the macroeconomic development and impact on corporate activity and interest rates. Other areas of interest were the developments in the Swedish mortgage market,

as well as on SEB's three-year business plan and the strategic initiatives that were launched in the beginning of 2019. Sustainability continued to be an important topic. Dialogues also focused on governance, anti-money laundering capabilities and potential investment needs in light of the ongoing review by the Swedish FSA and media headlines.

Employees

SEB's employees give input among others through the annual employee survey which gives a view of employee engagement and satisfaction. Engagement is strong across SEB. Employees are engaged and scores are significantly above the external benchmark. Among areas for improvement employees emphasise efficiency in decision-making, and the ability to remove barriers to provide a great customer experience. Other ways of engaging employees are interactive seminars, roundtable and dialogue meetings as well as large town hall meetings.

➤ [Read more in the Annual Report p. 24 and 27.](#)

Regulators, NGOs and media

SEB continuously engage with regulators and supervisors, on national as well as international level. We have bilateral and multilateral meetings and participate in various industry forums. During the year, emphasised topics have among others focused on antimoney laundering, integration of sustainability and climate risk in our processes and disclosure, investment advice and personal integrity issues.

We meet non-government organisations (NGO), consumer advocate groups and media through local community engagements, round table discussions, press conferences and individual meetings. Most raised topics in dialogues with NGOs were issues related to human rights and climate change. Key topics and concerns in dialogues in media were issues related to anti-money laundering, IT-outage and fraud prevention. These issues are highly prioritised throughout the bank.

Identifying the most material matters

Materiality is about identifying the matters that are of most concern to our stakeholders and to our own business.

We identify the issues with the largest economic, environmental and social impact, how they impact our stakeholders as well as our business. SEB needs to address and manage these issues in order to create long-term value for our stakeholders and for realising our strategy in line with the ambition to be a role model in sustainability within the financial industry.

As a bank, our boundaries are set in relation to how we impact – indirect and direct. Through our large indirect impact we aim to proportionally avoid causing, contributing or being directly linked to negative impact through our products and services. At the same time, SEB strives to create positive indirect and direct impact in line with our vision and strategy, commitment to international goals and standards such as the UN Sustainable Development Goals and the Paris Agreement.

Swedish law and international agreements, principles and guidelines – such as the Paris Agreement, the UNEP FI Principles for Responsible Banking, recommendations from Task Force on Climate-related Financial Disclosures (TCFD) and the European Commission’s Action Plan on Sustainable Finance – provide the foundation for SEB’s analysis of material matters.

Sustainability aspects are step by step being further integrated into SEB’s business and have resulted in a strategic contribution based on the on-going engagements with relevant stakeholders in combination with our own general assessment of aspects that are of strategic importance to our business, thus integrated into the business plan 2019–2021.

These aspects, called success factors, and the fundamental aspects, are set to pave the way towards creating positive impact from environmental, social and governance related perspectives. They are all assessed to be long term-important for our stakeholders and thus material for our business. The integration of environmental and climate aspects have been further intensified during the year, both from risk and opportunity perspectives.

Success factors

Responsible and proactive advice – we seek to facilitate customers’ control and understanding of their financial situation. We are also committed to understanding our customers’ needs and preferences in their transition.

Sustainable financing – we strive to contribute to reorienting capital flows to low-carbon activities, to increase the share of green and transition financing, and to support our customers’ sustainability focus.

Sustainable investments – we aim to have a comprehensive and competitive offering where environmental, social and governance factors are fully integrated into all investment processes. We perform our ownership role responsibly.

Innovation and entrepreneurship – we are guided by a strong belief that entrepreneurial minds and innovative companies are key to creating a better world. We support innovation and entrepreneurship to drive sustainable economic development and contribute to creating new jobs and growth in society.

Fundamental aspects

The fundamental aspects – financial strength and resilience, risk management, business ethics and conducts, crime prevention and people management – are at the core of SEB’s long-term success. As a company in the business of trust, short-comings in any of these areas would limit us from being able to create long-term value for stakeholders.

➤ [See further in Sustainability Report, p. 32–38.](#)

SEB’s sustainability framework



SEB and the UN Sustainable Development Goals

The UN's 17 Sustainable Development Goals (SDGs), launched in 2015, have set a global agenda for nations, businesses and societies on how to achieve long-term sustainable economic growth, social inclusion and environmental protection.

At SEB, we aim to contribute to the SDGs by supporting our customers in their transition towards a more sustainable development. By signing the Principles for Responsible Banking we have also committed to continue adapting our business strategy to align and contribute to the SDGs.

SEB's corporate customers are active in a wide range of sectors and fields, and we actively support them in their transition journey based on their different needs and challenges. Private customers increasingly want their investments, savings and financing solutions to do good and through our products and services we aim to provide them with opportunities to contribute.

Four of the SDGs, no. 8, 9, 13 and 16, are particularly closely linked to our history and business strategy, but in many of our products we address several of the other goals. Here below, some examples are highlighted from 2019.



Highlighting examples



Green bonds

SEB is a pioneer in green bonds and has been a leader globally and in the Nordic region in this area for more than ten years. In 2019, SEB was the seventh largest underwriter of green bonds in the world, and our global underwriting volume was USD 7 billion. SEB's green loan portfolio reached 19 billion SEK. Use of proceeds of SEB's own green bond contributes to several of the SDGs. For example, 47 per cent of the proceeds are used for projects related to renewable energy.

➤ [Read more in SEB Green Bond Impact Report 2019.](#)



Microfinance funds

SEB is one of Europe's largest microfinance fund managers. We manage 7 microfinance funds with a total value of close to SEK 9 billion, reaching more than 25 million entrepreneurs in 59 countries. We contribute to ensuring that low-income individuals have access to financial services and job opportunities, providing women with equal access to economic resources and opportunities. By financing micro-, small and medium enterprises the investments support the adoption of fair, equal and safe working practices. We contribute to creating equal opportunities and incomes irrespective of age, gender, origin, religion or other status.

➤ [Read more in SEB Microfinance Fund II Report 2019.](#)

➤ [Read more about SEB and the Sustainable Development Goals at \[sebgroup.com/sustainability\]\(http://sebgroup.com/sustainability\)](#)



Lyxor SEB Impact Fund

Lyxor SEB Impact Fund invests in companies that contribute to solving future global challenges. The companies operate in five areas linked to the areas of sustainable energy, water supply, food and agriculture, resource efficiency and social development. Where many of UN's Global Sustainable Development Goals are included. At year-end, the fund had SEK 1.4bn in assets under management.



Impact Metric Tool

The SEB Impact Metric Tool, is a quantitative analysis tool that measures sustainability in equity portfolios. In 2019, the tool was further developed so that, in addition to measuring the extent to which an investment portfolio is aligned with the SDGs, it also measures the percentage of a portfolio that can be classified as green according to the EU taxonomy.



Customer survey

Our SDG customer survey was conducted in 2019 for the third consecutive year. This time we asked 270,000 Swedish customers with savings in equity funds which sustainability areas they believe we should focus on, based on the SDGs. The answer showed that the respondents especially highlighted goal 13 and 6.

➤ [Read more in the Annual Report, p.22.](#)

Short facts - Key Performance Indicators

Financial strength and resilience

Direct economic value generated and distributed	Note	Unit	2019	2018	2017	2016
Gross income	1	SEKm	74,374	67,799	67,660	65,587
Total operating income		SEKm	50,134	45,868	45,561	43,251
Total operating expenses		SEKm	22,945	21,940	21,936	21,812
Interest expense		SEKm	18,772	18,277	16,58	16,464
Fee and commission expense		SEKm	5,467	5,654	5,519	5,872
Other expenses		SEKm	6,623	7,201	6,947	6,619
Staff costs		SEKm	14,660	14,004	14,025	14,422
Employee salary and other compensation		SEKm	10,035	9,432	9,355	9,491
Employees - pension costs, benefits, education and other staff related costs		SEKm	2,056	2,019	2,187	2,293
Employee social charges		SEKm	2,568	2,553	2,483	2,638
Regulatory fees including resolution and deposit guarantee fees		SEKm	2,129	2,495	1,798	1,362
Income tax expense	2	SEKm	4,717	4,152	4,562	4,249
Dividends (shareholders), proposed	3	SEKm	13,517	14,065	12,461	11,929
Net profit		SEKm	20,177	23,134	16,197	10,618
Financial assistance received from government		SEKm	0	0	0	0
Economic contribution to community investments		SEKm	52.1	53.3	52.7	53.7
This years profit that is reinvested into the bank		SEKm	6,660	9,069	3,783	-1,311

1) Direct economic value generated and distributed is presented in accordance with the outline in SEB's annual report. The gross income that was reported in 2018 has been updated.

2) Tax by country, see SEB Annual Report 2019 p. 97 under Geographical Information.

3) Proposed dividends for the fiscal year, paid out to shareholders the following year.

Innovation and entrepreneurship

	Note	Unit	2019	2018	2017	2016
Startups						
Number of startups	1	Number	16,628	15,388	17,731	13,917
Greenhouse concept	2					
Number of clients participating in Scaleup summit (event)		Number	500	600		
Number of clients participating in Scaleup club (event)		Number	600	800		
Number of companies participating in Scaleup lab (10 week program)		Number	13	18		
Number of companies participating in Scaleup Academy (12 month program)		Number	13	27		

1) Startup is defined as a company that has no previous organizational number or activity registered, but is classified as a payment customer.

2) The Greenhouse concept is a solution for growing companies with a turnover of around 10 million SEK or more. We provide services and carefully selected partners to help develop the business.

Sustainable finance

Green loan	Note	Unit	2019	2018	2017	2016
Dedicated Green Loan portfolio	1	SEK bn	19	16.0	13.2	11.8
Green mortgages (new)		SEK bn	1.46	0.2	-	-
Green bonds	Note	Unit	2019	2018	2017	2016
Aggregated						
Green Bonds underwritten by SEB since inception (excluding self-led)		USD bn	29.6	22.8	17.8	13.7
Green Bonds underwritten by SEB since inception		%	5.2	5.4	6.3	8.3
Current year						
Green Bonds issued globally current year, total amount	2	USD bn	262.5	182.1	172.4	102.7
Green Bonds underwritten by SEB current year (excluding self-led)		USD bn	7.0	5.0	4.0	3.4
Green Bonds underwritten by SEB current year, global share		%	3.8	3.7	3.5	4.3
Green Bonds underwritten by SEB current year, Nordic share	3	%	32.3	35.2		
Equator Principles	Note	Unit	2019	2018	2017	2016
Number of investments						
of which Category A transactions approved		Number	0	1	0	1
of which Category B transactions approved		Number	3	1	2	4
of which Category C transactions approved		Number	0	0	0	0
Project related corporate loans						
of which Category A transactions approved		Number	0	0	0	0
of which Category B transactions approved		Number	0	0	0	1
of which Category C transactions approved		Number	0	0	0	0
Procurement	Note	Unit	2019	2018	2017	2016
Suppliers						
Number of suppliers		Number	11,300	11,000	11,500	12,300
Total spent on procurement		SEK bn	10.7	9.5	8.6	8.33
Total number of suppliers screened and rated by EcoVadis (since 2014)		Number	224	213		
Number of suppliers screened and rated by EcoVadis (2019)		Number	11			
Rating of suppliers screened by EcoVadis						
	4					
Outstanding rating 85-100p		%	0	0	0	0
Advanced rating 65-85p		%	14	15	15	11
Confirmed rating 45-64p		%	60	57	56	58
Partial rating 25-44p		%	26	28	29	31
No rating 0-24p		%	0	0	0	0

1) The dedicated green loan portfolio includes "eligible assets", i.e. loans and leases to corporate clients in line with SEB's green bond framework that promotes the transition to a low carbon and/or climate resilient development as well as environmental end ecosystem improvements. Green mortgages are not included.

2) Nordic issuers, all currencies.

3) The source for calculating the Green Bond data is Bloomberg, Green Bond League tables and Corporate & Governments except "Green Bonds issued globally" and SEB analysis based on Bloomberg and SEB data.

4) To identify the sustainability risks among our suppliers, we perform, when applicable, an initial assessment of suppliers using an internal risk model that takes country, industry sector and business criticality into account. The suppliers that are identified in the internal risk assessment as having an increased risk level will also go through EcoVadis' screening. These suppliers cover around 42 per cent of total supplier costs, i.e. around 200 of the total number of suppliers. The EcoVadis assessment focuses on four themes: Environment, Labor Practices & Human Rights, Fair Business Practices and Sustainable Procurement. The issues assessed and their relative weight vary based on the company's activities, size, and geographic location.

Sustainable investments

	Note	Unit	2019	2018	2017	2016
Assets under management						
Total assets under management, AuM (SEB)		SEKbn	2,041	1,699	1,830	1,781
Total assets under management, AuM (of funds managed by SEB)		SEKbn	736	622		
Principles for Responsible Investments, PRI						
AuM (SEB) evaluated according to PRI	*	%	35	36	34	34
AuM (of funds managed by SEB) evaluated according to PRI	1	%	100	100		
SEB's external fund managers that have signed PRI		%	100	100	97	93
Carbon emission (CO2) measurements						
SEB equity funds where carbon emissions are measured and have an official benchmark		%	94	92	92	
Sustainability criteria assessment						
SEB funds assessed with sustainability criteria	2	SEKbn	256	188	158	76
SEB funds assessed with sustainability criteria, as share of AuM (of funds managed by SEB)		%	34.8	30.2	25.3	13.9
SEB funds assessed with sustainability criteria, as share of AuM (SEB)		%	13	11	8.6	4.5
Human Rights assessment						
SEB funds assessed with human rights criteria, as share of AuM (of funds managed by SEB)		%	100	100	100	13.9
SEB funds assessed with human rights criteria, as share of AuM (SEB)	1, *	%	35	36	34	4.5
Influence and engagement						
Total engagement dialogues with portfolio companies		Number	1,564	889	791	516
Share of engagement dialogues with Nordic portfolio companies		%	1	2		
Share of engagement dialogues in collaboration with external parties		%	97	97		
Companies excluded from the investment portfolio in accordance with SEB's ethical investment guidelines		Number	1,062	835	814	578
Nomination committees		Number	33	33	31	36
Engagement themes						
Human rights		Number	20	52	52	52
Palm oil		Number	25	24	25	25
Environment		Number	161	177	114	14
Water disclosure (new)		Number	515			
Corporate tax		Number	43	50	50	
SEB Impact and Thematic funds						
Total value (new)						
Microfinance funds, Impact Opportunity Fund, Green Bond Fund and Lyxor SEB Impact Fund		SEKbn	11.2	-	-	-
Microfinance funds						
Number of microfinance funds	3	Number	7	6	6	4
Number of countries		Number	59	49	38	29
Assets under Management (SEK) (new)		SEKbn	8.6	-	-	-
Assets under Management (USD)		USDm	970	777	716	447
Number of customers reached via microfinance institutions (MFI:s)		Number	25,384,944	23,559,776	19,203,334	17,255,596
Green Bond Fund (new)						
Assets under Management		SEKbn	1.17	-	-	-
Lyxor SEB Impact Fund (new)						
Assets under Management		SEKbn	1.39	-	-	-

*) The reported data for 2018 has been updated.

1) Share of AuM excluding one index fund, "SEB Sverige Indexfond".

2) Read more about SEB's sustainability criteria on www.sebgroup.com "About the fund management company SEB IM AB - our sustainability work"

3) All data concerning the microfinance funds includes SEB Impact Opportunity Fund. The Impact Opportunity Fund invests mainly in microfinance institutions but has a broader mandate, e.g. solar energy and education. Similar to the microfinance funds this fund invests in emerging and frontier markets.

Business ethics and conduct

	Note	Unit	2019	2018	2017	2016
Whistleblowing						
Number of whistleblowing cases (WhistleB)	1		23	27		

1) The external whistleblowing function has been in use since January 2018. The reported complaints cover different areas, such as breach of the Code of Conduct, fraud, harassment and money laundering.

Crime prevention

	Note	Unit	2019	2018	2017	2016
Reporting						
Suspicious orders and transactions reported to <i>Finansinspektionen</i> (Market Abuse)		Number	33	36	63	49
Share of Market Abuse reports being manual tips from employees or external sources		%	6	14	21	12
Share of Market Abuse reports being insider dealing		%	79	89	81	84
Suspicious AML activity reports reported to Finanspolisen	1	Number	1,224	523	504	489
Share of AML reports being manual tips from employees or external sources		%	63	71	55	56
Employees that have completed mandatory training (sorted by employee category)						
All employees	2 3					
Anti-money laundering		Total number (%)	18,589 (86)	96.1	93.4	90.5
Fraud prevention		Total number (%)	18,978 (87.8)	93.0	88.1	74.5
Cyber security		Total number (%)	19,194 (88.8)	92.6	84.4	77.7
Code of Conduct		Total number (%)	19,064 (88.2)	89.7	84.9	63
General Data Protection Regulation/GDPR		Total number (%)	19,000 (87.9)	85.7		
Top Management: Group Executive Committee						
Anti-money laundering		Total number (%)	10 (83.3)	-	-	-
Fraud prevention		Total number (%)	10 (83.3)	-	-	-
Cyber security		Total number (%)	10 (83.3)	-	-	-
Code of Conduct		Total number (%)	10 (83.3)	-	-	-
General Data Protection Regulation/GDPR		Total number (%)	9 (75)	-	-	-
Senior managers						
Anti-money laundering		Total number (%)	247 (84.9)	-	-	-
Fraud prevention		Total number (%)	250 (85.9)	-	-	-
Cyber security		Total number (%)	253 (86.9)	-	-	-
Code of Conduct		Total number (%)	250 (85.9)	-	-	-
General Data Protection Regulation/GDPR		Total number (%)	252 (86.6)	-	-	-
Middle managers						
Anti-money laundering		Total number (%)	544 (83.4)	-	-	-
Fraud prevention		Total number (%)	565 (86.7)	-	-	-
Cyber security		Total number (%)	571 (87.6)	-	-	-
Code of Conduct		Total number (%)	568 (87.1)	-	-	-
General Data Protection Regulation/GDPR		Total number (%)	561 (86)	-	-	-
First line managers						
Anti-money laundering		Total number (%)	985 (84.5)	-	-	-
Fraud prevention		Total number (%)	1,007 (86.4)	-	-	-
Cyber security		Total number (%)	1,017 (87.2)	-	-	-
Code of Conduct		Total number (%)	1,006 (86.3)	-	-	-
General Data Protection Regulation/GDPR		Total number (%)	1,016 (87.1)	-	-	-
All managers						
Anti-money laundering		Total number (%)	1,776 (84.2)	-	-	-
Fraud prevention		Total number (%)	1,822 (86.4)	-	-	-
Cyber security		Total number (%)	1,841 (87.3)	-	-	-
Code of Conduct		Total number (%)	1,824 (86.5)	-	-	-
General Data Protection Regulation/GDPR		Total number (%)	1,829 (86.7)	-	-	-
All staff excluding managers						
Anti-money laundering		Total number (%)	16,814 (86.2)	-	-	-
Fraud prevention		Total number (%)	17,165 (88)	-	-	-
Cyber security		Total number (%)	17,341 (88.9)	-	-	-
Code of Conduct		Total number (%)	17,243 (88.4)	-	-	-
General Data Protection Regulation/GDPR		Total number (%)	17,165 (88)	-	-	-

Employees that have completed mandatory training (continued)
(sorted by employee category)

All managers in revenue generating divisions

Anti-money laundering	Total number (%)	1,104 (83.8)	-	-	-
Fraud prevention	Total number (%)	1,144 (86.9)	-	-	-
Cyber security	Total number (%)	1,152 (87.5)	-	-	-
Code of Conduct	Total number (%)	1,137 (86.3)	-	-	-
General Data Protection Regulation/GDPR	Total number (%)	1,141 (86.6)	-	-	-

Employees that have completed mandatory training
(sorted by region)

2

Sweden

Anti-money laundering	Total number (%)	10,014 (83.3)	-	-	-
Fraud prevention	Total number (%)	10,147 (84.4)	-	-	-
Cyber security	Total number (%)	10,279 (85.5)	-	-	-
Code of Conduct	Total number (%)	10,159 (84.5)	-	-	-
General Data Protection Regulation/GDPR	Total number (%)	10,159 (84.5)	-	-	-

Other Nordic countries

Anti-money laundering	Total number (%)	1,134 (74.9)	-	-	-
Fraud prevention	Total number (%)	1,394 (92.1)	-	-	-
Cyber security	Total number (%)	1,399 (92.4)	-	-	-
Code of Conduct	Total number (%)	1,393 (92)	-	-	-
General Data Protection Regulation/GDPR	Total number (%)	1,358 (89.7)	-	-	-

Baltic countries

Anti-money laundering	Total number (%)	6,343 (93.3)	-	-	-
Fraud prevention	Total number (%)	6,316 (92.9)	-	-	-
Cyber security	Total number (%)	6,384 (93.9)	-	-	-
Code of Conduct	Total number (%)	6,384 (93.9)	-	-	-
General Data Protection Regulation/GDPR	Total number (%)	6,377 (93.8)	-	-	-

Other world

Anti-money laundering	Total number (%)	1,091 (85.2)	-	-	-
Fraud prevention	Total number (%)	1,124 (87.8)	-	-	-
Cyber security	Total number (%)	1,129 (88.2)	-	-	-
Code of Conduct	Total number (%)	1,126 (88)	-	-	-
General Data Protection Regulation/GDPR	Total number (%)	1,102 (86.1)	-	-	-

1) The amount of reports has increased significantly throughout the Group, mainly due to high awareness and more resources being allocated for money laundering investigations during 2019.

2) The trainings are mandatory to perform every three years for all of SEB employees, including consultants. Employees that were on leave of absence during the whole year have been excluded. Sorting by employee category and region is a new indicator for 2019 and has not been updated historically. Anti-corruption is included in the Code of Conduct training.

3) For 2016 and 2017 consultants were only included in the Code of Conduct training and not the other 4 mandatory trainings.

Our people

Employee information	Note	Unit	2019	2018	2017	2016
Average number of full time equivalents, FTE		Number	15,691	14,751	14,946	15,279
Employees by gender						
Male		%	43.8	43.4	43.2	43.5
Female		%	56.2	56.6	56.8	56.5
Employees by age group						
Total employees						
<30 years		%	18.1	17.6	16.6	15.7
30-50 years		%	57.9	55.8	56.6	58.1
>50 years		%	24	26.6	26.8	26.2
All managers						
<30 years		%	2	2	2	
30-50 years		%	68	68	68	
>50 years		%	30	30	30	
Gender by management type (male/female)						
Board of Directors	1	%	64/36	67/33	64/36	54/46
Top Management: Group Executive Committee	2	%	69/31	77/23	83/17	75/25
Senior managers		%	64/36	66/34	69/31	69/31
Middle managers		%	59/41	58/42	56/44	57/43
First line managers		%	48/52	49/51	47/53	50/50
All managers		%	53/47	55/45	53/47	54/46
All staff excluding managers		%	42/58	42/58	41/59	42/58
All managers in revenue generating divisions		%	57/43	58/42	58/42	
Employees by employment contract/type						
Permanent		%	95	95	95	95
Temporary		%	5	5	5	5
Employees working full-time		%	94	94	93	
Employees working part-time		%	6	6	7	7.7
By gender and employment contract/type (male/female)						
Permanent		%	44/56	43/57	44/56	44/56
Temporary		%	45/55	46/54	43/57	41/59
Employees working full-time		%	45/55	45/55	45/55	
Employees working part-time		%	20/80	18/82	20/80	18/82
By region						
Sweden						
Permanent		%	94.6	94.8	94.6	
Temporary		%	5.4	5.2	5.4	
Other Nordic countries						
Permanent		%	96.4	94.7	95.5	
Temporary		%	3.6	5.3	4.5	
Baltic countries						
Permanent		%	95.4	95.8	95.5	
Temporary		%	4.6	4.2	4.5	
Other world						
Permanent		%	96.8	98	98.4	
Temporary		%	3.2	2	1.6	
Parental leave in days (Sweden)						
Men		Number	24,700	24,600	24,400	
Women		Number	59,900	57,600	63,400	
Total		Number	84,600	82,200	87,800	
Share of men		%	29	30	28	
Share of women		%	71	70	72	

New employee hires	Note	Unit	2019	2018	2017	2016
New employee hires, total		Number	1,998	1,893	1,622	1,406
By age group (% of total staff)						
≤29		%	50	56	57	58
30-39		%	32	28	28	26
40-49		%	13	11	11	11
50≥		%	5	4	4	5
By gender						
Male		Number	971	0.48	697	662
Female		Number	1,027	0.53	925	790
By region						
Sweden		Number	704	721	606	503
Estonia		Number	113	87	101	112
Latvia		Number	315	267	193	117
Lithuania		Number	586	547	504	442
Nordic countries (excl Sweden)		Number	84	103	91	101
Germany		Number	72	36	14	1
Other world		Number	124	132	113	130
Employee turnover	Note	Unit	2019	2018	2017	2016
Employee turnover, total		%	12.1	12.9	12.8	10.7
Male		%	12.6	13.2	13.8	11.2
Female		%	11.8	12.5	11.9	10.2
Voluntary turnover	3	%	10.8	11.5		
By age group (% of total staff)						
≤29		%	22	21	21	18
30-39		%	13	13	12	10
40-49		%	9	9	10	8
50≥		%	7	11	11	5
By country /region						
Sweden		%	9.3	10.6	10.7	7.5
Lithuania		%	16	15.9	15.6	16.2
Latvia		%	17	16.8	15.1	11.9
Estonia		%	10.1	11.2	10.6	10.9
Nordic countries (excl Sweden)		%	6.8	10.3	11.4	8.5
Germany		%	32.9	29.0	27.1	20.5
Other world		%	17.6	15.5	16.2	
Labour management	Note	Unit	2019	2018	2017	2016
Minimum notice periods regarding operational changes	4	Weeks	12	12	12	12
Percent of employees with collective or local bargaining agreement or covered by Labour law		%	100	100	100	100
Percent of employees with collective or local bargaining agreement - Nordic countries, Germany and Luxembourg		%	56.9	62.4	50	50
Percentage of employees covered by collective bargaining agreements - Sweden		%	100	100	100	100
Share of employees represented in EWC (employees within EU)	5	%	93.7	97.7	97.7	97.7
Health and workplace	Note	Unit	2019	2018	2017	2016
Absentee rate, share of ordinary working hours	6	%	3.3	3.34	3.34	3.48
Sick-leave rate, share of ordinary working hours						
Sweden		%	2.87	2.87	2.86	2.95
Women/Men		%	3.97/1.77	3.89/1.85	4.02/1.70	4.22/1.69
Health and work environment						
Share of documented annual work environment reviews	7	%	80	80	86	89
Share of employees covered by Health & Safety management system or similar		%	100	100	100	100
Share of employees represented in formal Health and safety committees	8	%	100	100	100	100

Learning and engagement	Note	Unit	2019	2018	2017	2016
Average hours of training	9					
per employee		Hours	16	16	10	12
per Female employee/Male employee		Hours	18/13	18/13	12/8	12/13
All Managers		Hours	20	18	18	
Money invested in Learning and Development per employee	9	SEK	14,794	15,564	9,527	11,071
Employees participating in leadership/talent development programmes	9, 10					
		Number	1,896	1,335	820	723
By application		Male/ Female	1,012/770	190/256	284/202	232/391
By nomination		Male/ Female	66/48	431/458	183/151	57/52
Global Talent Review	9, 11					
		Number	1,785	1,826	1,815	1,842
Men		%	56	58	57	58
Women		%	44	42	43	42
Employee survey, Glint	12					
Employee participation rate in employee survey		%	92			
How happy are you working at SEB		%	85			
I would recommend SEB as a great place to work		%	82			
SEB's commitment to sustainability is genuine		%	81			
I have good opportunities to learn and grow at SEB		%	79			
Employee survey, Insight (2016-2018)	12					
Employee participation rate in employee survey, Insight		%	-	88	88	88
Employee engagement index		%	-	79	77	77
Performance excellence index		%	-	82	81	81
I am satisfied with my opportunities for development		%	-	70	67	67
SEB's work to integrate sustainability is important for our business and the long term profitability of the bank		%	-	89	88	86

1) Deputy directors and directors appointed by the employees are not included, see SEB Annual Report 2019 p. 64 for full overview of the Board.

2) As per 1 January 2020, as presented in SEB Annual Report 2019 p. 70-71. Additional members are not included.

3) Total number of employees leaving SEB in relation to number of employees at the start of the period (excluding employees leaving due to sold operations, retirements and redundancies).

4) Only Sweden. Negotiation procedure in collective agreements is specified in the Co-Determination Act.

5) SEB has had a European Works Council (EWC) with representatives since 2003. Read more in SEB Annual Report 2019 p. 25.

6) Only Sweden. Absentee rate includes employee sick leave and employees taking care of sick children.

7) Only Sweden. All countries in the EU must conduct risk assessments and remedies on an ongoing basis.

8) 100 per cent within the European Union. We follow local laws and regulations in all countries where we are present.

9) Consultants and other temporary workforce employed on contractual basis have not been included.

10) Programmes with application: Leadership in Action, Lead with Impact (Management in Practice), Learn 4 Growth, SEB Trainees, Tech, Boost Your Service, IMD, Leading Digital Acceleration, Change Management for Leaders, Develop your team - Making it last, Leadership Foundation, Starting a new team - Get to know each other, Starting a new team - Start working together, Smart under Pressure. Programmes with nomination: Wallenberg Institute, Internal Business Seminar, Artex, Advanced Specialist Programme.

11) A global talent review is performed annually within SEB. The data reported for 2018 has been updated.

12) We have a new employee survey called Glint. The questions in Glint are not comparable with the questions in the previous employee survey (Insight).

Environment

General indicators	Note	Unit	2019	2018	2017	2016
Net internal area of reporting offices covered		m ²	288,409	345,681	419,363	422,760
Energy consumption within SEB						
	Note	Unit	2019	2018	2017	2016
Total energy consumption (in buildings)		MWh	67,322	80,614	93,436	94,383
Electricity (total)		MWh	45,516	56,768	62,729	67,719
Share of electricity from service centres (new)		%	39	-	-	-
Change in total electricity consumption compared to previous year		MWh (%)	-11,252 (-20)	-5,961 (-10)	-4,990 (-7)	766 (1)
Renewable electricity, percentage of total electricity consumption		%	87	91	91	88
Heating/cooling	1	MWh	21,806	23,846	30,707	26,664
Total energy consumption / m ²		MWh/m ²	0,23	0,23	0,22	0,22
Total energy consumption / employee		MWh/FTE	4,3	5,5	6,3	6,2
Carbon Dioxide Emissions (CO₂)						
	Note	Unit	2019	2018	2017	2016
Total carbon emissions	2	Tonnes	22,525	23,606	24,487	24,843
Scope 1 (new)	3	Tonnes	4	-	-	-
Scope 2 (new)	3	Tonnes	2,191	-	-	-
Scope 3 (new)	3	Tonnes	20,330	-	-	-
Carbon emissions from energy consumption (in buildings)	4	Tonnes	7,326	7,458	8,810	9,182
Carbon emissions from business travel	4	Tonnes	12,426	13,807	13,076	12,693
Carbon emissions from paper consumption	4	Tonnes	1,361	1,155	1,311	1,452
Carbon emissions from company cars	4	Tonnes	1,413	1,186	1,290	1,516
Total carbon emissions / employee		Tonnes	1.46	1.61	1.64	1.63
Change in carbon emissions, including percental change from baseline 2015 (new)		Tonnes (%)	-809 (-3.5)	272 (1.2)	1,153 (4.9)	1,508 (6.5)
Resource efficiency						
	Note	Unit	2019	2018	2017	2016
Paper						
Total paper consumption		Tonnes	929	930	811	900
Environmentally labelled paper consumption		Tonnes (%)	563	629 (68)	728 (90)	770 (85)
Waste						
Waste generation	5	Tonnes	1,895	1,395	2,020	2,220
Waste reuse or recycling		Tonnes	1,287	865	1,683	1,675
Waste generation after reuse or recycling / employee (FTE)		Tonnes	0.039	0.036	0.022	0.036
Percentage waste reused or recycled		%	68	62	83	75
Water						
Total water consumption in buildings		m ³	166,249	127,795	198,307	194,051
Total water consumption / employee (FTE)		m ³	10.6	8.66	13.26	12.70
Business travel & company car fleet						
	Note	Unit	2019	2018	2017	2016
Total business travel	6	Million km	72.6	79.2	77.4	73.1
Total business travel / employee		Km	4,625	5,370	5,179	4,784
Total air travel		Million km	67.0	74.1	72.3	68.4
Train travel (Sweden)		Million km	5.5	5.1	5.1	4.7
Environmentally certified company cars, share of company car fleet		%	58	76	90	73
Legal compliance & monetary fines						
	Note	Unit	2019	2018	2017	2016
Reported environmental prosecutions		Number	0	0	0	0
Monetary value of significant fines due to non compliance with environmental laws and regulations		SEKm	0	0	0	0

1) Cooling from data centres have not been included due to lack of data.

2) We draw guidance from the Greenhouse Gas Protocol for our carbon emission reporting. For 2015 and earlier we included emission data from Sweden, Norway, Finland, Denmark, Estonia, Latvia, Lithuania, Germany, United Kingdom, Luxembourg, accounting for more than 94 per cent of our income and 96 per cent of our employees. From 2016 we include the emission data from the aforementioned countries but also from Ireland, Poland, Ukraine, China, United States, Singapore and Russia, accounting for more than 99 per cent of our income and 99 per cent of our employees. In 2018 the emission factors used when recalculating MWh to tonnes CO₂ were updated and the data for total carbon emissions and carbon emissions from energy consumption were therefore updated accordingly (also historically). Courier, taxi and security transportation is not included in the emissions scope.

3) We apply Financial Control Approach according to the Greenhouse Gas Protocol. How our own emissions are distributed within Scope 1, 2 and 3 depends on whether we own, have finance leased or operating leased facilities and vehicles. Scope 1 accounts for some facility energy. Scope 2 accounts for facility energy. Scope 3 accounts for emissions from business travel, paper consumption, company cars and also facility energy.

4) For buildings the data is collected through invoices, information from landlords or from electricity meters. Business travel comprises air travel and train travel with the Swedish train operating company SJ. The data is collected through our travel agency. For paper consumption the data is collected through invoices. 2016-2018 data has been updated for paper and air travel due to more detailed data collection. For company cars the data is comprised by fuel consumption or distance (measured or estimated) by type of car.

5) The information has been provided by the waste disposal hauler in respective country.

6) Excluding leasing car mileage.

Corporate citizenship

	Note	Unit	2019	2018	2017	2016
Economic contributions to corporate citizenship						
Total		SEKm	52.1	53.3	52.7	53.7
By theme						
Relation - sport and culture	1	SEKm	19.4	21.9	13.2	
Entrepreneurship and innovation (corporate citizenship)		SEKm	16.1	15	13.3	
Inclusion		SEKm	5.8	3.6	12.1	
Financial literacy		SEKm	4.0	6.7	7.7	
Other community investments		SEKm	6.9	3	4.4	
Memberships	2	SEKm	5.5	3.1	2	
By country						
Sweden		SEKm	37.2	37.6	38.4	37.2
Estonia		SEKm	3.1	3.1	4	4.2
Latvia		SEKm	2.0	3.1	3	3.7
Lithuania		SEKm	2.7	2.6	2.2	2.5
Denmark		SEKm	2.0	0	0	0.2
Norway		SEKm	0.9	3.3	2	1.8
Finland		SEKm	0.8	0.7	0.5	0.7
Other sites		SEKm	3.3	2.9	2.6	3.4
Employee volunteering hours (estimated number)	3	Number	17,826	17,091	18,780	18,634

1) Our Corporate Citizenship portfolio was divided into new theme areas in 2017. The old areas can be found in previous years' Sustainability Fact Books.

2) Memberships have not been reported as a separate themed category in 2019. Memberships are accounted for mainly as Other community investments but also partly distributed between the different themes.

3) Employee volunteer hours have been estimated by aggregating the total employee hours reported for each engagement. When hours per month were reported they were multiplied by 10 to give an estimation of hours/year.

GRI Index

GRI 101: Foundation 2016

The reports have been prepared in accordance with the GRI Standards: Core option. EY has been engaged to conduct a limited assurance on the reporting. Page references are abbreviated as follows:

SFB - SEB Sustainability Fact Book & GRI Index 2019

AR - SEB Annual Report 2019

AR:IFC - Inside front cover of the Annual Report 2019

AR:BC - Back cover of the Annual Report 2019

GRI 102: General Disclosures 2016

Disclosure	Description	Page reference/URL
Organizational profile		
102-1	Name of the organisation	Skandinaviska Enskilda Banken AB (publ)
102-2	Activities, brands, products and services	SEB supports large corporations in their business and international expansion (AR p. 8), acts as intermediary between Nordic and global financial markets (AR p. 8), provides bank services for entrepreneurs and small business owners (AR p. 10) and provides private banking services (AR p. 10). The group also provides asset management and life insurance services (AR p. 86). For examples of products and services, see AR p. 18-19. For examples of more sustainability-related products, see AR p. 21-22.
102-3	Location of headquarters	Stockholm, Sweden, AR p. 86.
102-4	Location of operations	AR p. 97.
102-5	Ownership and legal form	The parent company is a Swedish limited liability company, AR p. 86.
102-6	Markets served	AR:IFC.
102-7	Scale of the organization	Total number of employees: SFB p. 12. Total number of operations: AR p. 95-96 (Operating segments) and p. 97 (Geographical information). Net sales: AR p. 77 (income statement). Total capitalization: AR p. 42 (total assets). Examples of products and services: AR p. 18-19, 21-22.
102-8	Information on employees and other workers	SFB p. 12-13 (Our people). The data has been compiled through our internal HR system.
102-9	Supply chain	SFB p. 8 (footnote 4).
102-10	Significant changes to the organization and its supply chain	No significant changes.
102-11	Precautionary principle or approach	AR p. 52-57 (Risk management).
102-12	External initiatives	Sustainability Report, AR p. 33.
102-13	Membership of associations	Some examples of memberships are UNEPFI, Swedish Bankers Association, The Swedish Securities Dealers Association, ICC, The institute of International Banking Law & Practice, The Bankers association for Finance and Trade and Swedish Leadership for Sustainable Development.

GRI 102: General Disclosures 2016

Disclosure	Description	Page reference/URL
Strategy		
102-14	Statement from senior decisionmaker	Statement from the Chair and statement from the President, AR p. 2-5.
102-15	Key impacts, risks and opportunities	See Sustainability Report, AR p. 32-38, AR p. 20-21 (Sustainability) and AR p. 39-57 (Risk, liquidity and capital management).
Ethics and integrity		
102-16	Values, principles, standards and norms of behavior	Core values: AR p. 25. Norms of behavior: SEB Code of Conduct.
Governance		
102-18	Governance structure	Corporate governance for SEB: AR p. 60-75. For the sustainability work: SEB Corporate Sustainability Policy
Stakeholder engagement		
102-40	List of stakeholder groups	Customers, employees, shareholders and society at large, AR:IFC.
102-41	Collective bargaining agreements	SFB p. 13 (Labour management).
102-42	Identifying and selecting stakeholders	SFB p. 4 (Engaging with our stakeholders).
102-43	Approach to stakeholder engagement	SFB p. 4 (Engaging with our stakeholders).
102-44	Key topics and concerns raised	SFB p. 4 (Engaging with our stakeholders).
Reporting practice		
102-45	Entities included in the consolidated financial statements	AR p. 131-132.
102-46	Defining report content and topic Boundaries	The report content comprises SEB Group (including 100% owned subsidiaries) if nothing else is stated, see SFB p. 5 and AR p. 131 (note 22).
102-47	List of material topics	SFB p. 5 (SEB's sustainability framework).
102-48	Restatements of information	Restatements are described in conjunction with each adjustment.
102-49	Changes in reporting	GRI 102-15 has been added to the Index. GRI 412-1 has been removed after concluding that it was not a material topic. Adjustments in Sustainability Fact Book are described in conjunction with each adjustment.
102-50	Reporting period	SFB p. 2 (About SEB's sustainability reporting).
102-51	Date of most recent report	SFB p. 2 (About SEB's sustainability reporting).
102-52	Reporting cycle	SFB p. 2 (About SEB's sustainability reporting).
102-53	Contact point for questions regarding the report	SFB p. 2 (About SEB's sustainability reporting).
102-54	Claims of reporting in accordance with the GRI Standards	SFB p. 2 (About SEB's sustainability reporting) and Sustainability Report, AR p. 38 (Facts).
102-55	GRI content index	SFB p. 17-22.
102-56	External assurance	SFB p. 2 (About SEB's sustainability reporting).

GRI 103: Management Approach 2016

Disclosure	Description	
103-1	Explanation of the material topic and its boundaries	The results from our previous materiality analyses have been aggregated and processed into our "sustainability framework". The framework consists of four sustainability success factors and six fundamental aspects. These are all considered to be SEB's material topics, see picture in the Sustainability Report, AR p. 32. The success factors are material topics since they are assessed as areas where we, through our core business, have the best opportunities to impact economically, environmentally and socially. By strengthening our advice to clients with focus on sustainability-related risks and opportunities, by expanding the sustainable offering and by integrating sustainability into all investment processes, sustainability is integrated into our business. The four success factors are upheld by fundamental aspects which enable the success factors to create positive impact on sustainability. Read more about the material topics in the Annual Report (see next page).

GRI 103: Management Approach 2016 (continued)

Disclosure	Description
103-1	<p>Explanation of the material topic and its boundaries</p> <p>Sustainable finance (AR p. 32, 34-36) Sustainable investments (AR p. 32, 37-38) Innovation and entrepreneurship (AR p. 32) Responsible and proactive advice (AR p. 32, 33) Financial strength and resilience (AR p. 57-58) Risk management (AR p. 52-57) Business ethics and conducts (AR p. 25, 29, 55, 56, 61) Crime prevention (AR p. 56) Our people (AR p. 24-25) Environment (AR p. 34-35, 55)</p> <p>Even though Environment is not a part of the sustainability framework we consider it to be a material topic, especially with regards to the environmental impact from our products, i.e. with regards to sustainable finance and sustainable investments. Our own direct environmental impact may not be of major impact but is nevertheless considered to be material to some extent.</p> <p>The impacts from the material topics occur both inside and outside of SEB in relation to all our stakeholders (customers, employees, shareholders and society at large). Most of the impact is indirect from our products and investments but some impact is direct, such as our people (AR p. 24-25). For all material topics the boundary has been limited to SEB Group (including 100% owned subsidiaries) if nothing else is stated.</p>
103-2	<p>The management approach and its components</p> <p>All material topics are managed in the same way as all of SEB's activities, i.e. through management, control and follow-up according to our corporate governance structure (AR p. 60-62). The sustainability success factors in specific are managed by integrating the fundamental material aspects into our business activities (SFB p. 5). The purpose of the management approach, i.e. the approach to managing the material topics and impacts, is that SEB wants to make a difference by changing the green playing field for the financial sector (in addition to offer sustainable products, services and advice) (see AR p. 4).</p> <p>Several policies cover the material topics, a few examples are the Code of Conduct, the Corporate Sustainability Policy and the Human rights Policy (AR p. 33). We also commit to several international sustainability standards and frameworks, e.g. the UN Sustainable Development Goals and UNEPFI Principles for Responsible Banking (see AR p. 33).</p> <p>Commitments, goals and targets including responsibilities are followed up on a regular basis. For baseline and expected result, see AR p. 36.</p> <p>Resources to SEB's different operating segments, where sustainability is a part, are allocated by the chief operating decision maker (see AR p. 87 under Segment Reporting). Grievance mechanisms are implemented through a whistleblowing process, see AR p. 55 and p. 152 under Risk Management.</p> <p>For examples of specific actions that have been taken during the year, see the following pages for each material topic</p> <p><u>Sustainable finance</u>: e.g. ESG classification framework, AR p. 34 <u>Sustainable investments</u>: e.g. further developed SEB Impact Metric Tool, AR p. 21 and converted SEB Världen Fund to be managed according to SEB's sustainability criteria, AR p. 22.</p>

GRI 103: Management Approach 2016 (continued)

Disclosure	Description	
103-2	The management approach	<p><u>Innovation and entrepreneurship</u>: some innovative solutions are presented in AR p. 20-22</p> <p><u>Responsible and proactive advice</u>: e.g. pilot project on sustainability-related risks in customer dialogues, AR p. 33</p> <p><u>Financial strength and resilience</u>: continued work on implementing major regulations concerning financial stability, AR p. 58-59</p> <p><u>Risk management</u>: e.g. continued the implementation of TCFD recommendations, AR p. 34-35</p> <p><u>Business ethics and conducts</u>: e.g. review of the Code of Conduct, AR, p. 68</p> <p><u>Crime prevention</u>: e.g. further improved our know-your-customer routines and processes, AR p. 58</p> <p><u>Our people</u>: e.g. refreshed e-learning on sustainable finance, AR p. 38</p> <p><u>Environment</u>: e.g. continued work on measures to reduce our own CO2 emissions, AR p. 38</p>

Disclosure	Description	
103-3	Evaluation of the management approach	<p>For all material topics the Group Sustainability team, and where applicable Group Risk and Group Compliance, shall organize a review of the adherence to the sustainability principles and subsequent Policies. Regular reports on compliance and progress shall be presented to the CS Committee and, at least yearly, to the Group Executive Committee (GEC).</p> <p>The adherence to sustainability principles is embedded in the risk-based activity plans of the Internal Audit function within SEB, and the outcome is reported to the CS Committee, GEC and Board in accordance with established routines. In addition, Group Sustainability may commission a review by an external assessor, with appropriate expertise, as decided by the CS Committee (Corporate Sustainability Policy paragraph 7.5).</p> <p>The performance against our goals and targets related to the material topics are disclosed in this GRI Index, in the Sustainability Fact Book 2019 and also in the Sustainability Report, AR p. 36.</p>

GRI Economic

Disclosure	Description	Material topic	Page reference/URL
GRI 201: Economic performance 2016			
201-1	Direct economic value generated and distributed	Financial Strength and resilience	IFC and SFB p. 7 (Financial strength and resilience).
201-2	Financial implications and other risks and opportunities due to climate change	Risk management	AR p. 34 (TCFD), AR p. 55 (Environmental - climate-related risks).
GRI 205: Anti-Corruption 2016			
205-2	Communication and training about anti-corruption policies and procedures	Crime prevention	SFB p. 10 (Crime prevention). SEB's anti-corruption procedures were communicated to the Board members on a risk seminar 10 December 2019. 81,8% of the Board members were present.

GRI Environmental

Disclosure	Description	Material topic	Page reference/URL
GRI 302: Energy 2016			
302-1	Energy consumption within the organization	Direct Environment	SFB p. 15 (Environment).
GRI 305: Emissions 2016			
305-5	Reduction of GHG emissions	Direct Environment	SFB p. 15 (Environment), AR p. 27 (CO2 emissions) Baseline for SEB's target to reduce CO2 emissions with 20% is 2015, a decision that was taken in GEC in 2016. Between 2018 and 2019 the reduction took place in Scope 2 (facility energy) and scope 3 (business travel). We report according to the Greenhouse Gas Protocol and apply the financial control approach. Well established emission factors are used for the calculations with sources as IEA, IVL, AIB, Swedish EPA and Swedish Energy Agency.
GRI 306: Effluents and Waste 2016			
306-2	Waste by type and disposal method	Direct Environment	SFB p. 15 (Environment).
GRI 307: Environmental Compliance 2016			
307-1	Non-compliance with environmental laws and regulations	Direct/Indirect environment	SFB p. 15 (Environment).

GRI Social

Disclosure	Description	Material topic	Page reference/URL
GRI 401: Employment 2016			
401-1	New employee hires and employee turnover	Our People	SFB p. 13 (Employee turnover).
GRI 402: Labor/Management Relations 2016			
402-1	Minimum notice periods regarding operational changes	Our People	SFB p. 13 (Labour management).
GRI 404: Training and Education 2016			
404-1	Average hours of training per year per employee	Our People	SFB p. 14 (Average hours of training).
GRI 405: Diversity and Equal opportunity 2016			
405-1	Diversity of governance bodies and employees	Our People	SFB p. 12 (Employee information).
GRI 415: Public Policy 2016			
415-1	Political contributions	Financial strength and resilience	SEB does not support political parties through donations or in other ways, see Code of Conduct p. 6.
GRI 418: Customer Privacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Crime prevention	<p>During 2019 we did not received any substantiated complaints from regulatory bodies regarding breaches of customer privacy and losses of customer data. We received 2 complaints from customers regarding breaches of customer privacy and the total number of identified breaches reported to the Supervising Authorities was 56. Included in the total number of breaches are incidents reported to Baltic Authorities that, due to stricter regulatory requirements, may not be breaches of GDPR.</p> <p>During 2018: 0 substantiated complaints, 4 customer complaints on breach of customer privacy, 17 identified breaches of customer data</p> <p>During 2017: 0 substantiated complaints from Swedish regulatory bodies, 2 customer complaints on breaches of customer data</p>

Other

Disclosure	Description	Material topic	Page reference/URL
G4 - Product portfolio			
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose (excluding asset management)	Sustainable finance	SFB p. 8 (Green loan and green bonds) and AR p. 34 (Green financing).
G4- Active Ownership			
G4-FS10	Number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues	Sustainable investments	SFB p. 9 (Influence and engagement - Total engagement dialogues with portfolio companies).
G4- Active Ownership			
G4-FS11	Percentage of assets subject to positive and negative environmental or social screening	Sustainable investments	SFB p. 9 (Human Rights assessment - SEB funds assessed with Human Rights criteria).
SEB's own disclosure 1			
	Percentage of SEB funds assessed with sustainability criteria	Sustainable investments	SFB p. 9 (Sustainability criteria assessment).
SEB's own disclosure 2			
	Contribution to entrepreneurial and innovation partnerships	Innovation and entrepreneurship	SFB p. 16 (Corporate citizenship).
SEB's own disclosure 3			
	Measurement of customer experience and satisfaction	Responsible and proactive advice	AR p. 26 (Customers).