

CS Fact Book

Corporate Sustainability Report 2013



S|E|B

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Key performance indicators

\$	ECONOMIC INDICATORS		NOTE	UNIT	2013	2012	2011	2010
Direct economic value generated and distributed								
Interest income		SEK m			49,723	53,794	56,163	45,892
Interest expense related to deposits and borrowing from the public		SEK m			-11,222	-14,694	-15,652	-12,068
Other interest expense		SEK m			-19,674	-21,481	-23,787	-22,601
Net interest income		SEK m			18,827	17,635	16,901	15,930
Net fee and commission income		SEK m			14,664	13,620	14,175	14,120
Net financial income		SEK m			4,052	4,579	3,548	3,148
Net life insurance income		SEK m			3,255	3,428	3,197	3,255
Value created in the service of customers (Total operating income)		SEK m			41,553	38 823	37,686	36,735
Total operating expenses	1	SEK m			22,287	23 652	23,513	23,751
Total operating profit (pre tax)	1	SEK m			18 127	14 235	14,953	11,389
Total operating profit (pre tax) by region	1	SEK m			18,127	14,235	14,953	11,389
Sweden		SEK m			10,002	6,777	6,102	6,005
Nordic countries (excl Sweden)		SEK m			4,740	4,290	3,721	3,349
Baltic countries		SEK m			1,410	1,104	3,090	456
Germany		SEK m			1,030	1,074	1,334	145
Other countries and eliminations		SEK m			945	990	706	1,434
Total operating profit (pre tax) by division	1	SEK m			18,127	14,235	14,953	11,389
Merchant Banking		SEK m			8,171	7,109	7,481	7,330
Retail Banking		SEK m			5,743	4,353	3,128	1,910
Wealth Management		SEK m			1,527	1,289	1,371	1,477
Life		SEK m			1,892	1,980	1,957	2,137
Baltic		SEK m			1,280	918	2,917	261
Other including eliminations		SEK m			-486	-1,414	-1,901	-1,726
Employee salary and other compensation		SEK m			9,084	9,536	9,676	9,635
Employees - pension costs, benefits, education and other staff related costs	1	SEK m			2,279	2,351	2,162	1,877
Employee social charges		SEK m			2,666	2,709	2,487	2,408
Tax on profit (for details see p 9 of this CS Fact Book)	1	SEK m			3,338	2,093	2,942	2,569
Stability fee and Deposit insurance		SEK m			1,114	1,098	995	878
Financial assistance received from government		SEK m			0	0	0	0
Suppliers and business partners	2	SEK m			10,280	9,300	10,000	9,100
Dividends (shareholders)	3	SEK m			8,719	6,004	3,795	3,291
Community investment								
Economic contribution to social partnerships, share of operating profit	4	%			0.3	0.4	0.4	0.6
Economic contribution to social partnerships, excl management costs	4	SEK m			55.3	53	53.8	62.9
By theme								
Environment (climate compensation)	5	SEK m			0	0	8.1	12.15
Entrepreneurship (incl entrepreneurship among children and youth)		SEK m			7	9.5	9.9	6.25
Children and youth		SEK m			19.5	16.5	20.7	5.62
Sports and culture		SEK m			24.5	22.4	13.3	25
Education and know how		SEK m			4.3	2.7	n/a	n/a
Other		SEK m			1.6	1.6	1.9	0.3
Employee participation in programme through Mentor and other initiatives		Number			1,900	950	725	332
Market presence								
Market presence (number of countries with SEB employees)	6	Number			20	20	20	21
Markets with universal banking offering (locations of significant operations)	6	Number			4	4	4	5
Other markets and strategic locations	6	Number			16	16	16	16
Suppliers								
Number of suppliers		Number			13,000	11,300	11,400	12,300
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.			4. Excluding management costs 2011 – 2013, including management costs 2010					
2. Cash expense, includes applicable VAT.			5. Since 2012 SEB no longer compensate for its carbon footprint.					
3. Dividends for the fiscal year, paid out to shareholders the following year. Proposed.			6. In 2011, the German retail business was divested, the Paris office closed and the Hong Kong office opened.					



RESPONSIBLE BUSINESS INDICATORS

	NOTE	UNIT	2013	2012	2011	2010
Responsible selling and marketing						
Number of advisors, private and SME	1	Number	2,781			
Number of advisors (private and SME) with SwedSec licenses	1	Number	2,262			
Licensed or Certified advisors, private, per cent	1	%	100	100	100	100
Advisory meetings – Branch offices						
Private	1	Number	300,000			
SME corporate	1	Number	110,000			
Savings product Digikassa, aggregate amount saved (Estonia)		SEK m	36.3			
Savings product Digikassa, number of contracts (Estonia)		Number	50,000	13,000		
Customer feedback						
Total customer complaints, Retail banking Sweden		Number	4,781	6,125	6,348	6,264
Total customer complaints, Retail banking Baltic (Estonia, Latvia and Lithuania)		Number	17,476	20,482		
Net Customer recommendation score, average private Sweden		NPS	19	11	13.32	12.53
Net Customer recommendation score, average SME Sweden		NPS	17	10	11.25	6.63
Business conduct and ethics						
Employees completed Code of Business Conduct training	2	%	70	75	93	93
Employees (applicable) registered share holdings in compliance register (prevent insider trading)	3	%	100	100	100	100
Tackling financial crime						
Employees completed anti-money laundering education	2	%	93	90	93	98
Employees completed fraud prevention education	2	%	53	51	49	49
Employees completed information security education	2	%	75			
Markets and sites with "know-Your-Customer" (KYC) process and instructions/total						
Suspicious market transactions (MAD) reported	4	Number	21/21	21/21	21/21	21/21
Branch office robberies (Sweden, Estonia, Latvia and Lithuania)		Number	21	20	35	23
Card fraud costs, Nordic countries		SEK m	1	3	1	0
			50	50.9	34.2	39
Responsible investments						
Total assets under management (AuM) - Investment Management		SEK bn	1,408	1,228	1,175	1,321
Share of assets managed that have been evaluated according to sustainability criteria		%	67	67		
Number of Socially Responsible investment/Ethical funds		Number	17	16	15	16
Total assets under management in SRI/ethical funds, share of total AuM		%	1.93	1.72	1.26	1.21
Total assets under management in SRI/ethical funds		SEK m	27,271	21,135	14,848	16,008
Whereof assets managed for institutional clients		SEK m	15,150	12,383	9,172	10,611
Total engagement dialogues with portfolio companies		Number	196	247	259	237
Sustainable finance						
Green Bonds – money raised since inception		USD bn	3,5	2,5	2	1,6
Green Bonds – number of issues		Number	46			
Green Bonds – number of investors, cumulative		Number	195			
Green car leasing, number of cars (Estonia, Latvia and Lithuania)		Number	1,360	408		
Green car leasing, amount (Estonia, Latvia and Lithuania)		SEK m	162	23		
Eco-renovation projects, number (Estonia, Latvia, Lithuania)		Number	244	210		
Eco-renovation projects, amount (Estonia, Latvia, Lithuania)		SEK m	229	288		
Equator Principles, number of investments		Number	11	3	12	10
Category A transactions approved		Number	0	0	1	0
Category B transactions approved		Number	8	0	7	7
Category C transactions approved		Number	3	3	4	3

Notes

- 1) Retail division in Sweden, Estonia, Latvia and Lithuania. SwedSec licenses only in Sweden, 2009 – 2011 covers only Sweden
- 2) From 2012 only e-trainings monitored and displayed. Increased focus on work-shops and dialogue meetings. earlier data incl classroom trainings
- 3) Primarily targeting front line sales and employees managing transactions
- 4) In 2011, Paris office closed and Hong Kong office opened



SOCIAL INDICATORS

	NOTE	UNIT	2013	2012	2011	2010
Headcount						
Total headcount, including part-time employees		Number	16717	17,474	18,862	20,599
Headcount by division and support function						
Merchant Banking	1	%	14	15	14	13
Retail Banking (including SEB Kort)	1	%	21	21	22	18
Wealth Management		%	6	6	6	5
Life		%	8	8	7	6
Baltic		%	18	18.5	17	16
Business Support		%	25	23.5	21	19
Group Staff and control function		%	8	8	8	8
Other	2	%	0	5	5	15
Headcount by region						
Sweden		%	50	50	47	42
Lithuania		%	13	n/a	n/a	n/a
Latvia		%	9	n/a	n/a	n/a
Estonia		%	8	n/a	n/a	n/a
Baltic		%		29	28	26
Nordic countries (excl Sweden)		%	9	9	8	8
Germany	2	%	6	6	12	16
Other		%	5	6	5	9
Headcount by age						
-29		%	17	18	20	20
30-39		%	30	30	30	30
40-49		%	30	30	29	29
50-		%	24	22	21	21
Employees by gender						
Male		%	43	44	43	42
Female		%	57	56	57	58
Employees by employment type						
Permanent		%	88	n/a	n/a	n/a
Temporary		%	12	n/a	n/a	n/a
Employee turnover						
Total employee turnover	3	%	11.1	9.3	9.3	10.9
Employee turnover female		%	11.5	n/a	n/a	n/a
Employee turnover male		%	10.6	n/a	n/a	n/a
Employee turnover by country /region						
Sweden		%	7.4	n/a	n/a	n/a
Lithuania		%	12.5	n/a	n/a	n/a
Latvia		%	9.2	n/a	n/a	n/a
Estonia		%	13.6	n/a	n/a	n/a
Nordic countries (excl Sweden)		%	16.6	n/a	n/a	n/a
Germany		%	23.5	n/a	n/a	n/a
Average length of employment						
		Years	11.8	11.6	11.1	11
Less than 2 years (share of employees)		%	11	14	16	12
2-4 years (share of employees)		%	18	20	18	22
5-9 years (share of employees)		%	25	26	18	15
10 or more years		%	46	40	47	49
Recruitment						
Employee growth rate, net change		%	-4.5	-9.0	0.2	-1.8
Employee growth rate, net change		Number	-756	-1,388	102	-251
Joiners, total headcount		Number	1,126	1,100	1,940	2,002
Leavers, total headcount		Number	1,882	2,488	1,838	2,253
of which Retired, total headcount		Number	148	139	141	124

SOCIAL INDICATORS	NOTE	UNIT	2013	2012	2011	2010
Employee engagement and performance management						
Employee survey	4					
Employee participation rate in employee survey		%	85	n/a		
Share of employees "I am confident in the future of SEB"		%	81	n/a		
Share of employees "I would highly recommend SEB as a place to work"		%	69	n/a		
Share of employees who think their manager fosters an open, honest and transparent culture		%	78	n/a		
Employee engagement index		Index	70	n/a		
Employees that understand how their targets are linked to SEB's vision, strategy and goals		%	78	n/a	78	
Participated in regular performance and career development reviews (PDD), share of employees		%	90	n/a	94	
Received feedback on their performance, share of employees		%	90	n/a	94	
Engagement						
Number of intranet chats with executive management conducted		Number	10	12	11	18
Total number of questions in chats		Number	300	350	500	550
Average employee participation rate in chats (live or passive reading afterwards)		%	55	48	45	50
Diversity and equal opportunities						
Gender by region (male/female)						
Sweden		%	49/51	49/51	49/51	48/52
Lithuania		%	29/71	n/a	n/a	n/a
Latvia		%	26/74	n/a	n/a	n/a
Estonia		%	49/51	n/a	n/a	n/a
Baltic		%		27/73	27/73	26/74
Nordic countries (excl Sweden)		%	58/42	57/43	56/44	55/45
Germany		%	56/44	58/42	59/41	49/51
Gender by management type - all managers (male/female)						
Senior managers (top mgmt fd) (male/female)		%	74/26	76/24	77/23	74/26
Middle managers (male/female)		%	62/38	61/39	62/38	61/39
First line managers (male/female)		%	49/51	50/50	46/54	47/53
Staff (male/female)		%	43/57	42/58	41/59	42/58
Nationalities						
Employees with a foreign background, share of tot headcount	5	%	n/a	n/a	13	12
Recruitment of employees with a foreign background, share of total recruitment	5	%	n/a	n/a	18	19
Managers with a foreign background, share of total	5	%	n/a	n/a	8.6	8
Number of nationalities represented in global trainee programme		Number	4	5	6	5
Total number of employees on parental leave during the year						
Men	5	Number	258	248		
Women		%	46	46	46	46
		%	54	54	54	54
Labour/management relations						
Percent of employees with collective or local agreement		%	100	100		
Percentage of employees covered by collective bargaining agreements – Sweden		%	100	100	100	100
Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements		Months	3	3	3	3
Health and workplace safety						
Sick-leave rate, share of ordinary working hours	5	%	2.44	2.55	2.5	2.7
Short-term sick leave rate	5	%	1.83	1.66	1.60	1.60
Female	5	%	2.54	2.10	1.80	1.90
Male	5	%	1.12	1.22	1.30	1.30
Long-term sick leave rate	5	%	0.66	0.89	1.10	1.10
Female	5	%	1.06	1.35	1.70	1.80
Male	5	%	0.26	0.43	0.40	0.40
Employees with health insurance	5	%	100	100	100	100

SOCIAL INDICATORS	NOTE	UNIT	2013	2012	2011	2010
Competence						
Highest educational level achieved						
University > 3 years		%	53	51	52	46
University < 3 years		%	10	10.5	10	10
Upper secondary school		%	28	28	28	30
Compulsory school		%	3	4.5	4	8
Other/unspecified		%	7	6	6	7
Share of employees who say they have good opportunities to develop and expand their competence	4	%	73	n/a	74	n/a
Compensation & Benefits						
Total employee remuneration (including social charges)		SEK m	14,029	14,597	13,933	13,921
Number of employees participating in any of the Share savings programmes		Number		8,800	8,500	7,900
Share of employees participating in Share Savings Programme during the year		%		27	28	29
Short-term variable cash compensation in relation to total employee remuneration		%	5	7	10	12
Redundancy costs		SEKm	267	413	135	135

Notes

- 1) In 2013, Mid- Corporate including Public sector in Sweden moved from Merchant Banking to Retail
- 2) Retail Banking operations in Ukraine divested in 2012, Retail Banking operations in Germany divested in 2011
- 3) Definition of total employee turnover: Total leavers divided by the average population for the period
- 4) Employee survey Insight in 2013, Voice in 2011
- 5) Only Sweden



ENVIRONMENTAL INDICATORS

	NOTE	UNIT	2013	2012	2011	2010
General indicators						
Number of offices reporting (whereof branch offices)			302 (282)	316 (294)	376 (335)	625 (559)
Net internal area of reporting offices covered		m ²	426,297	438,915	401,724	699,376
Full-time employees (FTE) covered		FTE	15,851	16,578	16,704	16,324
Carbon dioxide (CO₂) emissions						
Total CO ₂ emissions	1	Tonnes	28,501	28,497	34,590	38,598
CO ₂ emissions from energy consumption		Tonnes	9,543	9,308	11,120	17,545
CO ₂ emissions from business travel		Tonnes	15,496	15,154	18,761	15,196
CO ₂ emissions from paper consumption		Tonnes	1,139	1,203	1,540	2,115
CO ₂ emissions from company cars		Tonnes	2,323	2,832	3,169	3,742
Total CO ₂ emissions / employee		Tonnes	1.8	1.7	2.1	2.3
Total CO ₂ emissions by region						
Sweden		Tonnes	10,689	10,768	13,945	11,824
Nordic's (excl Sweden)		Tonnes	4,797	4,064	5,442	4,678
Baltic's		Tonnes	7,726	7,827	8,533	10,239
Germany		Tonnes	2,765	3,288	3,506	3,207
Other		Tonnes	2,524	2,549	3,164	6,981
Energy consumption						
Total energy consumption (in buildings)		MWh	115,930	112,348	121,406	146,046
Electricity		MWh	80,570	85,114	91,758	109,371
Change in electricity consumption compared to the year before		%	-5	-7	-16	0
Other energy sources		MWh	35,360	27,233	29,648	36,675
Renewable energy percentage of total electricity consumption		%	82	87	72	64
Total energy consumption/m ²		MWh/m ²	0.27	0.26	0.30	0.23
Total energy consumption/employee		MWh/FTE	7.3	6.8	7.3	8.9
Voluntary carbon offsets purchased		Tonnes	0	0	38,598	47,320
Resource efficiency						
Paper						
Total paper consumption		Tonnes	972	1,014	1,290	1,650
Graphic paper consumption		Tonnes	398	453	605	753
Supplies paper consumption		Tonnes	573	560	685	897
Environmentally labelled paper consumption		Tonnes	823	863	978	1,067
Environmental paper use share of total		%	85	85	76	65
Total paper consumption / employee (FTE)		Tonnes	0.06	0.06	0.09	0.09
Waste						
Waste generation	2	Tonnes	2,944	2,422	1,945	1,745
Total waste generation / employee (FTE)		Tonnes	0.19	0.15	0.12	0.09
Waste recycling		Tonnes	1,537	1,760	1,709	854
Percentage waste reused or recycled		%	52	73	88	49
Water						
Total water consumption in buildings	2	m ³	165,873	142,132	130,442	150,058
Total water consumption / employee (FTE)		m ³	10.46	8.57	7.81	7.85
Business travel & company car fleet						
Total business travel	3	Million km	64.9	63.2	76.2	62.4
Total business travel / employee		Km	4,094	3,812	4,564	3,263
Air travel		Million km	61.2	59.2	71.7	58.1
Domestic air travel		Million km	8.8	8.3	10.4	16.8
Nordic air travel		Million km	3.2	3.0	4.1	2.6
International air travel		Million km	49.2	47.8	57.2	38.7
Train travel (Sweden)		Million km	3.7	4.0	4.5	4.3
Air travel day trips vs total number of air trips (Nordic)		%	84	85	83	78
Environmentally certified company cars share of company car fleet	4	%	52	39	63	35

	NOTE	UNIT	2013	2012	2011	2010
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		SEK m	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) The increase is mainly due to better monitoring.
- 3) Excluding leasing car mileage.
- 4) 2012 changed to EU definition of environmental certified cars.

TAX	UNIT	2013			2012			2011		
Specification of tax by core markets (comparable with note 15 in Annual Report)										
Note		Current tax	Change in deferred tax	Total tax cost	Current tax	Change in deferred tax	Total tax cost	Current tax	Change in deferred tax	Total tax cost
Sweden	SEKm	2,408	-646	1,762	687	-177	510	1,411	137	1,548
Denmark	SEKm	407	-15	392	397	-54	343	193	91	284
Finland	SEKm	199	-208	-9	112	70	182	113	-66	47
Norway	SEKm	535	-27	508	810	-110	700	348	-39	309
Latvia	SEKm	5	40	45	10	15	25	19	120	139
Estonia	1 SEKm	0	0	0	0	0	0	0	0	0
Lithuania	SEKm	4	69	73	3	55	58	1	157	158
Germany	SEKm	238	-1	237	51	55	106	42	6	48
Other	SEKm	359	-29	330	172	-3	169	415	-6	409
Total	SEKm	4,155	-817	3,338	2,242	-149	2,093	2,542	400	2,942

Notes

- 1) In Estonia no income tax is paid unless profit is distributed as dividend. No deferred tax liability is recognised related to possible future tax costs on dividends from Estonia. The tax rate applicable to dividends is 21 per cent.