

CS Fact Book

Corporate Sustainability Report 2012

NON-FINANCIAL PERFORMANCE



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Key performance indicators



ECONOMIC INDICATORS

	NOTE	UNIT	2012	2011	2010	2009
Direct economic value generated and distributed						
Total operating income		SEKm	38,823	37,686	36,735	42,421
Total operating expenses	1	SEKm	23,652	23,121	23,751	24,404
Total operating profit (pre tax) by region	1, 2	SEKm	14,235	15,345	11,389	5,654
Sweden		SEKm	6,777	6,489	6,005	7,428
Nordic countries (excl Sweden)		SEKm	4,290	3,721	3,349	4,129
Baltic countries		SEKm	1,104	3,090	456	-8,282
Germany		SEKm	1,074	1,348	145	747
Other countries and eliminations		SEKm	990	697	1,434	1,632
Total operating profit (pre tax) by division	1, 2	SEKm	14,235	14,953	11,389	5,654
Merchant Banking		SEKm	7,109	7,481	7,330	9,272
Retail Banking		SEKm	4,353	3,128	1,910	2,885
Wealth Management		SEKm	1,289	1,371	1,477	1,142
Life		SEKm	1,980	1,957	2,137	2,115
Baltic		SEKm	918	2,917	261	9,755
Other including eliminations		SEKm	-1,414	-1,901	-1,726	-5
Employee compensation, pensions and other staff costs (employees)	1, 3	SEKm	11,821	11,762	11,512	11,755
Supplier payments (suppliers)		SEKm	9,300	10,000	9,100	9,200
Dividends (shareholders)	4	SEKm	6,034	3,839	3,291	2,193
Taxes and fees (governments)						
Tax on profit		SEKm	2,093	2,942	2,569	2,478
Employee social charges		SEKm	2,776	2,563	2,408	1,933
Stability fee and Deposit insurance		SEKm	1,098	995	878	365
Financial assistance received from government		SEKm	0	0	0	0
Market presence						
Market presence (number of countries with SEB employees)		Number	20	20	21	21
Markets with universal banking offering (locations of significant operations)	5	Number	4	4	5	5
Other markets and strategic locations		Number	16	16	16	16
Community investment						
Economic contribution to social partnerships, share of operating profit		%	0.4	0.4	0.6	0.6
Economic contribution to social partnerships (incl entrepreneurship and mgmt costs)	6	SEKm	53	53.8	62.9	35.5
By theme						
Environment (climate compensation)	7	SEKm	0	8.1	12.15	10.0
Entrepreneurship (incl entrepreneurship among children and youth)		SEKm	9.5	9.9	6.25	8.7
Children and youth		SEKm	16.5	20.7	5.62	6.0
Sports and culture		SEKm	22.4	13.3	25	10.0
Education	8	SEKm	2.7	n/a	n/a	n/a
Other		SEKm	1.6	1.9	0.3	0.8
Employee participation in programme through Mentor,		number	950	725	332	380
Suppliers						
Number of suppliers		Number	11,300	11,400	12,300	15,000
Total spent on procurement		SEK bn	9.3	10	9.1	9.2

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) 2009–2008 restated and 2007 pro forma, reflecting the divestment of SEB's German retail operations.
- 3) Excluding social charges
- 4) Dividends for the fiscal year, paid out to shareholders the following year. 2010: Proposed.
- 5) German retail business divested
- 6) Management costs included from 2010.
- 7) Since 2012 SEB does not longer compensate for its carbon footprint. Read more in CS Report 2012, p 19.
- 8) This has previous years been reported under other items



ENVIRONMENTAL INDICATORS

	NOTE	UNIT	2012	2011	2010	2009
General indicators						
Number of offices reporting (whereof branch offices)			316 (294)	376 (335)	625 (559)	625 (559)
Net internal area of reporting offices covered		m ²	438,915	401,724	699,376	707,537
Full-time employees (FTE) covered		FTE	16,578	16,704	16,324	16,901
Carbon dioxide (CO₂) emissions						
Total CO ₂ emissions	1	Tonnes	28,497	34,590	38,598	41,628
CO ₂ emissions from energy consumption		Tonnes	9,308	11,120	17,545	23,287
CO ₂ emissions from business travel		Tonnes	15,154	18,761	15,196	11,280
CO ₂ emissions from paper consumption		Tonnes	1,203	1,540	2,115	3,121
CO ₂ emissions from company cars		Tonnes	2,832	3,169	3,742	3,940
Total CO ₂ emissions / employee		Tonnes	1.7	2.1	2.3	2.5
Total CO ₂ emissions by region						
Sweden		Tonnes	10,768	13,945	11,824	10,221
Nordic's (excl Sweden)		Tonnes	4,064	5,442	4,678	2,722
Baltic's		Tonnes	7,827	8,533	10,239	15,047
Germany		Tonnes	3,288	3,506	3,207	8,352
Other		Tonnes	2,549	3,164	6,981	5,174
Energy consumption						
Total energy consumption (in buildings)		MWh	112,348	121,406	146,046	133,720
Electricity		MWh	85,114	91,758	109,371	109,093
Change in electricity consumption compared to the year before	2	%	-7	-16	0	+2
Other energy sources		MWh	27,233	29,648	36,675	24,627
Renewable energy percentage of total electricity consumption	3	%	87	72	64	43
Total energy consumption/m ²		MWh/m ²	0.26	0.30	0.23	0.21
Total energy consumption/employee (FTE)		MWh	6.8	7.3	9.9	8.9
Voluntary carbon offsets purchased	4	Tonnes	0	38,598	47,320	33,388
Resource efficiency						
Paper						
Total paper consumption		Tonnes	1,014	1,290	1,650	2,327
Graphic paper consumption		Tonnes	453	605	753	1,007
Supplies paper consumption		Tonnes	560	685	897	1,320
Environmentally labelled paper consumption		Tonnes	863	978	1,067	1,334
Environmental paper use share of total		%	63	76	65	57
Total paper consumption / employee (FTE)		Tonnes	0.06	0.09	0.09	0.11
Waste						
Waste generation	5	Tonnes	2,422	1,945	1,745	1,710
Total waste generation / employee (FTE)		Tonnes	0.15	0.12	0.09	0.08
Waste recycling		Tonnes	1,760	1,709	854	606
Percentage waste reused or recycled		%	73	88	49	37
Water						
Total water consumption in buildings	5	m ³	142,132	130,442	150,058	147,628
Total water consumption / employee (FTE)		m ³	8.57	7.81	7.85	7.30
Business travel & company car fleet						
Total business travel	6	Million km	63.2	76.2	62.4	47.4
Total business travel / employee		Km	3,812	4,564	3,263	2,344
Air travel		Million km	59.2	71.7	58.1	43.8
Domestic air travel		Million km	8.3	10.4	16.8	12.7
Nordic air travel		Million km	3.0	4.1	2.6	3.3
International air travel		Million km	47.8	57.2	38.7	27.8
Train travel (Sweden)		Million km	4.0	4.5	4.3	3.6
Air travel day trips vs total number of air trips (Nordic*)		%	85	83	78	78
Environmentally certified company cars share of company car fleet	7	%	39	63	35	29

	NOTE	UNIT	2012	2011	2010	2009
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
Sustainable finance and investments (social & environmental aspects)						
Number of Socially Responsible Investment/ethical funds		Number	16	15	16	14
Total assets under managements in SRI/ethical funds		SEKm	21,135	14,848	16,008	11,105
- Whereof assets managed for institutional clients		SEKm	12,383	9,172	10,611	7,372
SRI/ethical funds, share of total assets under management		%	1.72	1.26	1.21	0.87
Green Bonds – money raised since inception		USDm	2,500	2,000	1,600	1,000
Green Car loans, (Sweden)		Number	800	1,500	2,000	1,300
Green car loans as a per cent of total car loans, (Sweden)		%	30	50	50	n/a
Green car leasing, number of cars, (Estonia, Latvia and Lithuania)		Number	408			
Eco renovation projects (Estonia, Latvia and Lithuania)		Number	210			
Eco renovation projects, amount (Estonia, Latvia and Lithuania)		SEKm	288			
Equator Principles, number of investments			3	12	10	0
Category A transactions approved		Number	0	1	0	0
Category B transactions approved		Number	0	7	7	0
Category C transactions approved		Number	3	4	3	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) This figure was shown as 13 per cent in the Annual Report. Due to late incoming data, the figure has been revised to 7 per cent.
- 3) This figure was shown as 90 per cent in the Annual Report. Due to late incoming data, the figure has been revised to 87 per cent.
- 4) Since 2012 SEB does not longer compensate for its carbon footprint. Read more in CS Report 2012, p 19.
- 5) The increase is mainly due to better monitoring.
- 6) Excluding leasing car mileage.
- 7) 2012 changed to EU definition of environmental certified cars.



SOCIAL INDICATORS

	NOTE	UNIT	2012	2011	2010	2009
Headcount						
Total headcount, including part-time employees		Number	17,474	18,862	20,599	20,835
Headcount by division and support function						
Merchant Banking		%	15	14	13	13
Retail Banking		%	21	22	25	25
Wealth Management		%	6	6	6	5
Life		%	8	7	6	6
Baltic		%	18.5	17	16	16
New markets	1	%	0	5	5	6
Business Support		%	23.5	21	10	10
Group Staff and other		%	8	8	9	8
Headcount by region						
Sweden		%	50	47	42	40
Nordic countries (excl Sweden)		%	9	8	8	8
Baltic countries		%	29	28	26	26
Germany		%	6	12	16	17
Other		%	6	5	9	9
Headcount by age						
-29		%	18	20	20	20
30-39		%	30	30	30	31
40-49		%	30	29	29	29
50-		%	22	21	21	20
Employees by gender						
Male		%	44	43	42	42
Female		%	56	57	58	58
Employee turnover						
Total employee turnover		%	9.3	9.3	10.9	11.0
Average length of employment at SEB						
			11.6			
Less than 2 years		%	14	16	12	18
2-4 years		%	20	18	22	19
5-9 years		%	26	18	15	15
10 or more years		%	40	47	49	48
Average length of employment		Years	11.6	11.1	11	11.1
Recruitment						
Employee growth rate, net change		%	-0.1	0.2	-1.8	-7.2
Joiners, total headcount		Number	1,100	1,940	2,002	1,367
Leavers, total headcount		Number	2,488	1,838	2,253	2,224
Retired, total headcount		Number	139	141	124	148

SOCIAL INDICATORS	NOTE	UNIT	2012	2011	2010	2009
Employee engagement						
Employee survey index	2	Index	n/a	725	n/a	723
Share of employees that are proud of SEB						
I believe SEB will become/remain one of the winners within its field	2	%	n/a	76	n/a	75
I would recommend a friend to work at SEB	2	%	n/a	73	n/a	70
Share of employees who think their manager fosters an open, honest and transparent culture	2	%	n/a	76	n/a	75
Number of intranet chats with executive management conducted		Number	12	11	18	18
Total number of questions in chats		Number	350	500	550	500
Average employee participation rate (live or passive reading afterwards)		%	48	45	50	45
Diversity and equal opportunities						
Gender by region (male/female)						
Sweden		%	49/51	49/51	48/52	48/52
Nordic countries (excl Sweden)		%	57/43	56/44	55/45	54/46
Germany		%	58/42	59/41	49/51	49/51
Baltic		%	27/73	27/73	26/74	26/74
Other		%	41/59	41/59	40/60	37/63
Gender by management type - all managers (male/female)						
Senior managers (top mgmt fd)		%	58/42	57/43	56/44	58/42
Middle managers		%	76/24	77/23	74/26	73/27
First line managers		%	61/39	62/38	61/39	61/39
Staff		%	50/50	46/54	47/53	51/49
Nationalities						
Employees with a foreign background, share of tot headcount	3	%	n/a	13	12	11
Recruitment of employees with a foreign background, share of total recruitment	3	%	n/a	18	19	16
Managers with a foreign background, share of total	3	%	n/a	8.6	8	7
Nationalities represented in global trainee programme		Number		6	5	6
Total number of employees on parental leave during the year						
Men	4	%	2,050	1,869	1,864	1,842
Women	4	%	46	46	46	44
	4	%	54	54	54	56
International mobility						
Total amount of staff on international assignments		Number	217	222	211	200
Employees on international assignments (Swedes sent abroad)		Number	121	124	116	103
Male/female		%	72/28	73/27	72/28	
Employees on international assignments (other nationalities sent abroad)		Number	96	98	95	97
Male/female		%	75/25	69/31	73/27	
Labour/management relations						
Employees covered by collective bargaining agreements	4	%	100	100	100	100
Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	4	Months	3	3	3	3
Health and workplace safety						
Sick-leave rate, share of ordinary working hours	4	%	2.5	2.5	2.7	3.0
Long-term sick leave rate						
Male	4	%	0.89	1.1	1.1	1.3
Female	4	%	0.43	0.4	0.4	0.5
Short-term sick leave rate						
Male	4	%	1.35	1.7	1.8	2.0
Female	4	%	1.66	1.6	1.6	1.7
Male	4	%	1.00	1.3	1.3	1.3
Female	4	%	2.10	1.8	1.9	2.0

SOCIAL INDICATORS	NOTE	UNIT	2012	2011	2010	2009
Work-life balance						
Employees with health insurance	4	%	100	100	100	100
Average vacation utilization	5	%	86	83	82	76
Performance management						
Participated in regular performance and career development reviews (PDD), share of employees	2	%	n/a	94	n/a	90
Received feedback on their performance, share of employees	2	%	n/a	94	n/a	88
Employees that understand how their targets are linked to SEB's vision, strategy & goals	2	%	n/a	78	n/a	78
Competence development						
Highest educational level achieved						
University > 3 years		%	51	52	46	44
University < 3 years		%	10.5	10	10	10
Upper secondary school		%	28	28	30	31
Compulsory school		%	4.5	4	8	8
Other/unspecified		%	6	6	7	7
Share of employees who say they have good opportunities to develop and expand their competence	2	%	n/a	74	n/a	69
Compensation & Benefits						
Total employee remuneration (including social charges)	6	SEK m	14,597	13,933	13,921	13,688
Number of employees participating in any form of long term incentive programme		Number	8,800	8,500	7,900	n/a
Share of employees participating in Share Savings Programme during the year		%	27	28	29	26
Short-term variable cash compensation in relation to total employee remuneration	6	%	7	10	12	6
Redundancy costs	6	SEK m	413	135	135	308

Notes

- 1) The divestment of Ukrainian retail operation finalised during 2012.
- 2) No Employee survey was performed in 2012. The next Employee survey will be performed in May, 2013.
- 3) Statistics (for Sweden only) collected from Statistics Sweden (administrative agency) in May.
- 4) Sweden
- 5) Sweden, Estonia, Latvia, Lithuania
- 6) Restated numbers for 2009 reflecting the divestment of SEB's German retail operations, as organisational changes, and 2011, reflecting changes in the Group's accounting policies relating to the accounting of defined benefit plans as well as organisational changes.



GOVERNANCE INDICATORS

	NOTE	UNIT	2012	2011	2010	2009
Responsible selling and marketing						
Licensed or certified advisors, private & SME business	1	%	100	100	100	98
Customer feedback						
Total customer complaints, Retail banking, Sweden		Number	6,125	6,348	7,264	n/a
Total customer complaints, Retail banking, Estonia, Latvia and Lithuania			20,482	n/a	n/a	n/a
Net Customer recommendation score, private Sweden			11	13.32	12.53	7.18
Net Customer recommendation score, SME Sweden			10	11.25	6.63	0.58
Business conduct and ethics						
Employees completed Code of Business Conduct training	2	%	75	93	93	87
Employees (applicable) registered share holdings in compliance register (preventing insider trading)		%	100	100	100	100
Tackling financial crime						
Employees completed anti-money laundry education		%	90	93	98	89
Employees completed fraud prevention e-training	3	%	51	49	49	43
Markets and sites with "Know-Your-Customer" (KYC) process and instructions implemented/total	4	Number	21/21	21/21	21/21	19/21
Suspicious market transactions (MAD) reported		Number	20	35	23	58
Branch office robberies (Sweden and Baltic countries)		Number	3	1	0	3
Card fraud costs, Nordic countries		SEKm	50.9	34.2	39	85
Responsible ownership						
Total engagement dialogues with portfolio companies		Number	247	259	237	160

Notes

- 1) 2012 includes the Retail division and Private Banking in Sweden, Estonia, Latvia and Lithuania. 2009-2011 covers only Sweden.
- 2) From 2012 only e-trainings monitored, earlier included work-shops and classroom trainings.
- 3) Primarily targeting front line sales and employees managing transactions
- 4) In 2011, Paris office closed and Hong Kong office opened